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)
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

Multiple service desks → Single/Merged Desk
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

- 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

<table>
<thead>
<tr>
<th>Level of commitment</th>
<th>Possible activities</th>
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| **Low commitment**  | ● 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)
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| **Moderate Commitment** | ● 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 |
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<tr>
<td><strong>Intensive Commitment</strong></td>
<td>• Initiate a new digital humanities project using the librarian’s unique subject collections</td>
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(Gibson, Ladd, Presnell 2015)
# Create Value: Match Service Goals to Tangible Outcomes

<table>
<thead>
<tr>
<th>GOAL</th>
<th>BASE LEVEL</th>
<th>GOOD</th>
<th>BETTER</th>
<th>MEASURES OF SUCCESS</th>
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<tbody>
<tr>
<td>IR preserves and makes accessible faculty output</td>
<td>Publicize IR; Identify benefits; Automate ingest</td>
<td>Support faculty in deposit; Work with departments to agree on full departmental participation</td>
<td>Focus on demonstrating value to faculty who submit to IR</td>
<td>Upward trend in&lt;br&gt;• Number and percentage deposit by faculty&lt;br&gt;• Use figures by faculty and others&lt;br&gt;• Faculty referrals</td>
</tr>
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<td>Open Access publishing expands faculty visibility and reduces barriers to knowledge</td>
<td>Raise awareness about constraints of current publishing model</td>
<td>Provide license templates and funds for author fees</td>
<td>Identify high quality OA journals in particular disciplines; Mine data on use and impact factors; Support OA publishing on campus</td>
<td>Upward trend in&lt;br&gt;• Number of faculty using CC license addendum&lt;br&gt;• Number of faculty shifting to OA journalsFaculty OA resolution passed</td>
</tr>
<tr>
<td>Global engagement expands</td>
<td>Ensure access to library’s collections while abroad</td>
<td>Arrange access to collections and services at foreign libraries for visiting faculty</td>
<td>Create network of shared experts without borders</td>
<td>Upward trend in&lt;br&gt;• Faculty consulting with library in planning stages of trip&lt;br&gt;• Formal institutional partnerships include library issues&lt;br&gt;• Students rely on research support services in study abroad programs</td>
</tr>
<tr>
<td>Research funding competitiveness increases</td>
<td>Identify grant opportunities; Characterize previous published research online and in print</td>
<td>Assist in data management planning; Compile literature review section; Ensure deposit compliance</td>
<td>Serve as co-PIs or members of research team; Connect faculty across disciplinary and departmental lines</td>
<td>Upward trend in&lt;br&gt;• Number of grants submitted&lt;br&gt;• Success rate&lt;br&gt;• Funds received</td>
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<td>Access to scholarly content improves research and teaching</td>
<td>Build collections to support faculty needs; Enable robust borrowing programs</td>
<td>Respond quickly to faculty requests and development of new programs; Negotiate broad use rights in licensed material</td>
<td>Harvest and preserve web based resources; Support digitization of personal collections; Extend access to recent alumni</td>
<td>Faculty recruitment enhanced by library collections; New forms of scholarship and teaching enabled</td>
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Service Goal: Access to scholarly content improves research and teaching

Base Level
- Build collections to support faculty needs
- Enable robust borrowing programs

Good
- Respond quickly to faculty requests and development of new programs
- Negotiate broad use rights in licensed material

Better
- Harvest and preserve web based resources
- Support digitization of personal collections
- Extend access to recent alumni

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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References


