

Only Connect: shaping library services in the digital age

Cynthia Fugate

University of Washington, USA

Pacific Rim Digital Library Alliance 2012

Peking University, Beijing, China

100 Years of Change and Challenge





Ed Stein, Rocky Mountain News



Collaborate
Connect
Create

New Models of Service



UNIVERSITY LIBRARIES
UNIVERSITY of WASHINGTON



University of Washington



The 2009 Budget Year in Review

- 12% budget cut for UW
- Strategic decisions
- Serials Review
- 30 positions lost
- New Models of Library Service
- Consolidations
- LEAN processes



2011-13 Strategy Map

Mission: Advancing Intellectual Discovery and Enriching the Quality of Life by Connecting People with Knowledge

Strategic Directions: Research & Scholarship • Teaching & Learning • Engagement • Sustainability

PERSPECTIVES



UW Factbook—2011

- 41,00 Students
 - 28,000 Undergraduates
 - 13,000 Graduate and Professional
- Degrees Awarded
 - 9325 Undergraduate
 - 3524 Masters
 - 723 Doctoral
 - 528 Professional

University of Washington Libraries



UW Libraries

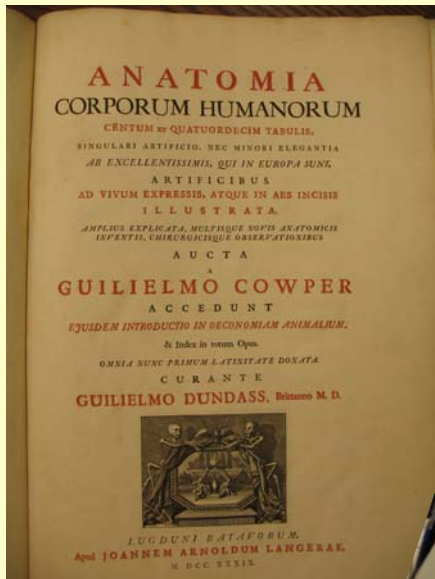
- 5.2 million visits per year
- 98% of faculty and graduate students rate the Libraries as “very important” to their work
- 93% of faculty say the Libraries makes “major contribution to their research productivity”
- 92% of graduate students say we make a major contribution to their academic success

Space is shifting from infrastructure to engagement

Lorcan Dempsey



Keeping our Commitments



Evolution

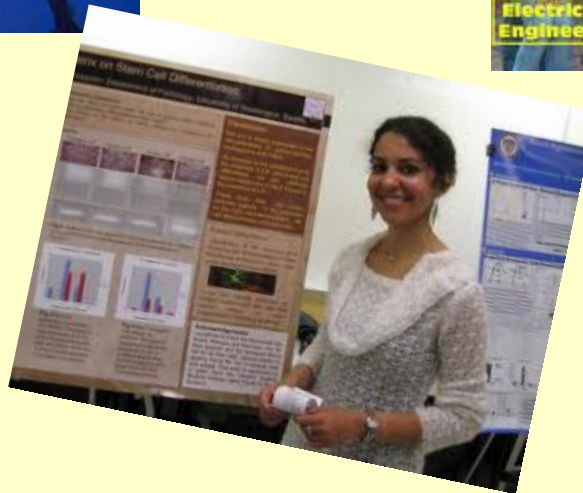
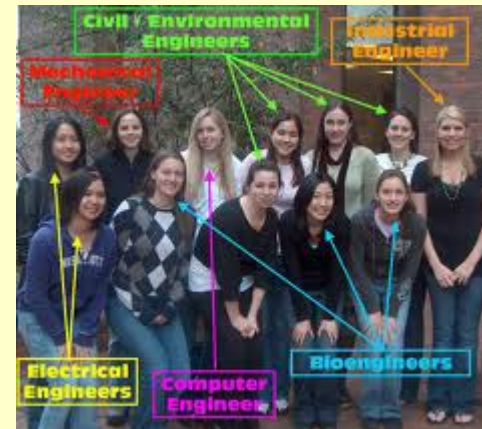
2009

- New Models of Service Delivery Task Force (branch consolidation, service delivery beyond desk)
 - Decrease in grad and faculty use
 - Deteriorating budget climate
- Research Commons Planning (interviews, focus groups)

2010

- \$315K Provost Investment
- DLR Group (charette, redesign, renovation)
- October 7th – Opening Day

Multiple Roles



City of University of Washington Libraries, Special Collections On

They Wanted

- High Touch support for the whole research process
- Technology Enabled spaces that were flexible
- Places to Connect with Others



GIS “Doctor’s Office”



Research Commons Vision

- Foster interdisciplinary conversations
- Hub of research support
- Experimental, flexible, evolving
- Research display and presentation

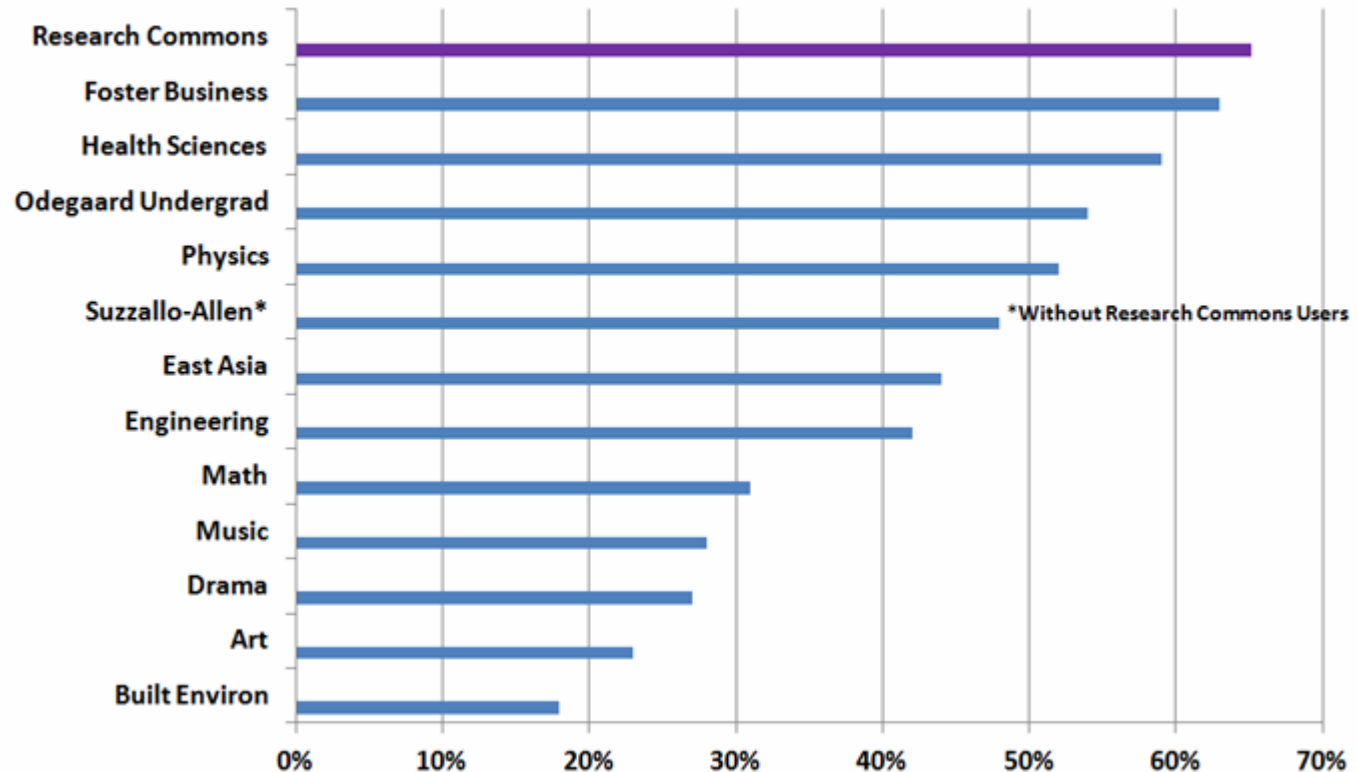
Lee Dirks, Lauren Ray & PixelSense2





assessment

Visits Lasting More Than One Hour by Library



Lessons Learned

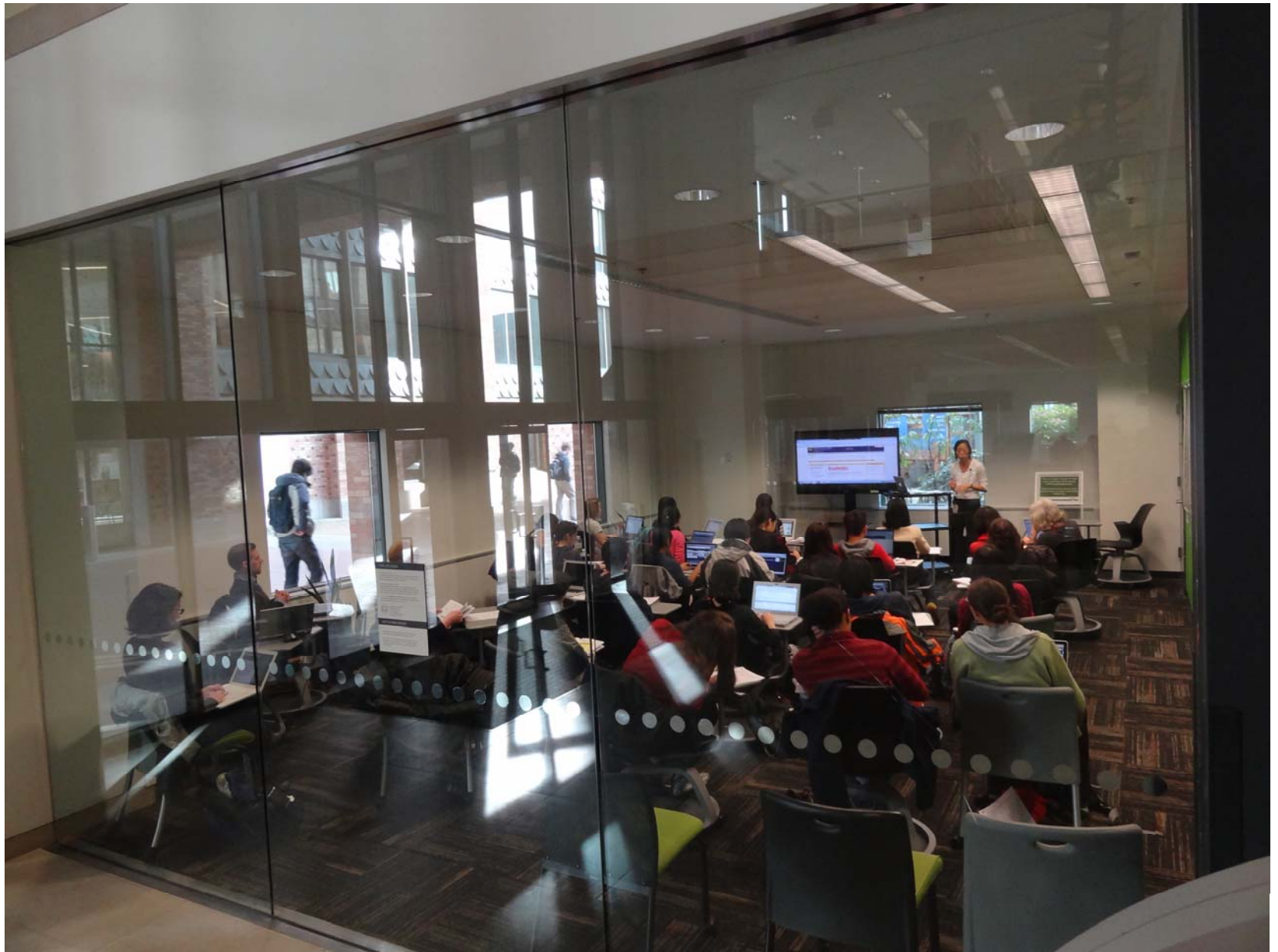
- Iterative design, flexibility, risk taking
- Balance space design for informal & formal use
- Platform for highlighting partnerships and library



Iterative design



Balance design for informal/formal use



Balance design for informal/formal use

Graduate Funding Information Service

Graduate Funding Information Services



Fall Drop-in Advising Hours
Mondays 12:00-2:00
Thursdays 3:00-5:00

To make an appointment,
email gfis@uw.edu

commons.lib.washington.edu

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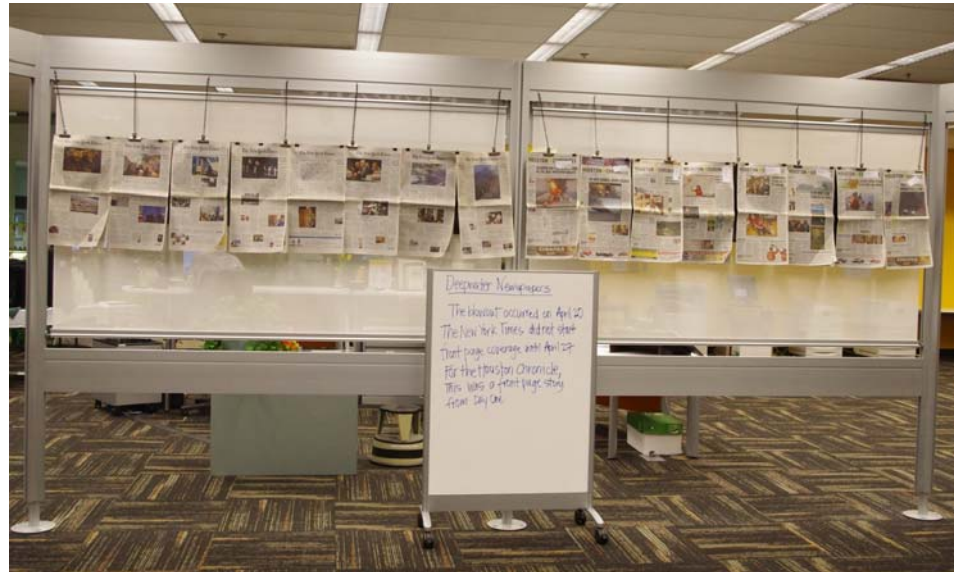




Platform for highlighting partnerships

Collaboration with Graduate School

- Workshops
 - Funding your research
 - Writing the literature review
 - How to be successful in a graduate seminar
 - Writing an academic job application
 - Presenting your research
 - Author rights
 - Citation management



SEAchange Conference



GIS Day



Interdisciplinary Graduate Student Lightning Talks

Experiment Program

Scholars' Studio: "Citizen" Research @the Commons

Monday, November 5th | 3:30 – 5:30 pm
Allen Library South, Ground Floor

Graduate Students and Postdocs: Working on a project, paper or thesis that deals with the term "citizen"? Looking for opportunities to present your research and meet scholars outside your discipline? Need feedback on your presentation style? Join us at Scholars' Studio! Sample topics:

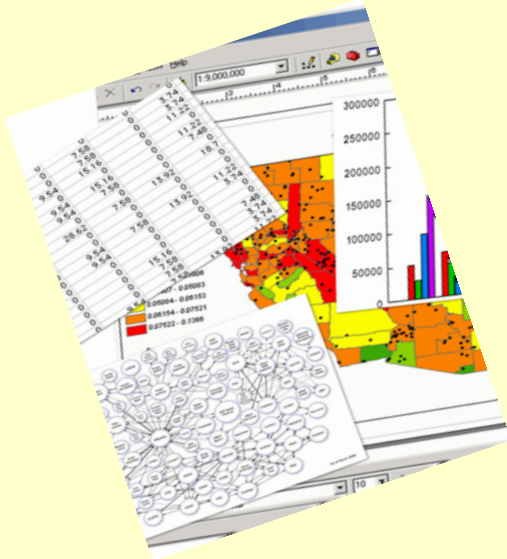
- ▶ Citizen science
- ▶ Informed citizenry
- ▶ Citizens and health
- ▶ Performing citizenship
- ▶ Citizen rights
- ▶ Citizen journalism
- ▶ Historical perspectives on citizenship
- ▶ Digital citizen identity
- ▶ Citizenship and migration

2012-2013 THEMES
AUTUMN: CITIZEN WINTER: DISASTER SPRING: PACIFIC NORTHWEST

Each quarter, Scholars' Studio will feature a series of fast-paced lightning talks that give graduate and postdoctoral students the opportunity to share research informally and get feedback. Learn more and submit a proposal for a 5-minute TED-style talk at:
<http://commons.lib.washington.edu/scholarsstudio>

 **THE GRADUATE SCHOOL**
UNIVERSITY of WASHINGTON

 **UNIVERSITY LIBRARIES**
UNIVERSITY of WASHINGTON
Research Commons



Data Services

- [Find Data](#) - search for data in some of the major data portals or find a resource to obtain more specialized data
- [Visualize Data](#) - books, software and tutorials on how to turn data into information by visually presenting patterns and trends
- [Data Management Plans](#) - explore requirements for data management plans by funding agencies and templates for those plans, find other campus resources to help you manage your research data

Trends in Expertise

- *Library expertise is a key element of the library value*
- *Renewed focus on embedding library expertise more deeply in research and learning processes.*
- *Growing need within the university for expertise on creating, managing, and preserving digital resources.*

More Trends in Expertise

- *The meaning of library expertise will diversify in the context of user engagement and changing research and learning practices.*
- *Increased integration of other professional skills: marketing, pedagogy, technology, legal,*
- *Importance of outreach to colleagues across the university*

Lorcan Dempsey, Libraries and the informational future: some notes

Knowledge Generation

“... the UW’s computer science department was able to attract world-class professors in “big data,” “machine learning” and “visual data analysis...”

Love and marriage: How the UW is making bets on the brains of ‘big data’ and ‘machine learning’

June 27, 2012 at 10:43 pm by [John Cook](#) 0 Comments

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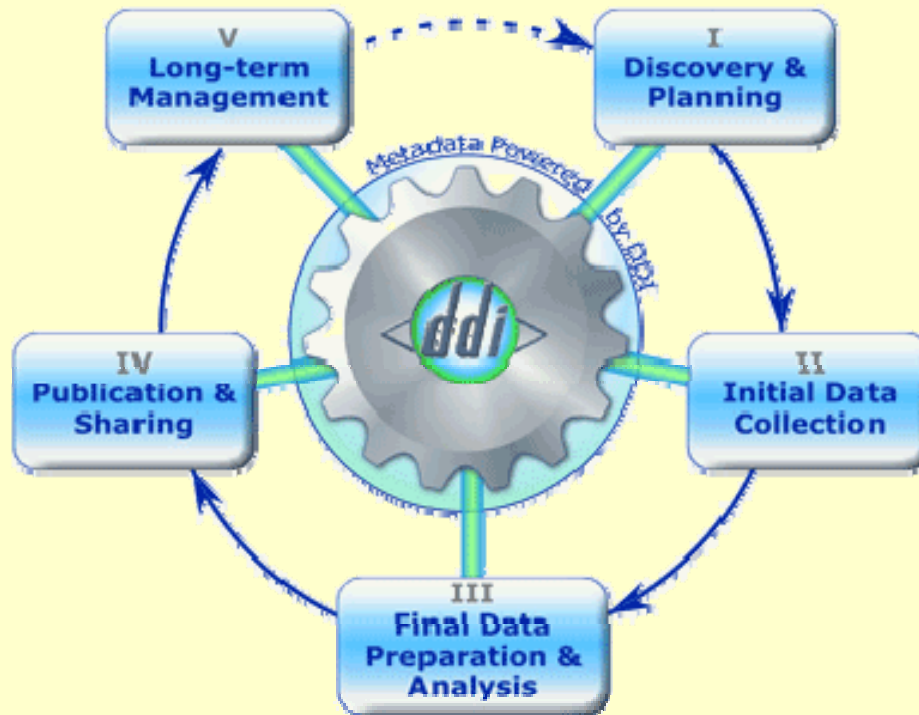
Computer science is very much a discipline that revolves around numbers. But it was something a little less mathematical that led to the University of Washington strengthening its computer science department in recent months: Love, marriage and friendship.

In no fewer than three separate situations, the UW’s computer science department was able to attract world-class professors in “big data,” “machine learning” and “visual data analysis” by finding work at the UW or other opportunities for their spouses.

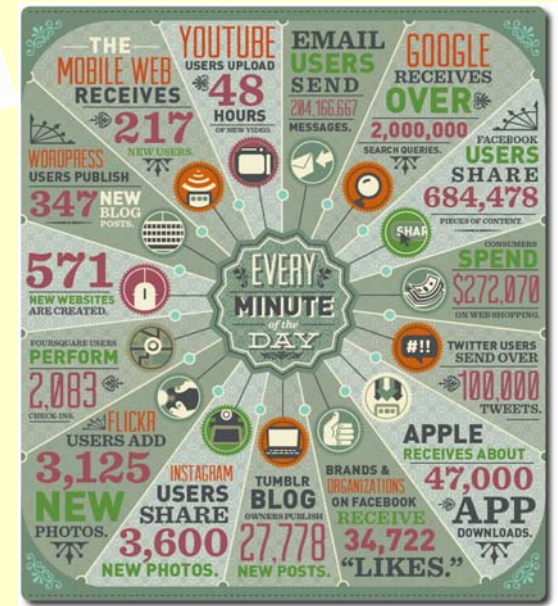
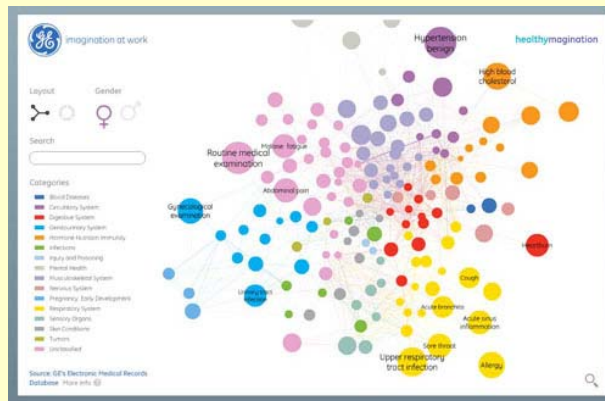
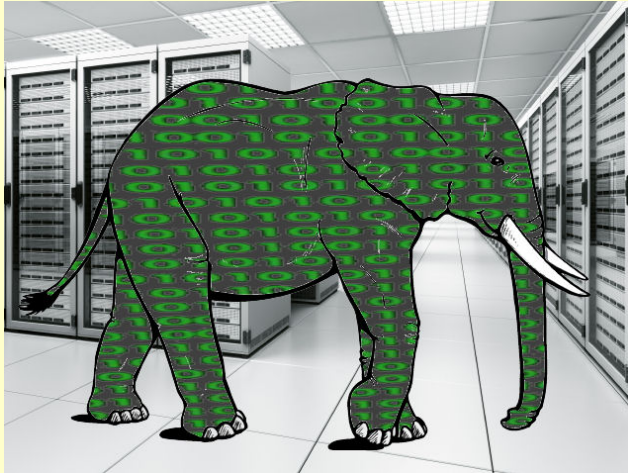


Carlos Guestrin and Emily Fox are moving to the UW as part of a big hiring push in the CSE department.

DDI Data LifeCycle



Data Big and Not so Big



Changing Relationships

- *The meaning of **library expertise** will diversify in the context of **user engagement** and changing research and learning practices.*
- *Increased integration of other professional skills: **marketing**, pedagogy, technology, legal,*
- *Importance of **outreach to colleagues across the university***

Lorcan Dempsey, Libraries and the informational future: some notes
(emphasis added)

Data Services Team

- Acquisitions Specialist
- Metadata/Cataloging Librarian (2)
- U.S. Documents Librarian
- Regional Technology Coordinator, NLM PNR
- Information Resources and Collection Assessment
- Geospatial Data and Maps Librarian
- Data Services Coordinator (Chair)
- Systems Librarian

Reactions Vary Wildly

- “But I don’t use books in my research.”
- “So, could you manage my lab wiki for me?”
- “What I do is way too complicated for a librarian to be able to help me.”
- “Great, my data management plan is due to NSF tomorrow—can you do it for me?”

Graduate Students Tell Us

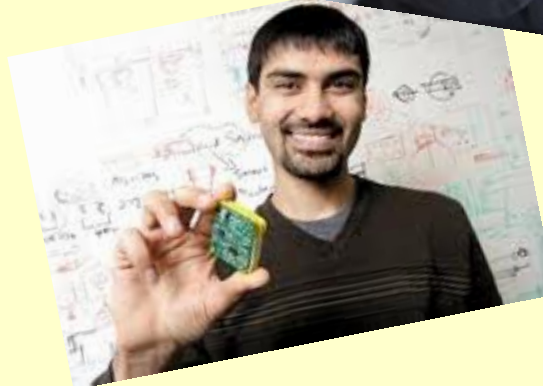
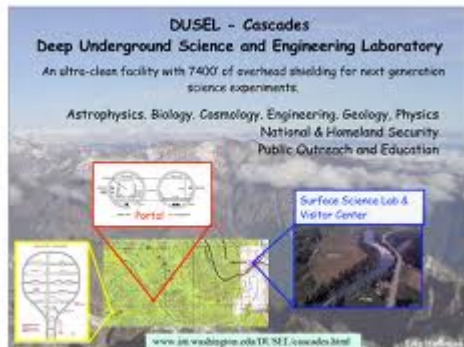
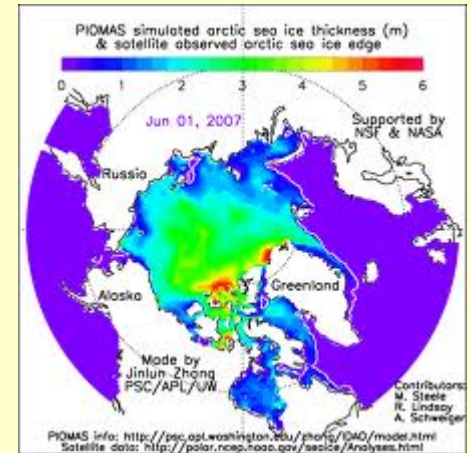
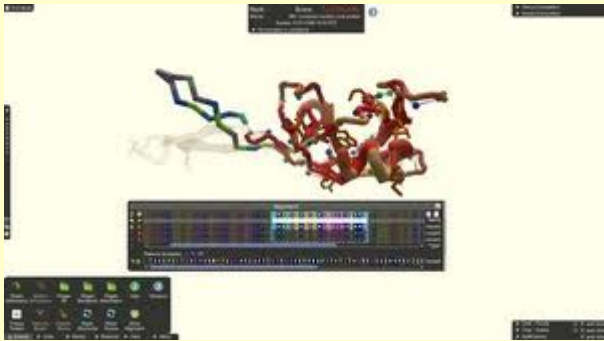
- Ability to find and use data related to your field

63.2% rated “High importance”

36% would find library consultation useful

- Support in managing, archiving and preserving your research materials and data
 - 41.5% selected as new/expanded service that would be useful

UW Scientists=Data Everywhere



Outreach Outreach Outreach

- Institute for Health Metrics & Evaluation
- Center for Advanced Research Technology in the Arts & Humanities
- Center for the Study of Demography & Ecology
- Center for Social Science Computational Research
- Office of Research

Data Management Program

[Data Management Guide](#)

Data Services Guide (undergraduates)

[EZID access](#) (thanks, CDL!)

Data management reference & consultation

Dataset collection

Presentations to groups & classes

Continuing Education for Libraries Staff

- Webinars
- Speakers
- Conferences
- Workshops
- Courses



Next Steps

- Data Management Needs Survey –Fall 2012
- Strategic Plan in development
- Curriculum Development and Delivery
- Adding .5 FTE Librarian

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