

CUL Public Services Liaison Librarian Program Guidelines for Communication

General Communications

- Liaison librarians are the main contact point for their respective subject areas and other liaison areas as recorded in the [Staff Responsibilities chart](#).
- All communications regarding resources and services to specific departments, campus groups, or individual faculty members initiated from the library should come from the liaison librarian.
- This does not include general communications to the entire faculty, like This Week at the Library, or to questions and/or communications that are outside the normal duties of a liaison librarian, like ILL and access services.
- If a faculty member should contact a librarian other than their assigned one, that librarian may answer any questions but should also notify the assigned liaison and refer further questions to them.
- If a faculty member should request instruction, assignment design, or any other major, extended service from a librarian other than their assigned one, the assigned liaison should always be notified and allowed to decide their level of involvement in the project as well as the involvement of any other librarians.

Reference Desk

- Reference desk staff should answer any questions as fully as they are able, using any resources needed.
- For in-depth reference questions, reference desk staff should answer the question as fully as they are able, and those on the desk should refer the patron to the appropriate liaison librarian for further help, with the options of contacting that liaison through email or by appointment.
- Graduate interns will notify the appropriate subject librarian of in-depth reference questions asked at the desk with resources that were recommended.

Information Literacy Sessions

- If a faculty member will not be in attendance at an information literacy session, it is required that the students receive an individual grade for either attendance or for completing an activity to be given during the session.