

**Research and Educational Support (RES)  
Internal Stakeholders - Communication**

<b>Stakeholder Group</b>	<b>Individual Stakeholders, or sub-group</b>	<b>Information Needs</b>	<b>Timeline Considerations</b>	<b>Special Concerns or Considerations</b>
Access Services	Supervisors Circulation Reserves Interlibrary Loan/ Document Delivery Hillman Stacks (306) Library Collection Storage Unit (LCSU)	Organizational chart Revised job descriptions Understanding of new services Service changes Training issues	High Priority	Public facing information Opportunity for input and face to face clarification. Evening and weekend communications. Specific communication responsibilities, timing, and protocol.
Assessment Librarian		Organizational Chart Understanding of new services Service changes	High Priority	Collecting and reporting new data.
Collection Development	Coordinator Bibliographers Gift and Exchange	Organizational chart Revised job descriptions Understanding of new services Service changes Training issues	High Priority	Public facing information Opportunity for input and face to face clarification. Evening and weekend communications. Specific communication responsibilities, timing, and protocol.
Coordinator for Virtual Reference		Organizational chart Revised job descriptions Understanding of new services Service changes Training issues	High Priority	Public facing information Opportunity for input and face to face clarification. Evening and weekend communications. Specific communication responsibilities, timing, and protocol.
Hillman Reference and Instruction	Librarians Staff Public Services Instruction Microforms	Organizational chart Revised job descriptions Understanding of new services Service changes Training issues	High Priority	Public facing information Opportunity for input and face to face clarification. Evening and weekend communications. Specific communication

				responsibilities, timing, and protocol.
Marketing		Organizational Chart Understanding of new services Service Changes.	High Priority	Will have to know well ahead of time so that the message can be conveyed to outside sources in a timely manner (university publications, etc.) Specific communication responsibilities, timing, and protocol.
Personnel Librarian		Organizational chart Revised job descriptions Understanding of new services Service changes Training issues	High Priority	Personnel librarian will have to be able to incorporate new role of librarians into job descriptions as well as informational sessions with potential ULS faculty and staff candidates.
Web Services	Librarian Staff Supervisor	Organizational Chart Revised Job Descriptions Understanding of new services Service Changes	High Priority	Information will be need to be given in a clear and concise manner so that it can be put onto the ULS website and other social media sources at the proper time which will be key in effective communication. Trouble-shooting protocol.
Departmental Libraries	Librarians Staff Supervisor	Organizational Chart Understanding of new services. Service changes Training issues.	Medium - High Priority	Specific communication responsibilities, timing, and protocol. Implications of the Liaison Librarian model.
East Asian Library	Librarians Staff Supervisor	Organizational Chart Understanding of new services. Service changes Training issues.	Medium- High Priority	Specific communication responsibilities, timing, and protocol. Implications of the Liaison Librarian model.
Hillman Building Supervisors		Organizational Chart Understanding of new services. Service changes. Training issues.	Medium- High Priority	Specific communication responsibilities, timing, and protocol. Implications of the Liaison Librarian model.
Information Technology	Staff Student Employees Supervisor	Organizational Chart Understanding of new services Service changes.	Medium Priority	Specific communication responsibilities, timing, and protocol. Implications of the Liaison Librarian model.
Open Access Scholarly Communication and	Librarians Supervisor	Organizational Chart Understanding of new services	Medium Priority	Specific communication responsibilities, timing, and protocol.

Publishing (OSCP)		Service changes.		Implications of the Liaison Librarian model.
Pitt – Bradford	Librarians Staff	Organizational Chart	Medium Priority	Specific communication responsibilities, timing, and protocol. Implications of the Liaison Librarian model.
Pitt – Greensburg	Librarians Staff	Organizational Chart	Medium Priority	Specific communication responsibilities, timing, and protocol. Implications of the Liaison Librarian model.
Pitt – Johnstown	Librarians	Organizational Chart	Medium Priority	Specific communication responsibilities, timing, and protocol. Implications of the Liaison Librarian model.
Pitt – Titusville	Librarians Staff	Organizational Chart	Medium Priority	Specific communication responsibilities, timing, and protocol. Implications of the Liaison Librarian model.
Administrative Support		Organizational Chart Scope of duties.	Lower Priority	
Digital Research Library	Librarians Staff Supervisor	Organizational Chart Understanding of new services Service changes.	Lower Priority	Implications of the Liaison Librarian model.
Institutional Advancement		Organizational Chart	Lower Priority	Development Director will need to be able to update potential and current donors on the reorganization at the ULS in a positive manner as to how it will benefit and improve library services.
Operations Support Staff	Administrative Assistant Supply Room Mail Room	Organizational Chart Scope of duties.	Lower Priority	
Research and Special Projects Librarian		Organizational Chart	Lower Priority	
Specialized Collection Units	Special Collections Archives Service Center	Organizational Chart	Lower Priority	Specific communication responsibilities, timing, and protocol. Implications of the Liaison Librarian

	Center for American Music Global Studies Coordinator (Dan Pennell?) Supervisors			model.
Technical Services	Librarians Staff Supervisors	Organizational Chart	Lower Priority	Specific communication responsibilities, timing, and protocol. Implications of the Liaison Librarian model.
Student Workers (including Pitt Partners)		Organizational Chart Overview of Services	Lower Priority	Student Orientation Training with Supervisor