



THE OHIO STATE UNIVERSITY

UNIVERSITY LIBRARIES

Digital Scholarship Planning Assessment: Needs and Ongoing

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CNI presentation

09.17.20



About Ohio State

- Top-20 public university
 - 61,000 students
 - 15 Colleges
- Land grant institution
- 200 undergraduate majors and 250 master's, doctoral, and

About OSU Libraries

- Top 10 ARL library
- 13 departmental libraries



Research Services Department in 2020



Nicole Hernandez
Research Commons
Program Manager



Leigh Bonds
Digital Humanities
Librarian



Meris Longmeier
Head of Research
Services



Sarah Murphy
Data Literacy &
Visualization
Librarian



Joshua Sadvari
Geospatial
Information
Librarian



**Holly
Davis**
RC Public
Services
Coordinator



Brian Frueh
RC IT Specialist



**Lee-Arng
Chang**
Data
Visualization
Specialist

Vacant Positions

- Data Services Librarian
- Data Services Specialist for Outreach and Education
- Research Impact



Supporting the Research Lifecycle



Planning Research

- Research Consultations **DH, GIS & SL**
- Author's Rights Consultations **CS & PRS**
- Consulting on Management of Research Outputs **DH, DMS & PRS**
- Data Management Plan Consultations **DH, DMS & PRS**
- Finding Grants **DH & SL**



Conducting Research

- Information and Data Literacy **DH, GIS, DMS & SL**
- Acquiring Library Resources for Research **DH & SL**
- Using Databases and Other Library Resources **DH, GIS & SL**
- Access to Materials (books, articles, etc.) beyond OSU **ILS**
- Citation Management Support **SL**
- Using digital methods and tools **DH, DV & GIS**



Increasing Impact of Research

- Providing Open Access Solutions **PRS**
- Measuring Citations and Usage **RI, SL & PRS**
- Strategizing Methods for Maximizing a Research Portfolio **RI & SL**
- Sharing data at OSU and Beyond **PRS & DMS**
- Promoting Digital Projects and Research **DH**



Publishing Research

Rights **CS**

- Copyright ● Your Rights ● Permissions
- Finding, Evaluating & Using Content



Where to Publish? **DH PRS RI SL**

- Identifying Appropriate Journals for Publication
- Open Access Publishing Options ● Research Impact
- Open Source Digital Publishing Platforms



Access **PRS CS**

- Complying with Funder Mandates for Open Access
- Archiving Research in the Knowledge Bank
- Journal and Conference Publishing

Service Pillars:

- Referrals/Triage
- Consultations
- Education/Workshops
- Showcasing Research
- Space

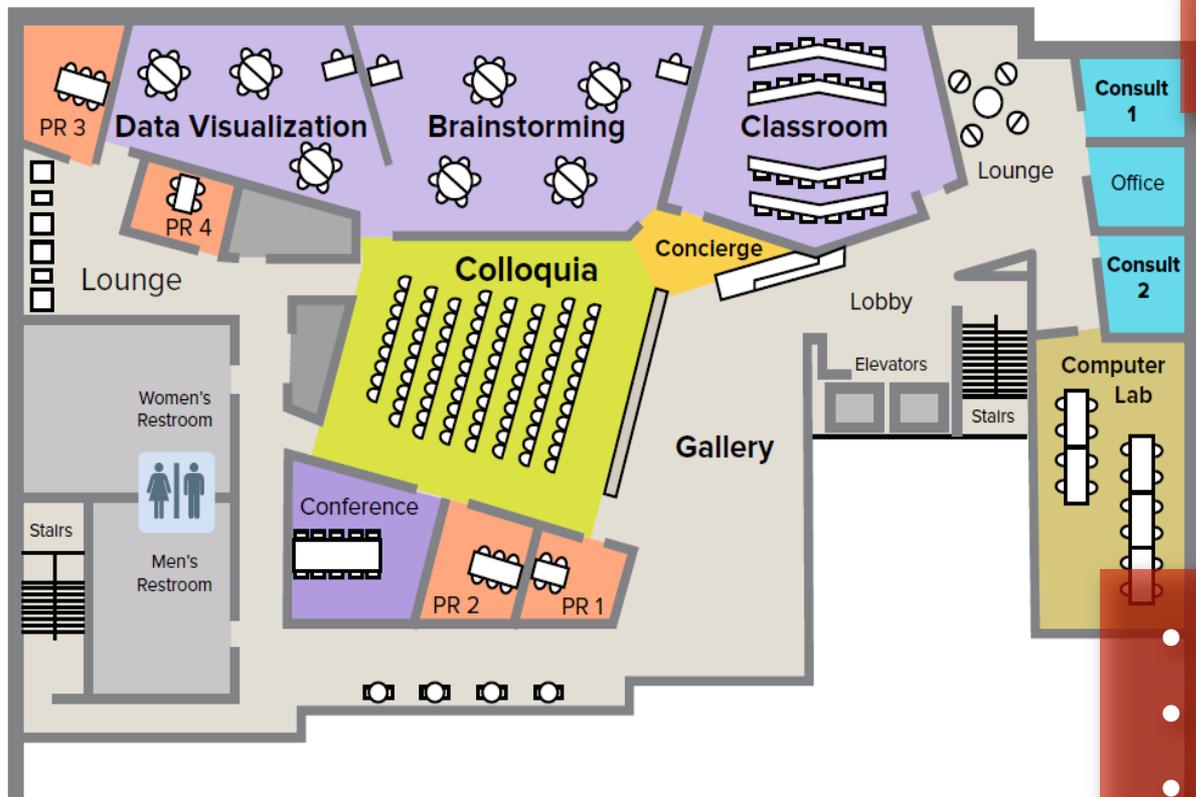


Research Commons: Space and Services

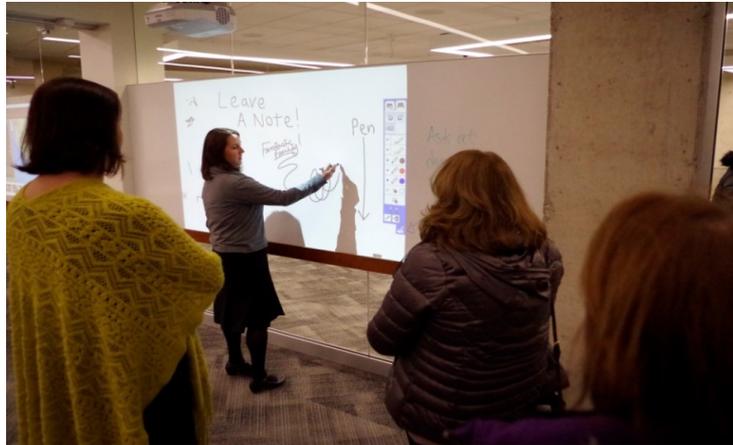
- Services started in Fall 2014.
Physical space opened in 2016: 10,000 sq ft dedicated to researchers at all levels.
- Built on partnerships around campus. Hub and spoke referral model. Not duplicating services: <https://library.osu.edu/researchcommons/about/partners>
- Had to look physically different than other spaces in the library (24/7 space)
- <https://library.osu.edu/researchcommons/>



The Research Commons



- Opened January 2016
- Central location on campus
- Focused on “advanced researchers”







How Can We Support Your Research?

The Research Commons provides a suite of services and a space through which researchers can explore collaborative, interdisciplinary, and emerging research methods and connect with experts for support at any stage of the research process. Browse our focus areas, and let us know how we can support your research!

FINDING DATA	MANAGING DATA	VISUALIZING DATA	DIGITAL HUMANITIES
GIS & MAPPING	RESEARCH IMPACT	PROJECT HELP	RESEARCH GUIDES

CONTACT US

Call Us: 614-292-8412

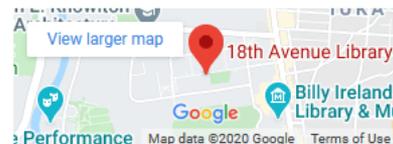
Email Us: researchcommons@osu.edu

Request Project Help: [Project Interest Form](#)

Chat Services:

Offline

LOCATION & HOURS



3rd floor, 18th Avenue Library
175 W. 18th Avenue
Columbus, OH 43210



Data we gather

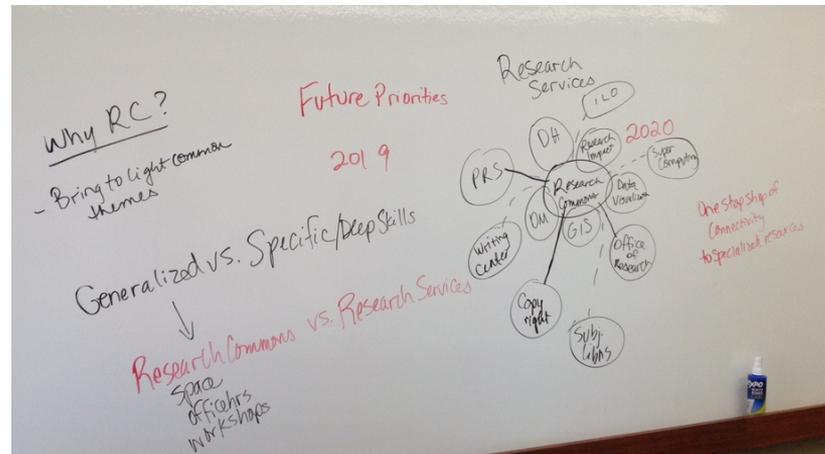
- Consultations: in person and via email
 - Event Registrations and Attendance
 - Website tracking (Google Analytics)
 - Space headcounts (SUMA/Qualtrics)
 - Reference interactions (LibAnswers)
 - Number of partners
- Added since initial list
- Room Reservations– mediated and unmediated
 - Software requests
 - LibGuide usage
 - Social media reports
 - Cross–promotion of events



Is it useful?

- It depends...

- Updates to the website
- Hours modifications
- Identifying new partners
- Space changes/enhancements
- Examining workshop offerings/ consultation hours
- Additional areas for environmental scanning



Is there a better story to tell?



Environmental Scanning Interlude

- Continual process
- All new focus areas conduct one
 - Digital Humanities, Data Visualization, Research Data Management, Spaces, GIS- in process, Partners
 - E. Leigh Bonds. “First things first: Conducting an Environmental Scan.” dh+lib2018
<https://acrl.ala.org/dh/2018/01/31/first-things-first-conducting-an-environmental-scan/>
- Repeated on a regular basis because everything evolves



Program Implementation Logic Model

Resources	Activities	Engagement Strategies	Short- & Mid-Term Outcomes	Long-Term Impact
	What, Daily Work	Actions	Why	Why
<ul style="list-style-type: none"> Multiple flexible, technology enriched, collaborative spaces Knowledgeable technical/professional staff Planning assistance for educational and research showcase events One-stop shop for broad, multifaceted research support 	<ul style="list-style-type: none"> Support faculty/graduate students to develop a sustained research program Develop specialized training resources Research advice/consultations Strategic partnerships Communication plan 	<p>Promote best practices and provide support for proactively planning, executing, and managing research.</p> <p>Provide training, forums, and events which:</p> <ul style="list-style-type: none"> Support peer-to-peer learning Foster Interdisciplinary connections Teach researchers to develop and apply basic methodological and technological skills for data visualization, digital humanities, and GIS Advance development of skills required for a sustained research program, including grant seeking, data management, responsible research practices, and scholarly publication 	<p>Researchers</p> <ul style="list-style-type: none"> Partner or collaborate with the RC to design and/or provide educational activities supporting research. View the library as an asset for developing and sustaining a research program. Broaden their view of and utilize services and resources which support research. Develop and apply basic skills in the areas of data management and visualization, digital humanities, GIS, and research impact. 	<p>Researchers</p> <ul style="list-style-type: none"> Recognize libraries as a valuable contributor to research success. Actively engage library spaces to advance their work. Use library spaces to establish interdisciplinary connections.

Assumptions:

As academia increasingly rewards interdisciplinary research, incoming faculty and graduate students are challenged to identify and navigate research support services available through various colleges and units on campus. Arts, humanities, and social science researchers, in particular, lack basic support for technology-based projects in terms of funding, access, and training. Space is needed to facilitate cross-disciplinary connections and to provide a more centralized resource for faculty and graduate research support.

Forthcoming article in C&RL:
Framing Outcomes and Program Assessment for Digital Scholarship Services: A Logic Model Approach

Meris Mandernach Longmeier
Sarah Anne Murphy
<https://kb.osu.edu/handle/1811/91810>

Used WK Kellogg Foundation Logic Model Development guide



Data Gathering Plan 2017 (Excerpt)

	Audience	Assessment Question	Criteria for Success	Data Source	Task Date
Relationships	Library and strategic partners	Do strategic internal and external groups partner or collaborate with the RC in the space on educational activities or research showcase events?	<input type="checkbox"/> # co-sponsored / cross-listed events <input type="checkbox"/> # of new partnerships; repeat partnerships	Events calendar Consultant list	Data gathering: <ul style="list-style-type: none"> Ongoing (for planning/communication purposes) Reporting: <ul style="list-style-type: none"> Annual report
	Library and strategic partners	Are we reaching our target population in the space and beyond?	<input type="checkbox"/> 90% of program attendees are graduate students or above <input type="checkbox"/> 40% of program attendees from arts, humanities, or social science disciplines <input type="checkbox"/> 90% of office hours consultations are with graduate students or above <input type="checkbox"/> 40% of consultations are with researchers from arts, humanities, or social science disciplines	Event sign-in data Appointments+ data	Data gathering: <ul style="list-style-type: none"> Ongoing (for planning/communication purposes) Reporting: <ul style="list-style-type: none"> Annual report
	Researchers	Do RC experts and partners help me establish interdisciplinary connections (leading to research collaborations)?	<input type="checkbox"/> Positive user stories <input type="checkbox"/> Referrals to other researchers <input type="checkbox"/> Increased number of interdisciplinary programs	Events calendar Annual user survey Interviews/ focus groups	Data gathering: <ul style="list-style-type: none"> Ongoing (events calendar) Every year (questions in annual user survey) Every other year (interviews/focus groups) Reporting: <ul style="list-style-type: none"> Annual report Interview/focus group summaries every other year (could be integrated into annual report for on years)



And then change happened...

- Promotions/Reclassifications
- Departures
- Searches/failed searches
- Library Strategic Planning
- Partners change-overs



How we use the data

History and Development

- Event Archive
- Assessing existing and new campus partnerships
- Social Media Analysis: internal communications and MBA Student
- Donor Relations– Featuring researchers in fundraising videos

Reports

- Annual Reports
(<https://library.osu.edu/researchcommons/about>)
- Partner reports: attendance breakdowns, survey results from consultations, feedback from attendees
- Subject Area reports: annual summary to subject librarians
- Presentation reports: individually shared and a semester summary



Current approach

Redefined the Program Manager role to include assessment

- Design, develop, and implement program policies and assessment strategies for Research Commons spaces and services, and prepare regular reports for evaluation by members of the Research Services department and our partners.
- Regularly evaluate existing partnerships and strategically develop new partnerships with units in the University Libraries and across campus to enhance services offered to researchers at all phases of the research lifecycle.
- Regularly assess space and technology needs in the Research Commons and collaborate with University Libraries faculty and staff to design and implement user-oriented solutions.



Oh 2020...

- All services are virtual
- Virtualizing some workshops– increased tracking capabilities; recorded workshops
- Asynchronous self-paced learning options via LibGuides: Research Impact Challenge, ArcGIS Challenge, StoryMap Guide, visualization in the works.
- Attempting to virtualize the computer lab with specialized software

- So where are we now?



Current approach

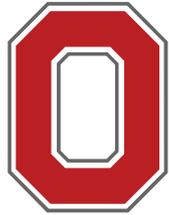
- Refocusing key areas for the department
 - Asked each area for defining the mission of the focus area, goals, determining success, and future plans
 - Highlight department wide themes
 - Match to Library Strategic Priorities
 - Determine assessment strategy and future programming considerations

	Connected Campus	Awareness Building	Advance Research	Expand Library Expertise
Short Term Goals				
Ideal Future				
Measures of Success				
Needs / Additional Supports				



Questions?

[https://library.osu.edu/
researchcommons/
researchcommons@osu.edu](https://library.osu.edu/researchcommons/)



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