

# Seizing Opportunity and Building Consensus: Establishing a Data Services Program

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## Introduction

Data services are an emerging function of academic libraries. These services may include (but are not limited to): data management planning, data curation, statistical software training, data visualization support, and data literacy education (e.g. understanding differences between data and statistics; methods of data evaluation; citing statistical references). A key function of the data services librarian is to build a consensus and understanding among colleagues regarding a need for and availability of data services. Such activities are important for liaison librarians who can conduct data services outreach with their academic departments. Liaison librarians can support the data services librarian, for whom developing relationships across all disciplines would not be feasible.

The Dr. Martin Luther King, Jr. Library at San Jose State University is currently in the process of implementing its first-ever Data Services Program. In this poster, the author will discuss the elements of the burgeoning data services program, such as data management best practices, as well as the collaborative phases of implementing such a program at an academic library.

## Needs Assessment: Librarian Interviews

In October 2017, the author solicited liaison librarians with the following question:

*Do you work with open data sets (e.g. US Census, CDC, ICPSR, etc.)? Please reply 'yes' or 'no' so I can follow up separately.*

Out of 20 question recipients, only 4 responded. 2 of these responses were *no*. The recipients who replied *yes* were a Business liaison and a Health Sciences liaison. The author arranged interviews with these individuals to learn more about their work with open data sets.

Both librarians reported several common experiences:

- Their students have diverse data needs, which require individualized support.
- The most commonly used open data resource among their students is the U.S. Census.
- The librarians felt comfortable navigating open data sets in support of their students' research.
- If the librarians had difficulties finding open data for their students, they would collaborate with other liaison librarians to find said data.

## Program Design

In addition to liaison librarians, the author identified non-library stakeholders of the forthcoming data services program. The author scheduled interviews with a representative from each stakeholder in order to learn about their perceived needs and current data services offerings (if any).

Based on the information collected and synthesized from key stakeholders, the author designed a four-pronged data services program:

- (1) Finding Data & Statistics
- (2) Data Management
- (3) Statistical Software
- (4) Data Visualization

Each program element would have an accompanying LibGuide, which would include relevant program information and resources. In order to build consensus and understanding, the program design was presented to the author's colleagues on January 25<sup>th</sup>, 2018. (As of that date, (1) Finding Data & Statistics and (2) Data Management had been launched.)

Because the audience had varying degrees of data experience, the presentation included an introduction to academic research data, as well as research data examples from San José State University faculty in Psychology, Nursing and Physics & Astronomy. The Psychology and Nursing examples were chosen to emphasize the importance of research data outside of the physical sciences.

**Data Services @ SJSU – Program Outline**

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<p><b>Finding Data &amp; Statistics</b></p> <p><b>Summary:</b></p> <ul style="list-style-type: none"> <li>• Help students find existing data sets and statistics across disciplines</li> <li>• Assist in incorporating data/statistics into academic research, especially writing (e.g. utilize proper citation methods, etc.)</li> </ul> <p><b>Format:</b> One-on-one consultations, class workshops</p> <p>Learn more at <a href="https://libguides.sjsu.edu/datasetcollections">https://libguides.sjsu.edu/datasetcollections</a></p> <p><b>*Available Now!*</b></p>	<p><b>Data Management</b></p> <p><b>Summary:</b></p> <ul style="list-style-type: none"> <li>• Advise on best practices for research data management</li> <li>• Develop Data Management Plans (DMPs) for federal grant applications</li> </ul> <p><b>Format:</b> One-on-one consultations, in-library and lab workshops</p> <p>Learn more at <a href="https://libguides.sjsu.edu/dtamanagement">https://libguides.sjsu.edu/dtamanagement</a></p> <p><b>*Available Now!*</b></p>
<p><b>Statistical Software</b></p> <p><b>Summary:</b></p> <ul style="list-style-type: none"> <li>• Navigate statistical and data manipulation software available to the SJSU community</li> <li>• Provide basic instruction and support in R and OpenRefine</li> </ul> <p><b>Format:</b> In-library workshops</p> <p><b>*Expected Launch: March 2018*</b></p>	<p><b>Data Visualization</b></p> <p>Coming Soon!</p> <p><b>*Expected Launch: Summer Session 2018*</b></p>

### Deepika Goyal -- Dept of Nursing

Clinically Identified Postpartum Depression in Asian American Mothers (2012)

Compare clinical PPD diagnosis rate in Asian American and non-Hispanic white women

Scrape information from electronic health record

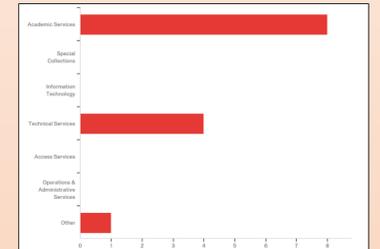
### Data might look like...

Participant	NHWW   Asian	Age	Birth Type	Marital Status	PPD Dx (0   1)	...
1	NHWW	18	Vaginal	Married	1	...
2	Asian	43	VBAC	Single	0	...
3	NHWW	30	C-Section	Divorced	0	...
...	...	...	...	...	...	...

0 = No  
1 = Yes

## Feedback

At the conclusion of the program design presentation, the author distributed a feedback survey to attendees. Liaison librarian participation was far greater than the fall, with 8 attendees from Academic Services (the department housing liaison librarians). Further, about 85% of all attendees expressed interest in a follow-up, more advanced workshop on the same subject. The high rate of interest was corroborated by free text feedback such as:



*I think it would be good to hold a workshop for librarians so that we can become more well-versed in finding data and data visualization. Demonstrations on how to find data would be helpful.*

*would like to attend future training sessions as the program evolves*

*...I think regular updates will be needed to get it on everyone's radar, including specific examples of how the services could be applied in different disciplines.*

## Evaluation & Next Steps

The difference in liaison librarian engagement between October 2017 and January 2018 may be explained by the overlap (or lack thereof) of data services outreach and the academic school year. Engagement may have increased during the January 2018 program presentation because the university was on winter break (and the liaison workload was lessened).

As such, the author plans to increase data services outreach (such as training or workshops) to liaison librarians during winter and summer breaks, as these times seems most conducive to liaison librarians' schedules. Further, the emphasis of summer 2018 data services training will be finding subject-specific open data and statistics. Currently, the author and the Government Publications librarian plan to host a census data training session for their liaison librarian colleagues.

For access to other artifacts (such as survey questions, presentation materials, etc.), please contact the author at:

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