Service management
– a new organisation for achieving goals for information literacy?

Service owner:
Information literate students
The siloed nature of the faculties

- Learning Center and Library
- Faculty of Education and International Studies
- Faculty of Social Sciences
- Faculty of Technology, Art and Design
- Faculty of Health Sciences
Model for Service Management
Model for Service Management


‘Service’ is defined by
1) who do we serve
2) what are their needs
3) how do we fulfill the needs

Theory of *dual strategies*; how making the old hierarchical and the new networked side of large organisations work together to create and accelerate changes.
The model for Service Management in practice

- Resource group
- Map, evaluate ongoing IL

Online Starter’s package
- Librarians
- Students
- Journalist/IT

- Best practices
- Roundtable
- IL events

Minimum standard IL

IL engagement
Online Starter’s package in Information Literacy

- Department of Library and Information Sciences
- Learning center and library
- Librarians
- Study skills center
- Department of Journalism and Media Studies
- Department of Computer Science

- Technical User surveys
- Reference group
- Students from 9 disciplines
- Pedagogy
- Academic writing
- Study skills

- Information seeking
- Source reference
- Source criticism

- Department of Library and Information Sciences
Focus on students’ needs

First assignment

Intro Library

Study skills

New student
Thank you!

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