

QULOC WEBINAR SERIES

makes a **BIG**
DIFFERENCE

Liaison librarians need to develop their research support skills, and a series of webinars in Queensland, run by Queensland University Libraries Office of Cooperation (QULOC) has made it easier than ever to do that.

The need for liaison librarians (also known as subject or discipline librarians) to develop research support skills has been identified in many publications. Two prominent examples are the Research Libraries UK (RLUK) 2012 report by Mary Auckland, 'Re-skilling for Research', and the Association of Research Libraries (ARL) 2013 report by Janice Jaguszewski and Karen Williams, 'New Roles for New Times: Transforming liaison roles in research libraries'. Liaison librarians are using these skills to support researchers as well as extending the depth of support they can provide to undergraduates.

To assist with preparing liaison librarians for these new roles, the QULOC Research Support (RS) and Learning and Information Services (LIS) working parties organised a series of 12 webinars. The topics of these webinars were developed around:

1. the kinds of issues that research support librarians are currently dealing with
2. input from librarians who are interested in taking on library research support roles
3. feedback from the QULOC LIS event in 2013, 'The changing role of library liaison'.

A range of factors contributed to the success of the webinars, which were packaged as a series, giving listeners an overview of important and current topics in library research support. Each webinar was presented by a practitioner with substantial experience on the topic, enabling them to back up their discussion with

real-life examples. The presentations assumed no prior knowledge, opening up the event to library staff with little previous exposure to research support. The usefulness of the webinars was also enhanced by library staff who have experience in research support, as their participation in the Q&A session that followed each webinar enriched the experience for all. The online and one-hour format meant that participants were able to join the webinar from their choice of location and then later view it from QULOC's YouTube channel if they wished to reinforce their learning. For those who could not participate live, the recorded sessions can be easily accessed and viewed. The link to the YouTube channel appears at the end of this article in the red box.

Feedback on the webinars has been extremely positive. Many respondents highlighted the relevance of the topics to their learning needs:


'Some of the best and most practical professional development that I have come across in recent years.'

'I have recently moved from a public library to an academic library. These seminars are invaluable for professional development, particularly for remote area librarians like me.'

'I have added information and new links into my library guides. The webinars were all topical and relevant to our work and I will be actively including some of the actions (one-minute surveys, for instance) and info into the HDR program.'

'Thank you so much for the webinar series. I think people would have learned a lot from them. I know, through discussion, that we did here at my campus.'

'I've encouraged our faculty librarians to attend and will also now suggest they watch the recordings. The sessions were really useful for newer librarians to get up to speed with these topics.'

'It's a fantastic initiative and it's great that I can access the ones I missed once semester is over. Thanks to everyone who organised this!' 

Check out the webinars on QULOC's
YouTube channel at bit.ly/1Ha3NE0.

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