A Collaborative Model for Great Service

Where are we, where do we go from here, and how do we get there?

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Some General Observations, or, Restating the Obvious

Collaboration should make resources more accessible.

Collaboration should make access more efficient.
Collaboration Affects

Collections
- Gaps / Completeness
- Preservation / Digitization

Services
- Reference / I&R
- Document Delivery / ILL
Collaboration Is

Complex

Time Consuming

Expensive
Changes in the FDLP

Fewer FDLs

Coordinators with Multiple Roles / Responsibilities

Changing Usage Patterns / Demands / Means of Access

Changing Relationship Between FDL and Users / Public / Administration
Collaboration in Support of the FDLP

Mentorship Program
- Increase Competency(ies)
- Ease of Access to Guidance / Advice
- Targeted & Focused
- Confidentiality

FDLP Academy
- Increase Number of Programs
- Encourage Participation from Outside
Gratuitously Shameless Advertising

The FDLP Academy - https://www.fdlp.gov/about-the-fdllp/fdllp-academy


Discussion & Questions