

# Partnering across sectors: Integrating library and information services into a University research complex

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## Objective

To develop effective library and information services for the North Campus Research Complex (NCRC), a new interdisciplinary research location at the University of Michigan (UM) that co-locates University affiliates, non-profit organizations, and members of the corporate sector.

## Methods

The Taubman Health Sciences Library established MLibrary@NCRC to integrate and embed tailored information resources and services into NCRC, and to support the research complex's collaborative mission. Combining the services and expertise of a bioinformaticist, translational research liaison librarian, and public/private partnership librarian, MLibrary@NCRC provides services to all individuals and groups housed at NCRC, including research cores and clusters, companies, public/private partnerships, and non-profits. To assess use and value added, the following metrics are being collected: number and type of interactions, the quantity of emails received by a group email address, and the usage of LibGuides (online resource guides).

## Core services

- Reference consultations by phone, e-mail, or in-person
- Instruction on information resources and tools
- Expert searching
- Data management consultations
- Collection development to identify relevant research resources ; facilitate cost-sharing when appropriate.

## Collaborative projects

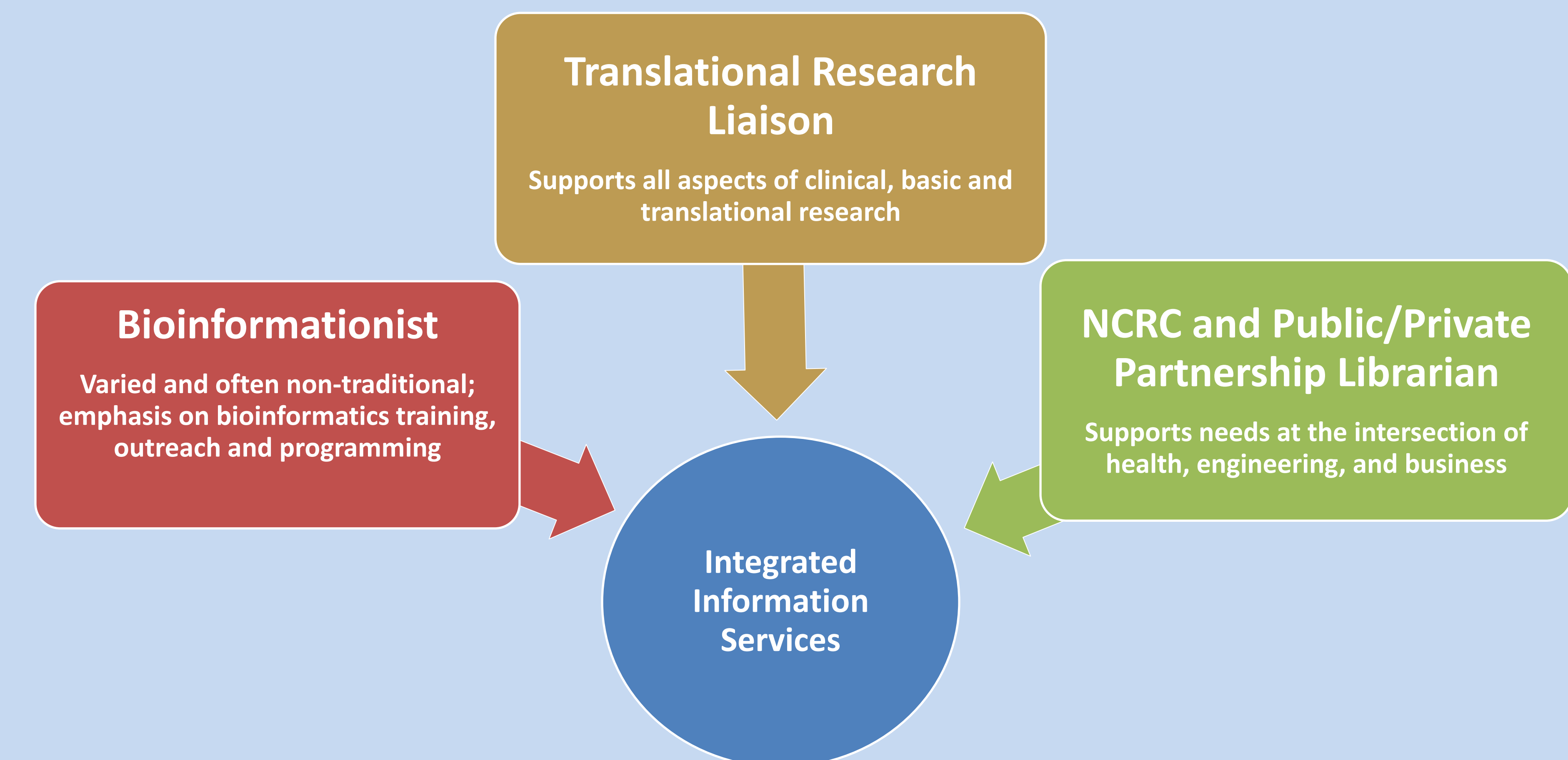
- Outreach: raise the visibility of information resources and services and to embed these directly into users' environments at the point of need.
- Embedded services: committee work, on-site departmental office hours.
- Special Projects: partnering with administration on an annual workshop to facilitate team science.

## Results

Meeting the information needs of this diverse population requires a multi-faceted approach to providing information services. In addition to domain knowledge and specialized information organization and retrieval skills, the librarians serve as a boundary-spanning unit within NCRC and are "connectors" to people, resources, and ideas. Co-location at NCRC allows for serendipitous meetings that lead to projects, responsive in-person communications compared to email, immediate in-depth discussions, and a deeper understanding of information needs by being in the researchers' environment.

## Next Steps

- **Become a book-drop location** at request of NCRC residents.
- **Increase outreach:** proactively reach out to new residents and identify ways to remain relevant to existing constituents.
- **Deepen subject expertise:** keep abreast of subjects relevant to the NCRC population, such as data management, collaborative information tools, and the role of quality information in team science.
- **Continue assessment and evaluation:** identify further metrics that indicate positive impact on researcher and other residents' goals; increase awareness of constituent information needs.



MLibrary@NCRC is designed to reflect a focus on resources, services and collaboration and to market the librarians' role in partnering with users.