

Scholarly Commons Annual Report
Fiscal Year 2020 (July 1, 2019 – June 30, 2020)

I Unit Narrative

The unit's focus in FY2020 was largely on final planning for the space and services in Main Library 220, though we still provided service in Room 306 and continued to add partners and move forward on other projects.

Services and Consultations

The Scholarly Commons staffs a service desk that answered 818 questions in FY20, down from 1243 in FY19. We attribute this decline to the closing of the Scholarly Commons physical space and the switch to virtual reference for safety during the pandemic. Only two of the librarians affiliated with the Scholarly Commons regularly enter consultations in the Scholarly Commons instance of Desktracker (Carissa Phillips and Megan Ozeran). The rest of these questions are at a "lower" level that requires basic knowledge of all the software and hardware in the space, as well as understanding all of our partners inside and outside the Library (see Appendix 1, Table B). We also train front desk staff to have conversations with users who do not yet have the vocabulary to describe their need or question in terms that map exactly to our services. We often refer these users to one of our partners, who records the transaction in their own Desktracker instance or in another system (see Appendix 1, Table C). Once we connect users to a specialist, they may return to the Scholarly Commons with other needs or come back to work, but it is most efficient for them to continue working directly with a specialist rather than bringing follow-up questions to us. Because we are able to "translate" user needs into digital scholarship terminology, we are able to connect users with specialists who they would never find on their own. In person questions are the bulk of our work (632 of 815 questions where mode of communication was recorded; see Appendix 1, Table D).

Room 220

The Scholarly Commons, with the help of the 220 Exploratory Use Team, spent over two years experimenting with and assessing the space within the limits of its current configuration. When Dean Wilkin obtained funding for the remodel from the Provost in September 2019, planning resumed using the information from our assessment, plans developed by previous teams, interviews with potential campus partners done by the 220 Exploratory Use Team, and tentative plans prepared by brightspot and JLK Architects. We continued using Room 220 for events during FY20, hosting 15 events total before our focus shifted to remodel planning and the Main Library closed due to COVID-19. These events ranged from a library staff workshop sponsored by the Program Planning Working Group for the building project, to a poetry reading, to a hackathon and several other partner related events. At the end of FY2020, furniture and technology were ordered and construction was scheduled to start in August, 2020. Construction is ongoing.

Savvy Researcher Workshops

Merinda Hensley (with support from Emilie Staubs) coordinated and scheduled 138 open workshops for FY2019-2020 with over 50 different titles. All workshops are requestable for faculty meetings, graduate student study groups, and departmental meetings. There are also several titles that have been taught in the past that are available on a request-only basis. This brings the number of total workshops available to sixty titles. Merinda works closely with RIS and their instruction GA to re-design and update the lesson plans each spring/summer for the RIS-taught workshops. This is particularly important because the RIS workshops relate to foundational research topics such as citation management and introduction to library resources. In addition to the stable partnerships across campus that make the series robust, we added a new partnership with the Office of Undergraduate Research (OUR) in 2019. We piloted three new workshop titles geared towards the needs of undergraduate researchers and did informal assessment in partnership with OUR to improve the workshops for spring 2020. Unfortunately, those workshops were canceled due to COVID-19 but they will be taught again during the Fall 2020 semester. Given the current situation, once the second half of workshops were canceled in spring 2020, we began to move the workshops online despite the lack of an e-learning specialist who could assist with the pedagogical impact and technological issues. We worked with RIS and CITL over the summer to prepare for providing support to our instructors in the early fall. Many decisions had to be made in moving the workshops online including the reality that some content is not well-taught in an online environment as well as several instructors are not comfortable teaching online resulting in several titles not being taught for the foreseeable future. Ultimately, it will be a positive change for the Savvy Researcher to move content online as much as possible but it will take several semesters to get settled.

External Relationships

We continue to rely on partnerships outside the unit to provide many of our services. The biggest example of this is our relationship with CITL Data Analytics, discussed below, which sends PhD students in computational social science fields to consult with campus researchers in our space for 30 hours each week. We also have a strong partnership with Technology Services, which helps to fund the data consultants and provides database design consultations and workshops. The Illinois Health Science Institute approached us in FY2019 about holding REDCap office hours in the Scholarly Commons and started coming to the Scholarly Commons for two hours per week in Fall 2019. The XCEDE group at Technology Services also joined us this year, providing high performance computing consultations for one hour per week, and we are in conversation with Technology Services about data science consulting. We also rely heavily on partners within the Library to provide our services. The Scholarly Communications and Publishing unit and the Research Data Service have primary responsibility for copyright, open access, digital publishing, data management, and digital humanities. Library IT has an agreement with us to handle hardware-related questions. We work closely with the Grainger Engineering Library and the Media Commons, both to make sure that our services and technology offerings are

complementary and to effectively refer users between the units. Sarah Christensen handles complex scanning and image questions, and Jess Hagman helps users to do qualitative data analysis. Tracy Popp and Josh Harris help with the occasional user who needs to rescue an old file.

Statistical Consulting

The Scholarly Commons continued partnering with CITL Data Analytics to provide statistical consulting services to campus. The consulting hours have settled to 10-4 Mondays-Fridays during the semester, with shorter hours during summer terms. Funding for the computational social science PhD students who staff the service comes from Technology Services, the College of LAS, and this year from Scholarly Commons gift funds. During AY2019-20, the consultants met with 342 researchers in the Scholarly Commons and had 1315 contacts with researchers (including email and Skype consultations). These consultations are not included in the Scholarly Commons statistics unless a patron worked with the Scholarly Commons separately. A detailed report on the statistical consulting service is attached as Appendix 2.

Graduate Assistants and Projects

Graduate assistants are also an integral part of the unit's work. They provide an average of 34 hours of service on our front desk every week as well as answering over 60% of our users' questions (Appendix 1, Table 4). They also work on essential projects to keep our online presence, social media, and marketing up to our standards. A partial list of projects follows:

- Work with Merinda Hensley to improve services for undergraduate research journals including a software upgrade
- Work with Merinda to manage the intake of undergraduate theses and capstone projects for the campus in partnership with LAS, OUR, and the Graduate College
- Teach workshops (poster design, optical character recognition, basic GIS, text mining)
- Manage Twitter and the blog; create content for the blog
- Update website
- Create and update LibGuides that support our services and instruction
- Collection development: This year we updated our software guide collection and worked to move the collection the the Stacks given our eventual move to 220
- Create promotional materials for events and services including updating the posters in the 3rd floor hallway
- Manage and create content for Scholarly Commons podcast

Events

A large part of our mission is bringing together researchers who are interested in or actively using digital scholarship methods. We were not able to bring in a speaker for spring 2020 because transitions in staffing and the move to Room 220 were too time-intensive to allow for one, but the COVID-19 pandemic would almost certainly have prevented the event from happening if we

had gone forward with it. The HackCulture event that we have worked on with Sarah Christensen for the last few years also did not happen this year, in part because of Megan Ozeran's departure, and the Undergraduate Image of Research was also cancelled due to the pandemic. After the success of the first student Data Visualization Competition in fall 2018, Megan Ozeran organized a second iteration in fall 2019 (go.illinois.edu/viz-competition). Once again co-sponsored by CITL, the Illinois Informatics Institute, and Research IT, the competition awarded \$1,000 in prizes among four winners. We received 18 submissions, half each from undergraduate and graduate students. The students represented a wide variety of disciplines, such as anthropology, computer engineering, East Asian languages and cultures, graphic design, information sciences, mathematics, psychology, and statistics. The PuppyThon was a new event this year and a new partnership with the College of Veterinary Medicine and the Siebel Center for Design. This was the largest event we have held in Room 220, with ten tables set up for ten groups of ten students. Students heard speakers talking about dog anxiety from a variety of perspectives and then "hacked" solutions which were judged by a panel of veterinarians and Karen Hogenboom. The Graduate Image of Research competition had finished judging before the campus was closed in March, so we worked with the Graduate College to create an online exhibition of the semi-finalists' entries and allow for voting for the People's Choice Award. The competition continues to grow, with 78 entries, 25 semi-finalists, and 2064 online votes for the People's Choice Award. Finally, we participated in several orientation events, including the Graduate School's welcome reception, New Faculty Orientation, the Graduate School's Professional Resource Fair, and the Law School's Resource Fair.

Undergraduate Research

This project was delayed due to issues with the upgrade of the Vireo system. Merinda worked closely with the Office of Digital Strategies (Seth Robbins and his team) to complete the upgrade in parallel with the Graduate College. During the spring semester, we piloted the intake of undergraduate theses and capstone projects for LAS. Merinda collaborated with the director of LAS Honors and her undergraduate student employee to monitor the data as students submitted their work, double-checked their paperwork, and communicated with students as questions arose. During summer 2020, Merinda spent time working on the Vireo settings, testing submissions, and creating language for internal purposes related to the workflow. As of late summer 2020 the system is on track for moving to the next stage which includes working closely with subject liaisons to invite additional departments to participate in using the system for their undergraduate theses/capstone projects. As a reminder, while departments may require their students to use the system to officially submit their final projects, at this time we are not systematically moving student work into IDEALS. The majority of student work will only be available internally for administrative and archiving purposes. The exception to this workflow will be for students working on their own original research (usually in the social sciences and humanities) who request for their work to be available in IDEALS and the supervising faculty member approves.

Data Discovery and Access

Carissa Phillips, Data Discovery and Business Librarian, contributes half of her time to the Scholarly Commons to provide consultations for data discovery and access, and to manage the expenditure of funds related to the Data Purchase Program (DPP). As in FY19, in FY20 the DPP relied upon “word-of-mouth” advertising and referrals from subject specialists to generate requests, rather than a formal call for proposals from campus researchers. The DPP and its target researchers continue to evolve, and in FY20 many of the requests were no longer easily discernible as requests, but often took the form of “does the Library have access to....” rather than “would the Library buy....” a specific dataset or subscription to a database. In FY20, Carissa was approached on approximately 15 occasions by researchers asking about the availability of a specific named commercial database or dataset to aid their research project; this is comparable to the number of DPP submissions made in prior years. In many cases, the researcher’s need was resolved through consultation with Carissa to find that resource already available at UIUC, or to find similar, related, or alternative resources. For researchers whose needs could only be addressed by acquiring the commercial dataset they had identified, Carissa advised them on Library and campus requirements for the purchase and realistic timelines for acquiring the dataset. Ultimately, none of the researchers opted to pursue acquisition through the Library. The shortened period for purchases this year due to the Alma/Primo conversion also substantially reduced the timeframe in which solicitations for potential purchases could be considered. As a result, a large portion of funds normally applied to data purchase requests were again applied to the purchase of foundational datasets covering Illinois public records and to another year of EPS China Data (shared with IAS, SSHEL and others). Recurring funds were also analyzed and a long-underutilized resource, which had been extended beyond the one-year subscription policy of the DPP, was cancelled. Through a project executed by an SC GA, a recommendation to pursue a subscription to PolicyMap was developed, and although there was not sufficient time to finalize the license because of the deadline created by Alma/Primo conversion, conversations about a subscription will likely continue into FY21. In related activities, Carissa worked with members of the Social Research & Technology Innovation Lab in Tech Services to gain an understanding of how Crimson Hexagon requests for campus are managed by that group. The group has expressed interest in opportunities for partnering with the Library in administering Crimson Hexagon. Conversations are expected to resume in FY21. Finally, in FY20 efforts continued to make the data which has been acquired through the DPP easily discoverable and accessible. Box continues to be the repository of the datasets through which researchers can gain access. Carissa continued to work with graduate assistants to create LibGuides illustrating each dataset’s features and to revise data-related pages in the SC website, and that work will continue in FY21.

Social Media and Newsletter

The Scholarly Commons continues to have a strong social media presence. On Twitter, we are @ScholCommons and have 1025 followers (up from 991 in FY2019). We use Twitter to promote our services, events, and resources, amplify events and information from our partners, and ask questions that are intended to engage our followers in thoughtful conversation about digital

scholarship. We post 15-20 times per month and have approximately 10,000 impressions per month. Our monthly profile visits vary wildly but average close to 100. We also have a blog, Commons Knowledge, that publishes a post approximately weekly and is read around the world. Our graduate assistants post about their areas of expertise or something they have learned on the job. We post occasional contributions from other departments in the Office of Research as well. From July 19, 2019 to June 30, 2020 our blog received 25,864 pageviews and 21,878 sessions. A pageview represents each individual time a page on the site was loaded by a user whereas a session represents a single visit to the website (whether a few seconds or a few hours). A session can include many pageviews. This year we also started a podcast, It Takes A Campus, aimed at other digital scholarship service providers and librarians in general. Interviewees are current and former Scholarly Commons partners talking about how they support digital scholarship and some of the issues in their areas of expertise. Two episodes have been released this spring and four more are in production. The podcast is published as part of our blog, along with full transcripts of each episode, so we did not have to set up a separate platform for it. Finally, we started a semesterly newsletter in Fall 2019 that goes out to 3,840 faculty in humanities and social science departments. 45% of these faculty opened the spring newsletter, which Heather Murphy told us is a very good percentage. These readers were informed about our moving project, upcoming events and workshops, our partners, and our services.

Services During COVID-19 Pandemic

The Scholarly Commons closed its physical location after March 13, 2020. We were able to get the word out on our social media channels as well as our website and a sign on our door, and we continued serving our users virtually. The statistical consultants and REDCap and XCEDE consultants offered their services via video chat after we closed, and we continued to answer questions and refer users to our partners via email. On March 25, 2020, we began participating in the library-wide chat reference service in order to more smoothly take referrals from the Information Desk and pick up questions within our areas of expertise. We have answered 19 questions via chat during the shutdown, and had 18 email conversations. Mallory Untch published a blog post in March that explained how to access research software from home, and we collaborated with Library IT to provide remote access to our workstations for a few people who had no other options for completing their research. Remote access to workstations continues with a campus IT shared workstation login method.

Major Challenges

At the end of the year, we were close to completing Room 220 space planning, with construction dates and opening dates still to be determined because of the COVID-19 pandemic. There are several challenges for next year embedded in this opportunity:

- There is no additional money for staffing the space beyond what we had for staffing Room 306, which is approximately 1/3 the size and accommodates approximately 1/10 the number of users as Room 220, and is open for significantly fewer hours than Room 220. At the same time, usage statistics in Room 306 are minimally useful for predicting what will happen in Room 220 due to

the increased scope of activity in Room 220.

- The money available for staffing dictates that the service desk be single staffed only during the day. Training and mentoring new desk staff will be a challenge, since they will be by themselves and experienced staff will be working in Room 306.
- The money available for staffing also dictates that the space be unstaffed during the evenings and on weekends. Some of the most expensive and hardest to use equipment in the Main Library will be in the room, and no help will be available during those times.
- The leadership of the Scholarly Commons is in flux, with Sara Benson currently interim head and a search for a new head of the unit underway.
- The policies and procedures for the Scholarly Commons in its current location need major revision in order to address new issues in Room 220.

Although the Office Manager position was approved the search has been on hold due to the financial uncertainty surrounding the pandemic and the position continues to be paid from the Scholarly Commons' gift account. The partnerships the Scholarly Commons has forged using the gift funds through the past decade, such as providing poster printing, awards funding, and refreshments at the award's ceremony to support the Graduate College's Image of Research Annual Awards will be harmed if the SC can no longer contribute funding to these events. The gift fund has also been used to support administrative costs, including marketing materials, technology, furniture, training and development for SC faculty, events, and human resources, including summer graduate hourly positions. The Office Manager position has been paid from the gift fund for the past five years, depleting a crucial source of funding for events, campus partnerships, and marketing materials.

Finally, since Megan Ozeran's departure in December 2019 the Scholarly Commons has lost its voice in the campus discussions around data science education. This loss is not irredeemable and we are in discussions with Technology Services about a partnership around service to people using data science in their research, but the Data Science Librarian whose funding was approved in the FY2020 budget is no longer being funded so we may not be able to build a strong relationship with the social science and humanities education initiative that has arisen from the Data Science Initiative.

Significant Changes to Unit Operations, Personnel, Service Profile, or Service Programs

Megan Ozeran left the Library in December 2019, and the Data Services Librarian position that was approved as an evolution of her temporary Data Analysis and Visualization Librarian position was repurposed to fund the new department head. Karen Hogenboom resigned as department head on June 15, 2020, and Sara Benson started as interim head on June 16. REDCap consulting hours and Savvy Researcher workshops began in Fall 2019. The XCEDE group at Technology Services began offering consulting hours about high performance computing in March, 2020. After March 13, 2020, Scholarly Commons services moved online and our physical space closed. Staff continued to monitor department email and after a couple of weeks began signing in to the library-wide virtual reference service during our public service hours in order to catch users who would normally have been directed to our physical space. Staff continue to log in to the virtual chat during the hours of 10am - 2pm Monday through Friday.

Progress on FY20 Annual Goals

1. Create scenarios for moving Scholarly Commons services to Main Library 220 for an interim period before construction starts.

This goal became irrelevant when we were able to start planning for construction.

2. Complete impact assessment of Scholarly Commons services and space.

During FY2018-20, Karen, Merinda, and Jen-chien Yu (and her graduate assistant) worked on an ethnographic study of the Scholarly Commons space. Jen's graduate assistant, under supervision of Merinda, spent several hours at various points during the week to observe what kind of activities our users were doing while in the space. Data from this study impacted the planning of the space for 220.

3. Remodel collection of departmental statistics based on new mission and vision.

We revised our Desktracker instance in January to include more logical categories and to allow for multiple services to be checked for a single interaction. This is in line with our goal to pull together teams of specialists for complex questions that overlap several of our services.

4. Hire a GIS Specialist.

After a failed search in FY2019, a search in FY2020 was successful and Wenjie Wang started on June 16, 2020.

5. Work with Digital Humanities Librarian to host and sponsor events, including a Day of Digital Humanities in Spring 2020 and a Digital Humanities Reading Group.

Spencer Keralis led the work on these events with help from Scholarly Commons GAs.

6. Document personnel and financial needs of the unit in order to ask for a specific amount of support from the Library or donors.

This documentation is compiled and will be presented to library administration in FY 2021.

FY2021 Goals

One major goal for FY 2021 is to hire a new permanent Head of the Scholarly Commons. It is anticipated that the new Head could begin as soon as January, 2021.

A second goal for the unit is to celebrate the ten year anniversary of the Scholarly Commons. The unit will do so with both a timeline and map of the former GAs on the unit website as well as a dynamic streamed guest speaker (and former GA): Thomas Padilla on Oct. 20, 2020.

A third goal for the unit is to move into the new space in Room 220 which should be fully constructed by fall 2020. Of course, the timeline for the move depends largely on the progression of the COVID 19 virus as the library is only open to patrons on a by-appointment basis. Of course, in the meantime, the unit continues to serve patrons via LibChat and e-mail as well as one-on-one conferences in Zoom meeting spaces. In the meantime, the Scholarly Commons is doing an accessibility audit of the plan for the new space as well as the current website. The Scholarly Commons website is due for a significant update and this is a project that could be undertaken by the new head of the unit as a way to familiarize themselves with our services, activities, partnerships, and instruction efforts.

II Statistical Profile

1. Facilities

- User seating counts (Rooms 306 and 316)
 - 10 seats at tables
 - 10 seats at public workstations
 - 7 seats across from public workstations for collaborators
 - 4 seats at scanners
 - 4 seats in group study rooms
 - 8 seats at soft seating
- Number of hours open to the public per week (if applicable)
 - Summer II 2019: 35 hours
 - Fall 2019: 45 hours
 - Spring 2020: 45 hours, ending on March 13
 - Summer I 2020: 0 hours due to Covid-19

2. Personnel

- List, by name, all faculty, Academic Professionals, civil service staff, and Graduate Assistants assigned to the unit in FY19.
 - Xena Becker, Graduate Assistant (.25 FTE)(August 2019-May 2020)
 - Sara Benson, Assistant Professor (from June 2020)
 - Michael Cummings, Graduate Assistant and Graduate Hourly (.5 FTE) (until August 2020)
 - Merinda Hensley, Associate Professor (1.0 FTE)
 - Karen Hogenboom, Associate Professor (1.0 FTE)(until June 2020)
 - Megan Ozeran, Visiting Assistant Professor (1.0 FTE)(Resident) (until December 2019)
 - Carissa Phillips, Associate Professor (.5 FTE)(located in Room 300)
 - Abigail Sewall, Graduate Assistant (.25 FTE)(August 2019-May 2020)
 - Emilie Staubs, Academic Hourly (1.0 FTE)(paid from gift funds)
 - Michael Tahmasian, Graduate Assistant and Graduate Hourly (.25 FTE) (until August 2020)

- Billy Tringali, Graduate Hourly (.5 FTE) (July 2019)
- Mallory Untch, Graduate Assistant and Graduate Hourly (.5 FTE)(August 2019-present)
- Wenjie Wang, GIS Specialist (from June 2020)
- Specify the amount of the unit's FY19 Student Assistant wage budget and Student Assistant FTE.
None

3. User Services

- Head Count (actual)
 - 3704
- Circulation (from Voyager circulation reports)
 - Not applicable
- Reference interactions (from DeskTracker)
 - (see Appendix 1 for details)
- Presentations (from the Instructional Statistics database)
 - 120 presentations to groups (including the Scholarly Commons portion of Savvy Researcher workshops; balance were taught by Research and Information Services)
 - 496 participants in group presentations

4. Other statistics (optional)

Units may report any additional data that is collected within the unit and is illustrative of its activities in FY19. Examples might include website analytics, training sessions provided within the Library, LibGuides usage, tallies of materials processed or transferred, and so on.

III Appendices (optional)

- Appendix 1: Scholarly Commons Front Desk and Partial Consultation Statistics
- Appendix 2: Statistical Consulting Annual Report AY 2019-2020

Appendix 1: Scholarly Commons statistics

See the Unit Narrative for discussion of these tables.

A. Scholarly Commons interactions by service area (comparable to tables in previous annual reports)

<u>SC Service</u>	<u>Number</u>	<u>Percent</u>
About the Scholarly Commons	249	34
Data Analysis	127	17
Software	110	15
Scanner use	67	9
Data Discovery	65	9
Geographic Information Systems	44	6
Savvy Researcher	31	4
Scholarly Communication and Publishing	15	2
Data Management	13	2
Digital Humanities	10	1
Usability	7	1
Data Visualization	2	0

B. Scholarly Commons interactions by question type and level of complexity

Question Type	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Data Assistance	13	10	52	23	4	0
Database/eJournal, SFX Access Problems	0	2	2	0	0	0
Directional/Hours	149	17	3	0	0	0
Finding Specific Library Materials	5	23	8	3	0	0
Library Policies and Services	28	73	46	4	1	1
Other	32	33	22	10	4	0
Ready Reference	1	3	7	0	0	0
Reproduction Request	0	0	0	0	0	0
Research Assistance	5	8	43	22	7	2
Technical Issues (printers, scanners, software)	15	101	57	8	0	1
Total by Complexity	248	270	240	70	16	4

C. Referrals by Scholarly Commons service type

SC service	Total	Referred
About the SC	249	33
Data Analysis	127	52
Data Discovery	65	18
Data Management	13	5
Data Visualization	2	1
Digital Humanities*	10	5
GIS*	44	18
Savvy Researcher	31	7
Scanner Use	67	3
Scholarly Communication & Publishing	15	12
Software/Hardware Assistance	110	25
Usability	7	2
Total	740	181

*For Digital Humanities and GIS, Scholarly Commons graduate assistants had experience in these areas so not as many questions were referred.

D. Mode of Communication by Status of Employee

Mode of Communication	Graduate Assistant	Library Faculty/AP	Library Staff	Total
Email	78	52	19	113
IM/Chat	9	7	3	19
In Person	373	96	162	631
Phone	34	6	11	51
Total	494	161	195	850

End of Semester Report for CITL Data Analytics

Fall 2019, Spring 2020, and Summer 2020

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Quick Look

1. Number of Client Meetings: 342
2. Average Meeting Time: 1.2 hours
3. Average Meetings Per Day: 1.8
4. Number of Client Contacts: 1,315
5. Most Served Client Type: Graduate Students (69.6%; $N=915$)
6. Most Served Colleges: LAS (46.8%; $N=616$)

Overview

Since the beginning of the Fall 2019 semester, CITL Data Analytics has consulted with students, faculty, and staff from multiple University units regarding a variety of topics. Between August 26 2019 and August 07 2020, we processed 963 emails and held a total of 342 client meetings via Skype, telephone, alternative modes of communication, and traditional in-person meetings.

Consultants spent 399.00 hours meeting or preparing to meet with clients, spending on average 1.20 hours per client, and holding an average of 1.80 meetings per day.

Most CITL Data clients were Graduate Students ($N=915$), comprising 69.6% of all clients who communicated with us. The majority of CITL Data clients were affiliated with the College of LAS (46.8%). Our primary services for the whole year were consultations on Statistical Analysis (29.6 %) and Survey Design (11.2 %). The software used most frequently in meetings was R (48.1%; $N=441$) and SPSS (19.8%; $N=181$).

We held 12 software-oriented workshops using R, SAS, SPSS, Stata, and ATLAS.ti for 294 and 200 participants during the Fall 2019 and Spring 2020 semesters, respectively.

Consulting Services

Our primary services during Fall 2019, Spring 2020, and Summer 2020 included consultations on Statistical Analysis (29.6%) followed by Survey Design (11.2%) (Table 1).

Table 1: Client Contacts by Type of Inquiry

Type	N	Percentage (%)
Administrative Communication	655	48.6
Finding and Preparing Data	90	6.7
Other Inquiry	53	3.9
Statistical Analysis	399	29.6
Survey Design	151	11.2
Total	1348	100

Note: A contact could request multiple types of services. Contacts with missing information in “type of inquiry” were not counted.

The software used most frequently in meetings was R (48.1%; $N=441$) followed by SPSS (19.8%; $N=181$). Online survey tools like Qualtrics, SurveyGizmo, Survey Monkey, Google Forms, and Webtools were also often used in client meetings (4%; $N=37$). For qualitative data analysis software, ATLAS.ti comprised 2.1% ($N=19$) of all topics discussed in client meetings (Table 2).

Table 2: Client Contacts by Software

Software	Contacts (N)	Contact (%)
R	441	48.1
SPSS	181	19.8
Stata	104	11.4
Excel	93	10.2
SAS	41	4.5
Qualtrics	29	3.2
Atlas.ti	19	2.1
Survey Gizmo	5	0.5
Google Forms	1	0.1
Survey Monkey	1	0.1
Webtools	1	0.1
Total	916	100

Note: A contact could request consultation on multiple software programs or statistical methods. Methods-related contacts were not counted.

Workshop Services

We held 12 software-oriented workshops, using R, SAS, SPSS, Stata, and ATLAS.ti during the Fall 2019 and Spring 2020 semesters. Due to the popularity of R, both the R I: Getting Started with R and R II: Inferential Statistics workshops were offered twice in each semester. We also provided a new Questionnaire Design workshop. We had 294 and 200 people registered for workshops during the Fall 2019 and Spring 2020 semesters, respectively. Also, a total of 143 people were waitlisted for workshops, in case a registrant could not attend (Table 3).

Table 3: Registrants and Waitlisted Frequencies by Workshop

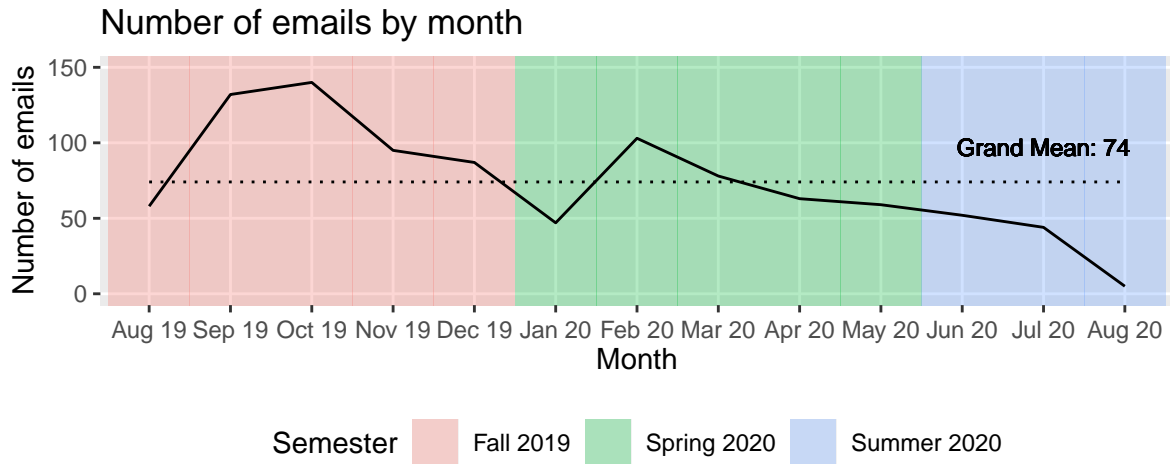
Software	Fall 2019 Registrants	Fall 2019 Waitlisted	Spring 2020 Registrants	Spring 2020 Waitlisted
Atlas.ti	14	16	10	0
Questionnaire Design	18	1	0	0
R I	27	20	27	0
R I 2	28	34	25	0
R II	27	17	27	0
R II 2	27	33	25	1
SAS I	27	7	18	0
SAS II	26	9	16	0
SPSS I	28	2	15	0
SPSS II	27	3	16	0
STATA I	20	0	10	0
STATA II	25	0	11	0
Total	294	142	200	1

Table 4: Unique Registrant by College

College	Fall 2019 (N)	Fall 2019 (%)	Spring 2020 (N)	Spring 2020 (%)
LAS	46	32	24	33
Applied Health Sciences	25	17	6	8
ACES	18	13	11	15
iSchool	9	6	1	1
Engineering	7	5	4	6
Prairie Research Institute	6	4	5	7
Education	5	3	3	4
Fine and Applied Arts	5	3	1	1
Business	4	3	9	12
Media	4	3	1	1
Veterinary Medicine	4	3	3	4
University Library	3	2	2	3
Office of the Vice Chancellor for Research	2	1	0	0
Institute for Genomic Biology	1	1	0	0
Molecular and Cellular Biology	1	1	1	1
School of Integrative Biology	1	1	1	1
Student Affairs	1	1	0	0
The Career Center	1	1	0	0
Total	143	72	100	97

Email Communications

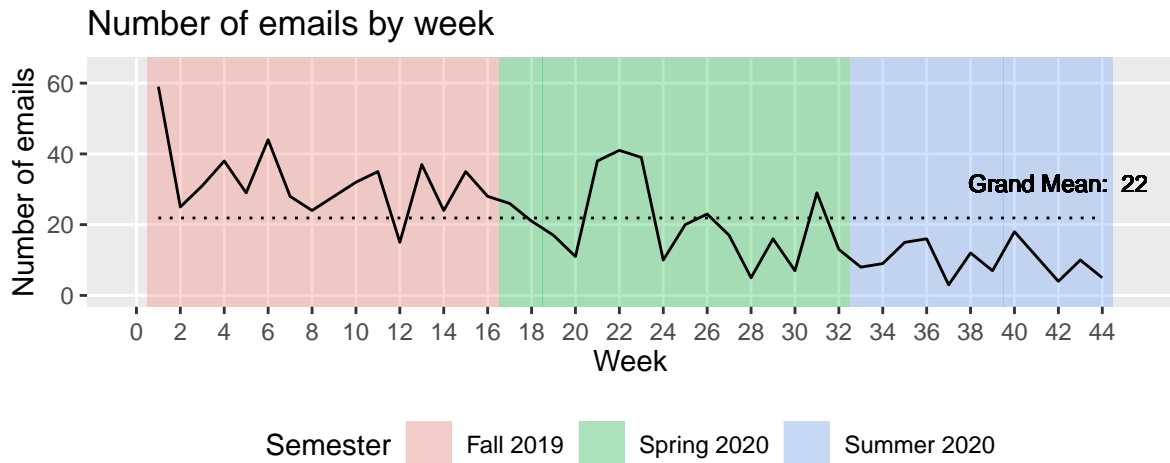
Email communication is used to set up appointments, to answer preliminary questions, and to follow up after meetings between consultants and clients.



Source: CITL-DAG

Figure 1: Number of Emails by Month

Between August 26 2019, and August 07 2020, we sent 963 emails, approximately 5 emails per day. The busiest months for email communications was Oct 19 ($N=54$) as can be observed in Figure 2.



Source: CITL-DAG

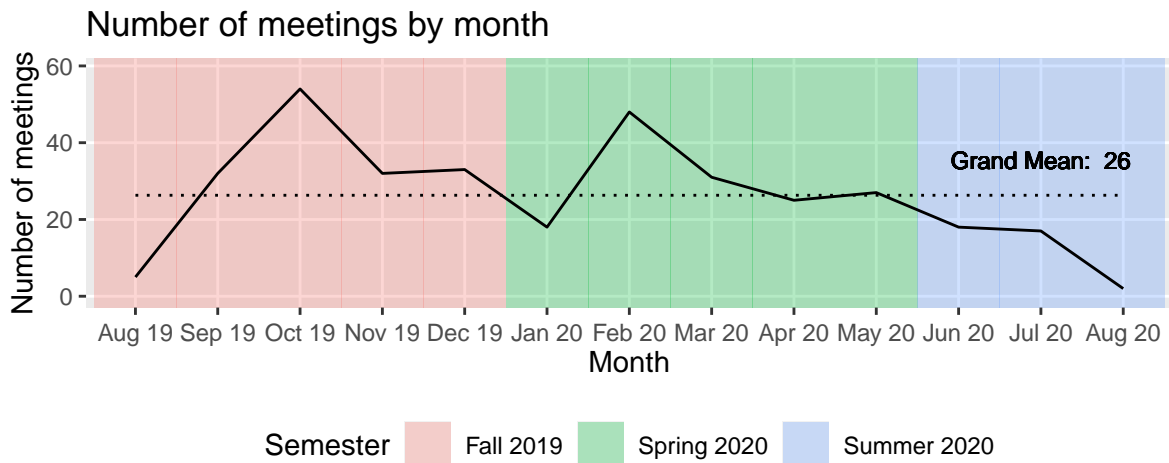
Figure 2: Number of Emails by Week

Meetings

The amount of time spent preparing for and helping a client is often determined by the nature of their inquiry. For example, clients may require help generating descriptive statistics or using complex statistical models. For clients who need help with descriptive statistics, a meeting may be relatively short and require little to no preparatory time; however, on several occasions during this semester, consultants have required additional time to research unfamiliar statistical models. Thus, it is important to consider that time required in preparation or in meeting with clients may vary based on the inquiry.

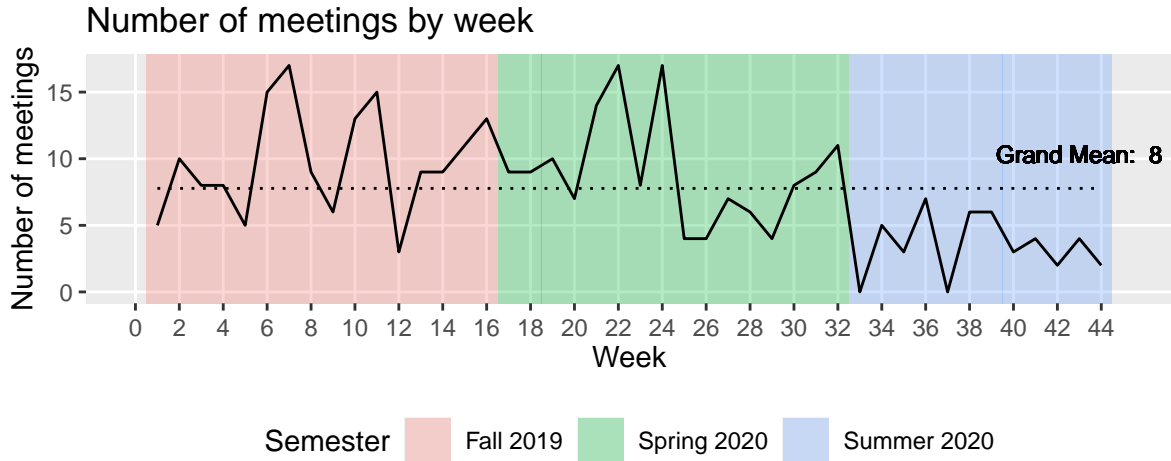
During the Fall 2019, Spring 2020, and Summer 2020 semesters, we held a total of 342 client meetings via Zoom, Skype, Google Meet, telephone, and traditional in-person meetings. The majority of our meetings were in-person consultations, especially in the Fall 2019 and early Spring 2020 semesters. Due to Covid-19 and the state of Illinois ‘stay at home order’, starting late Spring 2020 we met with clients virtually, either over the phone ($N=10$) or via Zoom ($N=92$), for the remainder of the academic year.

Overall, throughout the academic year, consultants spent a cumulative 399 hours meeting or preparing to meet with clients, spending on average of 1.2 hours per client meeting. Throughout the academic year, on average 1.8 meetings occurred per day.



Source: CITL-DAG

Figure 3: Number of Meetings by Month



Source: CITL-DAG

Figure 4: Number of Meetings by Week

Client Demographics

During Fall 2019, Spring 2020, and Summer 2020 semesters, we communicated with a total of 1348 non-unique clients via email, in-person consulting, virtual meeting, or alternative modes of communication. Most CITL Data clients were Graduate Students ($N=915$), comprising 69.6% of all clients who communicated with us (Table 5). The second largest group was undergraduate students ($N=126$), comprising 9.6% of all clients (Table 5).

Table 5: Number of Client Contacts of Consulting by Client Type

Type	N	Percentage (%)
Graduate Student	915	69.6
Undergraduate Student	126	9.6
Faculty	108	8.2
Staff	97	7.4
Other	67	5.1
Non Degree-Seeking student	2	0.2
Total	1315	100

The majority of CITL Data clients were affiliated with the college of LAS (46.8%) as shown in Table 6. We spent 180 hours helping LAS clients, which amounted to 45.1% of all time spent emailing, meeting, or preparing to meet with clients.

Table 6: Client Contacts and Hours of Consulting by Unit Affiliation

College or Unit	Contact (N)	Contact (%)	Time with clients (hrs)	Time with clients (%)
LAS	616	46.8	180.0	45.1
ACES	172	13.1	55.8	14.0
Education	150	11.4	62.2	15.6
Engineering	113	8.6	32.5	8.1
Other unit or not listed	73	5.6	11.0	2.8
AHS	63	4.8	20.8	5.2
Business	47	3.6	10.0	2.5
VetMed	25	1.9	7.0	1.8
Arts	24	1.8	4.8	1.2
Media	11	0.8	2.0	0.5
iSchool	8	0.6	5.8	1.4
Law	7	0.5	3.0	0.8
Labor	3	0.2	2.5	0.6
Social Work	2	0.2	1.5	0.4
Medicine	1	0.1	0.8	0.2
Total	1315	100.0	400.0	100.0

Note: The discrepancy of the total number of contacts among tables were due to missing information and multiple department affiliation.

In many university units, our clients were primarily graduate students followed by undergraduate students and faculty members. The majority or all of clients from ACES, AHS, Fine and Applied Arts, Education, Engineering, Media, Medicine, iSchool, LAW, LER, LAS, Veterinary Medicine were graduate students (Table 7). Clients from the College of Business were more evenly divided between undergraduate students (21%; $N=10$) and graduate students (32%; $N=15$). Across all client groups the colleges from which we most often received clients were LAS, ACES and Education, as shown in Table 7.

Table 7: Contact by Unit Affiliation and Client Type

College or Unit	UG (N)	UG (%)	Grad (N)	Grad (%)	Faculty (N)	Faculty (%)	Staff (N)	Staff (%)	ND (N)	ND (%)	Other (N)	Other (%)	Total (N)
LAS	94	15.3	411	66.7	50	8.1	19	3.1	0	0	42	6.8	616
ACES	2	1.2	143	83.1	7	4.1	8	4.7	0	0	12	7	172
Education	1	0.7	125	83.3	9	6	13	8.7	0	0	2	1.3	150
Engineering	5	4.4	80	70.8	17	15	11	9.7	0	0	0	0	113
Other	5	6.8	35	47.9	2	2.7	23	31.5	1	1.4	7	9.6	73
AHS	6	9.5	40	63.5	13	20.6	3	4.8	0	0	1	1.6	63
Business	10	21.3	15	31.9	5	10.6	16	34	1	2.1	0	0	47
VetMed	0	0	19	76	1	4	2	8	0	0	3	12	25
Arts	3	12.5	17	70.8	4	16.7	0	0	0	0	0	0	24
Media	0	0	11	100	0	0	0	0	0	0	0	0	11
iSchool	0	0	8	100	0	0	0	0	0	0	0	0	8
Law	0	0	5	71.4	0	0	2	28.6	0	0	0	0	7
Labor	0	0	3	100	0	0	0	0	0	0	0	0	3
Social Work	0	0	2	100	0	0	0	0	0	0	0	0	2
Medicine	0	0	1	100	0	0	0	0	0	0	0	0	1
Total	126	9.6	915	69.6	108	8.2	97	7.4	2	0.2	67	5.1	1315