

Expanding Our Roles in the Digital Age

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Outline:

Part I: Trends in reference service desk model

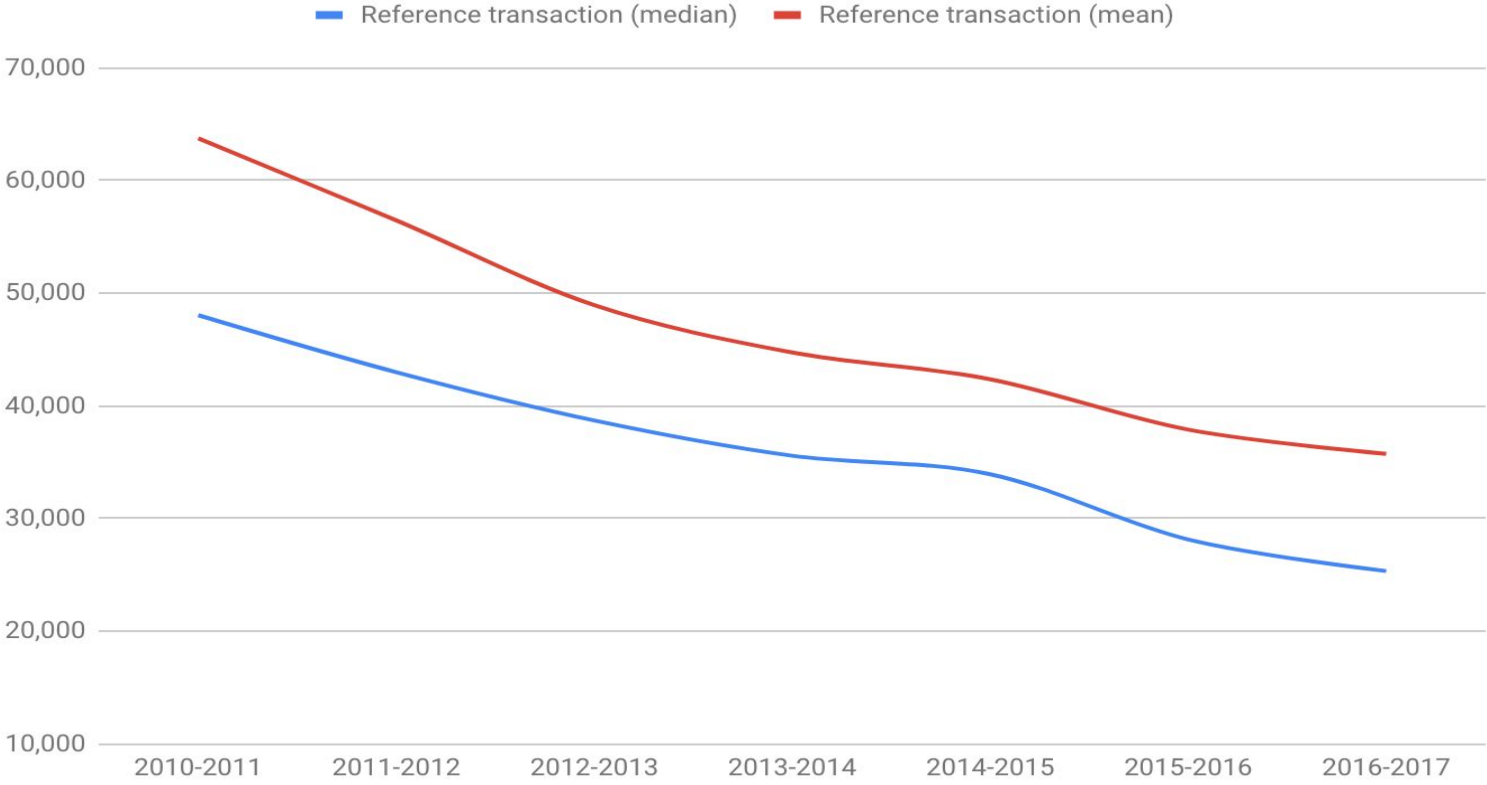
Part II: Subject librarians as integral partners in digital scholarship

Traditionally, the public service librarian is here:

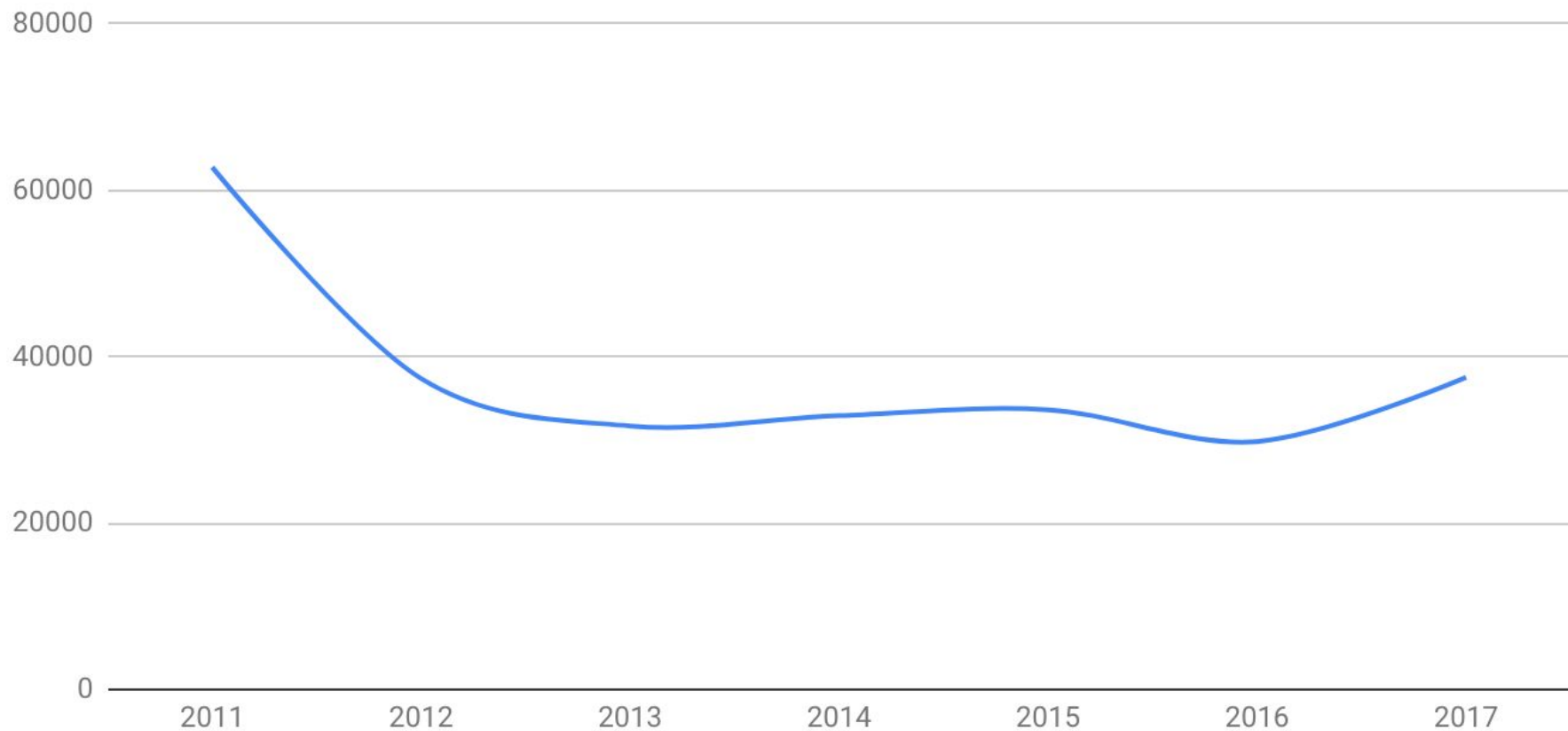


Photo: <https://www.flickr.com/photos/dukeyearlook/5497146749>

Declining Reference Transactions (ARL statistics)



CEAL Reference Transactions Total (2011-2017)



The Changing Needs of Users (Humanists)

“... humanists value librarians and libraries at their home institutions more for their teaching and learning support.”

(Cooper and Schonfeld, 2017)

Traditional Reference Desk Restructured



The Merged/Combined Service Desk

- Merging reference desk with circulation desk
- New staffing model=paraprofessional+GSLA
- Triage/referral system

(Frederiksen and Wilkinson, 2016)

Librarian's changing roles in on-site reference service

- Focus on referred in-depth consultations
- Reference staff training
- Referral system assessment
- Using digital tools to enhance reference service team communications and support

Part II: Subject librarians as integral partners in digital scholarship through engagement and collaboration

Expanding Our Presence: Engage Users Where They Are

The screenshot shows a web interface for a 'Personal Librarian'. At the top left is the logo 'Personal Librarian' in red and blue. Below it, the user is logged in as 'chunjha'. There is a 'My Profile' button and a message: 'Hi ! I'm Julia and I'm your Personal Librarian!'. The main content area contains a bio: 'My name is Julia (Jihae) Chun and I am a Korean Studies Librarian at the Cheng Yu Tung East Asian Library. In my day-to-day work, I build collections conducive to academic learning, provide research help to students and faculty, and catalogue new materials that come into the library so that users can discover and access those resources. As your Personal Librarian, I am here to help you. You can reach me via email: julia.chun@utoronto.ca'. Below the bio is a 'Compose' button and a section titled 'What I can do for you' with three bullet points: 'Answer your questions about library policies, locations, and available services', 'Help identify the best resources, or places to look for resources, for your chosen topics', and 'Work with you to search out good information for your assignment'. On the left sidebar, there are sections for 'My Account' (with links for My Profile, My Students, and Log out), 'Workspace' (with a Compose button), and 'Quick Links' (with links for In Progress (0), Published (215), and All (215)). At the bottom left is a 'Library Home Page' link.

Personal Librarian

My Profile

Logged in as **chunjha**

[Edit Profile](#)

To login with a different UTORid, please close your browser completely and try again.

My Account

- [My Profile](#)
- [My Students](#)
- [Log out](#)

Workspace

[Compose](#)

In Progress (0)
Published (215)
All (215)

Quick Links

[Library Home Page](#)

Hi ! I'm Julia and I'm your Personal Librarian!

My name is Julia (Jihae) Chun and I am a Korean Studies Librarian at the Cheng Yu Tung East Asian Library. In my day-to-day work, I build collections conducive to academic learning, provide research help to students and faculty, and catalogue new materials that come into the library so that users can discover and access those resources. As your Personal Librarian, I am here to help you. You can reach me via email: julia.chun@utoronto.ca

I look forward to working with you!

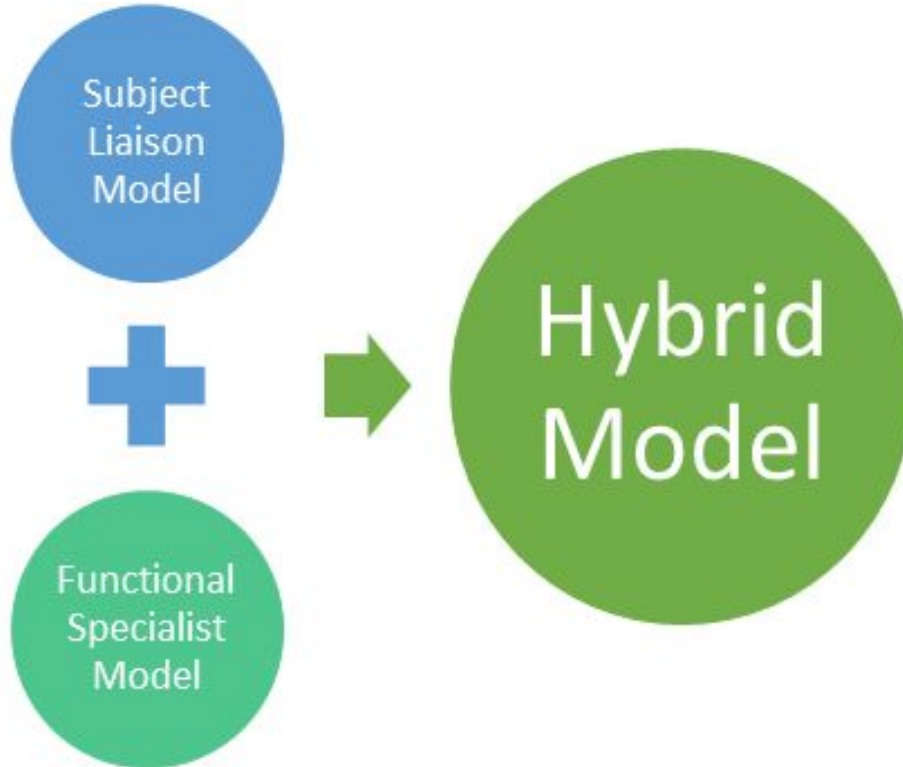
What I can do for you

- Answer your questions about library policies, locations, and available services
- Help identify the best resources, or places to look for resources, for your chosen topics
- Work with you to search out good information for your assignment

- Embedded librarianship
 - “...moves librarians out of libraries and creates a new model of library and information work” - D. Shumaker
 - Online courses, flipped classrooms
 - “Engage users where they are”
- Personal Librarianship Program

“...I really appreciate it as a first year student...knowing the service and support was there was very assuring. I certainly felt more comfortable in asking help from librarians in general.”

Towards **Collaboration**: Subject Librarians and Functional Specialists



Subject Librarian Model:

successful model; serve academic units

Functional Specialist Model:

Radical shift with focus on service efficiency and emerging service areas

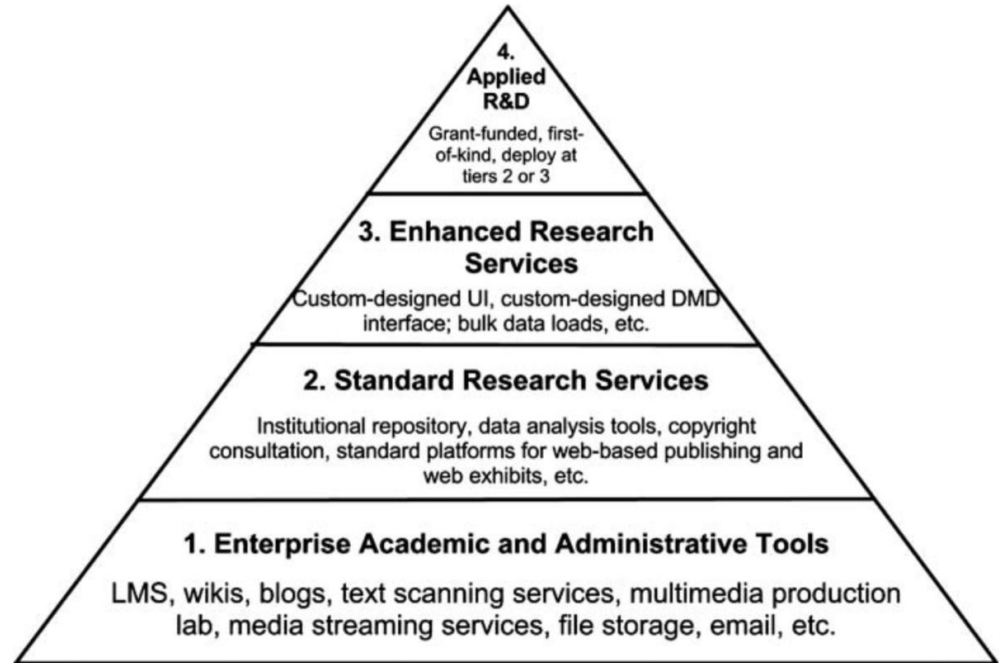
Hybrid Model:

Collaboration between subject liaisons and functional specialists

Digital Scholarship: Service Levels

Digital Scholarship is defined as, “any research or pedagogical practice that was meaningfully inflected or enabled by digital technology” (UTL Digital Scholarship Task Force, 2017)

- GIS
- Data Services
- Data Visualization
- Statistics
- Digital project consultation
- Web Publishing
- Research Data Management
- Data and Text mining
- Copyright
- Institutional Repositories
- Scholarly Communications
- Web Archiving



Proposed models for digital scholarship services by Vinopal & McCormick, image from: <https://doi.org/10.1080/01930826.2013.756689>

Practical Suggestions for Subject Librarians for efforts in Developing Digital Humanities Research

Level of commitment	Possible activities
Low commitment	<ul style="list-style-type: none">● Connect with graduate students in humanities programs, especially those who have not yet begun the thesis or dissertation process.● Learn the basics of your institution's technological infrastructure and environment.● Learn about preservation formats and standards.● Learn about alt-metrics and alternative ways to measure the impact of digital scholarship.● Explore successful digital humanities projects

(Gibson, Ladd, Presnell 2015)

Continued...

Level of commitment	Possible activities
Moderate Commitment	<ul style="list-style-type: none">● Host a symposium on digital humanities and invite external participants.● Work with faculty and undergraduate classes to design an assignment using a digital humanities tool.● Provide workshops for faculty on digital humanities tools or developments in scholarship.● Provide training for technologists in subject background for projects.● Seek free training on digital humanities tools provided by developers.● Work with technologists or online tools such as Scratch, Code School, or Code.org to learn the basic

Continued...

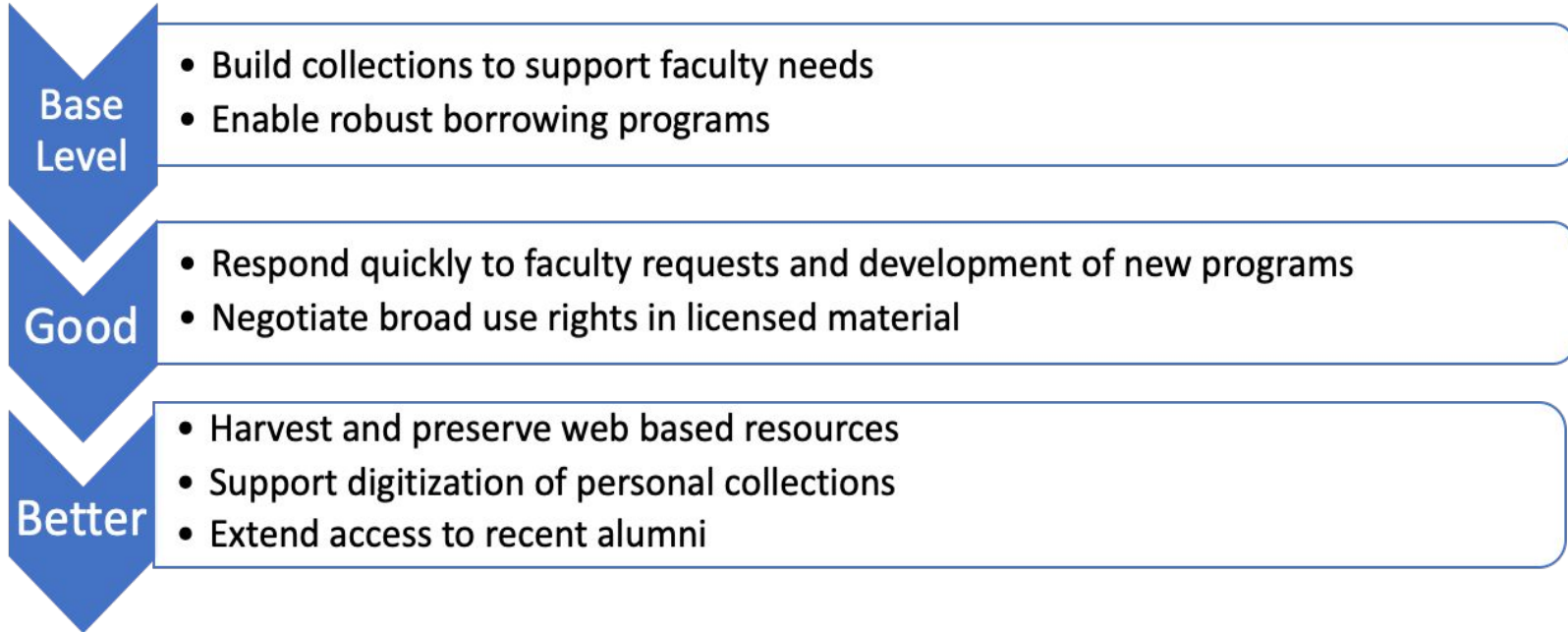
Level of commitment	Possible activities
Intensive Commitment	<ul style="list-style-type: none"><li data-bbox="608 442 1729 551">● Initiate a new digital humanities project using the librarian's unique subject collections

(Gibson, Ladd, Presnell 2015)

Create Value: Match Service Goals to Tangible Outcomes

GOAL	BASE LEVEL	GOOD	BETTER	MEASURES OF SUCCESS
IR preserves and makes accessible faculty output	Publicize IR; Identify benefits; Automate ingest	Support faculty in deposit; Work with departments to agree on full departmental participation	Focus on demonstrating value to faculty who submit to IR	Upward trend in <ul style="list-style-type: none"> • Number and percentage deposit by faculty • Use figures by faculty and others • Faculty referrals
Open Access publishing expands faculty visibility and reduces barriers to knowledge	Raise awareness about constraints of current publishing model	Provide license templates and funds for author fees	Identify high quality OA journals in particular disciplines; Mine data on use and impact factors; Support OA publishing on campus	Upward trend in <ul style="list-style-type: none"> • Number of faculty using CC license addendum • Number of faculty shifting to OA journals Faculty OA resolution passed
Global engagement expands	Ensure access to library's collections while abroad	Arrange access to collections and services at foreign libraries for visiting faculty	Create network of shared experts without borders	Upward trend in <ul style="list-style-type: none"> • Faculty consulting with library in planning stages of trip • Formal institutional partnerships include library issues • Students rely on research support services in study abroad programs
Research funding competitiveness increases	Identify grant opportunities; Characterize previous published research online and in print	Assist in data management planning; Compile literature review section; Ensure deposit compliance	Serve as co-PIs or members of research team; Connect faculty across disciplinary and departmental lines	Upward trend in <ul style="list-style-type: none"> • Number of grants submitted • Success rate • Funds received
Access to scholarly content improves research and teaching	Build collections to support faculty needs; Enable robust borrowing programs	Respond quickly to faculty requests and development of new programs; Negotiate broad use rights in licensed material	Harvest and preserve web based resources; Support digitization of personal collections; Extend access to recent alumni	Faculty recruitment enhanced by library collections; New forms of scholarship and teaching enabled

Service Goal: Access to scholarly content improves research and teaching



Measure of Success: Faculty recruitment enhanced by library collections and new form of scholarship and teaching enabled

(Kenney 2014)

Thank you!

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