About Ohio State
- Top-20 public university
- 61,000 students
- 15 Colleges
- Land grant institution
- 200 undergraduate majors and 250 master’s, doctoral, and professional degrees

About OSU Libraries
- Top 10 ARL library
- 13 departmental libraries
- Specialized collections
Vacant Positions

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

Meet Our Team:

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

Research Services Department in 2020
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!
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
  - Repeated on a regular basis because everything evolves
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.

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)

<table>
<thead>
<tr>
<th>Audience</th>
<th>Assessment Question</th>
<th>Criteria for Success</th>
<th>Data Source</th>
<th>Task Date</th>
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</table>
| 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? | - # co-sponsored / cross-listed events  
- # of new partnerships; repeat partnerships                                         | Events calendar  
Consultant list                  | Data gathering:  
- Ongoing (for planning/communication purposes)  
Reporting:  
- Annual report                                                                |
| Library and strategic partners| Are we reaching our target population in the space and beyond?                      | - 90% of program attendees are graduate students or above  
- 40% of program attendees from arts, humanities, or social science disciplines  
- 90% of office hours consultations are with graduate students or above  
- 40% of consultations are with researchers from arts, humanities, or social science disciplines | Event sign-in data  
Appointments+ data                                      | Data gathering:  
- Ongoing (for planning/communication purposes)  
Reporting:  
- Annual report                                                                |
| Researchers                   | Do RC experts and partners help me establish interdisciplinary connections (leading to research collaborations)? | - Positive user stories  
- Referrals to other researchers  
- Increased number of interdisciplinary programs                                   | Events calendar  
Annual user survey  
Interviews/ focus groups          | Data gathering:  
- Ongoing (events calendar)  
- Every year (questions in annual user survey)  
- Every other year (interviews/focus groups)  
Reporting:  
- 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


- 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

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<tr>
<th>Short Term Goals</th>
<th>Connected Campus</th>
<th>Awareness Building</th>
<th>Advance Research</th>
<th>Expand Library Expertise</th>
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<td>Needs / Additional Supports</td>
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Questions?

https://library.osu.edu/
researchcommons/
researchcommons@osu.edu