Scholarly Commons Annual Report
Fiscal Year 2016: July 1, 2015 – June 30, 2016
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and Scholarly Commons Leads

I.   Unit Narrative

1. Major activities and accomplishments

CONSULTATIONS

The Scholarly Commons' staff and partners had over 1,055 reference interactions during FY2016. 175 of these interactions were Level 5 or 6 on the READ scale, meaning that they required subject expertise, multiple sources, and in some cases interaction with the patron over several days or weeks. 149 consultations were 30 minutes or longer. 73% of consultations were in person, with the remaining interactions happening via e-mail or phone. While the total number of consultations was lower this year than in FY16, the complexity of issues we addressed was much greater. Last year our consultations totaled 1321, but 119 fewer consultations were longer than 30 minutes and 106 fewer were at READ level 5 or 6. Consultations were divided among our service areas as follows this year:

Service	Number*
About the Scholarly Commons	48
Author's Rights	13
Copyright	78
Data Management (including GIS)	19
Data Services (including GIS)	128
Digital Humanities	3
IDEALS/Electronic Theses and Dissertations	16
Savvy Researcher	14
Scanner Use	115
Software Assistance	166
Survey Research	9
Usability	11
Unspecified (mostly directional and library policies/services)	439
Total	1,055

*Report generated from Desktracker. Because some of our services are provided by people outside of the Scholarly Commons and outside of the Library, these numbers are almost certainly low. Digital Humanities and Survey Research in particular are well-utilized services.

This total does not include 10 substantial digital humanities consultations about textual analysis provided by Eleanor Dickson.

PARTNERSHIPS

We added two new referral sources to our group this year: Library IT and Beth Sheehan. We connect researchers with Library IT when they have questions about research computing, and Beth takes consultations on qualitative analysis software. Both of these areas were large gaps in our services last year and we are delighted to be able to support them more robustly. Also, Elizabeth Wickes provides two hours of consultation time per week to help researchers use their data, including Python programming, R, and best practices for metadata and file structure. The Survey Research Lab on campus also continues to offer consultations in the Scholarly Commons one afternoon per week. We refer questions to CITL Data Analytics (formerly ATLAS), Campus Technology Services, the Library's Media Preservation department, the Research Data Service, Scholarly Communications and Publishing Department, and to many individuals within the Library. Many of these partners also teach Savvy Researcher workshops.

Other partnerships are more programmatic, such as the seminars that Harriett Green and Eleanor Dickson host at the Illinois Program for Research in the Humanities (IPRH), or the partnership with Institute for Computing in the Humanities and Social Sciences (I-CHASS) that results in the Computational Social Science Workshop and Digital Humanities Symposium.

EVENTS

The Scholarly Commons participated in and sponsored several events during FY16, with the goal of increasing awareness of our services on campus and bringing together digital researchers from different colleges and departments. We hosted a campus visit by Ariel Waldman, who is an advocate for citizen science and runs science hackathons across the world. She spoke about how to participate in science without a scientific background, and met with several library staff about her experience hosting hackathons. She also met with a group at GSLIS, the Prairie Futures Research Group at IPRH, CITL, and with faculty in the Astronomy Department. Approximately 75 people attended her public lecture. Members of CITL who spoke with her will advocate for her to come back to campus for the opening of the Design Center, and a couple of the faculty from GSLIS who spoke with her are interested in joint research projects.

We also co-hosted (with I-CHASS) the second workshop on Computational Social Sciences. Unlike the lecture format of the last workshop, we were able to schedule a second track of hands-on workshops. Around 100 people, primarily PhD students, spent all day on a Saturday learning about and practicing methodologies like social media analytics, data management, GIS, gaming research, and textual analysis. Speakers were graduate students and faculty as well as library staff, and many evaluations noted the expertise of

the presenters. Overall, attendees evaluated the workshop at 5.9 on a seven point scale.

The unit continues to co-host two editions of the Image of Research competition. The third annual Image of Research competition (graduate edition) was co-hosted by the Scholarly Commons and the Graduate College. Scholarly Commons personnel administered the submissions process, pulled together the panel of judges, paid for the catering, prizes, and printing of the semi-finalists' posters, and helped to staff the event. 63 graduate students submitted images and related text, and approximately 100 graduate students and faculty attended the reception and announcement of winners. 24 images were submitted to the Image of Research (undergraduate edition), which was part of Undergraduate Research Week and co-sponsored by the Office of Undergraduate Research and the Scholarly Commons.

The Scholarly Commons was also a major sponsor of GIS Day in 2015, both financially and in kind. James Whitacre was co-chair of the planning committee, and the Scholarly Commons provided the majority of the funding for this event, which was attended by almost 300 people and featured a keynote speech by David DiBiase, who leads the Education Outreach Team at ESRI. GIS Day also included a student mapping competition, demonstrations of GIS and cartography techniques, and mentoring and networking opportunities.

Some of the smaller events where we talked about Scholarly Commons services (and in some cases contributed to expenses) during FY16 were:
- Food Science and Human Nutrition graduate research seminar
- Campus visit by Mike Furlough from HathiTrust
- Campus visit by Rikk Mulligan from ARL
- Early Modern Reading Group Workshop
- Faculty Technology Summit
- Library Friends event Nov. 2015
- Graduate College's new student welcome reception
- New Faculty Orientation Resource Fair

2. Major challenges faced by the unit

   o Coverage for statistics and secondary data

At one time this was our most robust service, but since Karen Hogenboom became Head and ATLAS moved to CITL, it has been challenging to find help for many of the users who contact the Scholarly Commons. ATLAS no longer provides services about statistical analysis to researchers from outside the College of Liberal Arts and Sciences unless they are using ATLAS.ti, a qualitative analysis software that the Scholarly Commons already supports fairly well. Karen remains involved but does not have the expertise to consult

about statistical methods. The only other service available on campus in this area is the Illinois Statistics Office, which is fee-based and does statistical analysis for researchers rather than training them to do it. We have a GA this year who is fluent in statistical software and GIS, and are working on a partial solution for the longer term, but will still be without deep knowledge of statistics and statistical software.

- o Transition to offering services in Room 220

There is much still unknown or undecided about what digital scholarship services will look like in Room 220. Some Scholarly Commons staff are concerned about having graduate assistants provide service without a staff member present, and about losing the ability to know what is going on in the space and be able to insert help where it seems to be needed. Flexibility and openness to new ideas will be important

- o Administrative support

At the beginning of FY17, we are without staff support of any kind. We are hiring an academic hourly using gift funds again, but because the position has no benefits or job security I do not expect the new person to stay more than a year or so. This is a large commitment to training and acculturation that is hard to do repeatedly. A civil service position would work much better to provide us with a person who can grow in the position over time.

3. Significant changes to unit operations, personnel, service profile, or service programs

- o Rebecca Bryant left the Library at the end of April, 2016. Mark Zulauf was hired to replace her as Coordinator of Illinois Research Connections at the beginning of FY17, but is not part of the Scholarly Commons.
- o Ian Harmon joined the Scholarly Commons as an academic hourly paid from Scholarly Commons gift funds in October 2015.

4. Contribution to library-wide service programs

- o reference, research consultations and other information services;

A statistical look at Scholarly Commons consultations is above. Because it works with experts outside the unit and outside the Library, the Scholarly Commons is able to answer more complex questions about highly technical areas than the Library was able to answer in the past. With our partners, we have tracked down data when the data creator has passed away, advised on exporting metadata from a spreadsheet into media files, advised on best practices for scanning, and whether faculty members hold copyright to their

course materials. These are only a few examples of the wide variety of questions we are equipped to address. One professor whose students and research assistants used the Scholarly Commons extensively in FY16 wrote to us that:

> The Scholarly Commons is an outstanding resource that greatly facilitates my research and that of my students. It's an amazing resource, which I have not seen at other institutions with which I've been affiliated (e.g. University of Michigan; World Bank). My students, at all levels, have benefitted from support from the Commons' team of experts on in particular on data management and GIS. Commons staff have supported our research group through identification of appropriate tools and individual training on how to use them. These services have saved us a great deal of time and made our work much more efficient and successful. I— and my students— are very grateful for this service and hope that it will be continued and expanded moving forward.

- o instructional services;

The Savvy Researcher workshop series is an educational initiative that is meant to address the advanced research and information management needs of primarily graduate students and faculty, managed by Merinda Hensley. The workshops are an excellent marketing mechanism for the library to inform the narrative for campus for how librarians can assist with the research process. The workshops are all hands-on and taught primarily in 314 but we have been starting to schedule sessions in ACES and Grainger. All workshops are requestable for a research group or faculty meeting, etc. and Merinda receives approximately 20-25 requests per semester. Every workshop has an online component (e.g. LibGuide, PPT slides) to share with attendees as well as those interested but unable to attend. Several of the sessions are in the process of being reworked to meet the needs of students participating in undergraduate research programs.

- o scholarly communications and publishing;

With another round of turnover in the Office of Undergraduate Research director position, the Library has been working with the Assistant Director Karen Rodriguez'G. The Image of Research competition for undergraduate was successful again last spring with 24 entries. The website for the URG activities is almost complete in its revision – as soon as Merinda receives access to the Library's new CMS this will go live within a few weeks. There are currently seven undergraduate research journals with two under development. Merinda spent much of the summer working with the Campus Honors Program to get their past magazine issues live in the OJS system and that should be complete this fall. She is also working on getting ISSN numbers and DOIs for the publications. Working with the student editors is going smoothly and Merinda is revising a curriculum with the Writing Center to teach undergraduate editors the process of peer review. Elizabeth Wickes and Merinda are also planning data management workshops this year for the students as part of the Undergraduate Research Certificate. Merinda continues to support the work of the Ethnography of the University Initiative through class sessions and their student conference.

5. Progress made on Unit Annual Goals for FY16

   o To the extent that it is our control, move forward with planning a move to Main Library 220 after CAM vacates the space toward the end of FY2016.

CAM's move has been delayed for about a year. Karen Hogenboom and Harriett Green worked with Beth Namichchivaya and JoAnn Jacoby during FY16 on a charge for a group to plan services and space in Room 220. This group should start meeting early in FY17.

   o Complete current planning process for programmatic partnerships with CITL, implement plans, and include space implications of these programmatic partnerships in planning for Main Library 220.

Merinda Hensley and Karen Hogenboom met with several CITL personnel from May through September 2015 to explore ways that the Scholarly Commons and CITL could partner on projects. We focused on three projects: creating a guide for digital humanities tools, sponsoring a hackathon, and co-hosting a conversation about library services with the Scholarly Commons, Teaching Academy directors, and CITL Faculty Fellows.

The digital humanities guide is complete but does not appear to be published yet, and the hackathon idea has evolved into the humanities hackathon that will be happening in October 2016. The conversation between the Scholarly Commons and CITL affiliated faculty has been postponed, so that it can be part of the planning for Main Library 220.

The conversation between the Scholarly Commons and CITL has expanded into a library-wide conversation between the AULs for Services and Research and Michel Bellini, the head of CITL.

   o Incorporate all Scholarly Commons Leads and related services more robustly into Scholarly Commons planning and services, and develop mutual understanding of what it means for the Scholarly Commons to be the "public facing" aspect of each service.

During FY16, the biggest step toward this goal was to establish monthly staff meetings where everyone in the Library who provides service in the Scholarly Commons can have input into decisions that will affect them. This group helped with website design, selection of outside speakers, shaping of a proposal for graduate fellowships to be based in the Scholarly Commons, and referral procedures to library specialists outside the Scholarly Commons. We also established a procedure of email updates before each meeting where attendees update the group on their ongoing tasks. Leads also participate in GA training, which is focused on helping the GAs to understand the scope of each of our service areas in order to make good referrals, as well as training them to answer basic questions in each area.

- Host one major event with an external speaker; hold an open house during Fall 2015; pursue hosting Year of Cyberinfrastructure website re: campus resources for research.

We did host a two-day visit from Ariel Waldman in early March 2016 (described more completely above). Because we were planning three major events for spring, we did not have the capacity to host an open house in the Scholarly Commons. With the planning process for 220 taking place this year, it seems best to wait until we can do a grand opening for the new space rather than putting something together for our current space and services.

During FY2016, John Townes from Campus Technology Services started a campus-wide conversation about Research IT that includes a web-based directory and guide to campus IT infrastructure and services that are available for researchers. The Scholarly Commons is part of this conversation and hoping to work together with campus-level IT to create and maintain a robust online resource to identify hardware and research help for campus.

- Hire a permanent civil service staff member; develop and document workflows; review and compile policies and procedures.

We were not able to hire a permanent civil staff member due to library and campus budget restrictions, but we did use gift funds to hire a full time academic hourly who provided administrative support to the department from October 2015 to August 2016. He worked to document the department's policies and procedures, automate scheduling, and support events, as well as staffing our front desk.

6. Unit Annual Goals for FY17. When appropriate, goals should be mapped to *the Framework for Strategic Action, 2015-2018 (http://www.library.illinois.edu/planning/ADOPTEDFramework_for_Strategic_Action.pdf)*. That is, any alignment with strategic directions or enduring principles should be noted, but not all goals need to be tied to the *Framework*.

- Nurture more robust partnerships with IT units in the Library and on campus in order to provide specialized consultations and training for campus researchers, as well as in order to make robust referrals (Framework 2.B).
- With the Collaboratory Planning Team and in consultation with campus researchers and library staff, create a plan for robust services and collaboration space in Main Library 220 that takes advantage of this central location to encourage teamwork among library staff in order to meet complex and interdisciplinary user needs (Framework 3.B)
- Collect and analyze stories from users of the Scholarly Commons' space and services in order to assess the quality of our services and inform planning in the future.

- o Establish at least two quarter-time graduate fellowships in the Scholarly Commons for ABD PhD students to participate in the work of a digital scholarship center (Framework 2.B).

7. the number of GAs (FTE and Head Count) employed during FY16; the funding source for the unit's GAs (e.g., state funds, grant funds, endowment funds); and
   - o 1.75 FTE graduate assistants; 4 head count. All were funded with state funds.

8. the major responsibilities assigned to the GAs in the unit, and an overview of the contributions made (or projects completed) by GAs during the fiscal year.

The GAs in the Scholarly Commons staff the front desk for the majority of our open hours and are trained to do a specialized reference interview with each patron who comes in or calls. They are also trained to answer basic questions in each of our service areas, and do in-depth consultations in areas where they have advanced knowledge. This year we had GAs who could do basic consultations in GIS and optical character recognition. The GAs were also responsible for the bulk of the work on our web site and social media presence (blog and Twitter). They taught three Savvy Researcher workshops and assisted at many more. They each had many projects as well, such as maintaining the IDEALS community for undergraduate research, revising metadata for the data sets purchased via the Data Purchase Program, publishing undergraduate journals, and supporting the undergraduate edition of the Image of Research competition.

II. Statistical Profile

1. Facilities

- User seating counts (Main Library 306 and 316, not including furniture stored temporarily in Scholarly Commons space)
  - o 10 seats at tables
  - o 11 seats at public workstations
  - o 7 seats across from public workstations for collaborators
  - o 4 seats in group study rooms
  - o 8 seats at soft seating

- Number of hours open to the public per week (if applicable)
  - o Summer II 2015: 30
  - o Fall 2015: 45
  - o Spring 2016: 45
  - o Summer I 2016: 40

2. Personnel

- List, by name, all faculty, Academic Professionals, civil service staff, and Graduate Assistants assigned to the unit in FY16.
    - Karen Hogenboom (Head and Scholarly Commons Librarian). 1.0 FTE
    - Merinda Hensley (Digital Scholarship Liaison and Instruction Librarian). 1.0 FTE
    - James Whitacre (GIS Specialist). 1.0 FTE
    - Eleanor Dickson (Visiting Digital Humanities and HathiTrust Specialist), 1.0 FTE. Supervised by Harriett Green.
    - Rebecca Bryant (Researcher Information Systems Coordinator), 1.0 FTE. Supervised by Beth Namichchivaya (July 2015 – April 2016).
    - Dylan Burns (graduate assistant and graduate hourly). .25 FTE (July 2015 – June 2016).
    - Victoria Henry (graduate assistant). .5 FTE (August 2015 – May 2016).
    - Gerone Lockhart (graduate assistant and graduate hourly). .5 FTE (August 2015 – August 2016).
    - Richard Thompson (graduate assistant). .5 FTE (August 2015 – May 2016).

- Specify the amount of the unit's FY16 Student Assistant wage budget and Student Assistant FTE.
    - None

3. **User Services**

Most of the following data has been generated by the Office of User Services and will be available at G:\StatsForAnnualReport2016.

- Gate Count (as reported during FY16 Sweeps Week).
    - 2,576 (extrapolated from Sweeps Week headcount)

- Circulation (from Voyager circulation reports)
    - Not applicable

- Reference interactions (from DeskTracker):
    - 1055 (actual numbers)

- Presentations (from the Instructional Statistics database)
    - 66 presentations to groups (includes Savvy Researcher sessions on Scholarly Commons service areas only; last year included all Savvy Researcher sessions)
    - 618 participants in group presentations