Life-Cycle of Faculty-Library Relationships: Building, Maintaining, and Restoring Trust

Abstract: By using a life-cycle model, we propose a new perspective on the interplay between faculty and the library that is more cohesive overall and emphasizes proactive engagement with faculty before issues arise.

Take-away Tips: ● Take responsibility for failures and success ● Move beyond the us vs. them mentality ● Explore mutual interest to form sincere connections ● Offer what they want and then give them what they need

Build
- Transitioning New Faculty
- Faculty Development
- Create Allies
- Advertising Services

Trust

Message Management

Restore
- Refining Services
- Fix the Problem
- Prove You’ve Changed
- Increase Involvement

Maintain
- Off Campus Relationships
- Involve Faculty in Decisions
- Act Like Faculty
- Embedded Librarian