



Reference Service in Transition

What has this got to do with ODIN?

Bigger Picture

- *New Library Dean*
- Campus initiatives for research visibility / impact
 - New Digital Initiatives Librarian
 - New Scholarly Communications Librarian
- Open Educational Resources
- Pearson contract for online programs – more students, impact on the Library
- Library Renovation project begins in October
- Faculty awareness and resistance

New this Fall

- New UND website = new CFL website
- New Chat service
- Deaccessioning project completed
 - Books and replacement of large print journal runs with E backfiles
- Peer Research Assistant program = less time on Desk for Librarians
- New user interface for PRIMO
- Jan. – replacement for ALEPH?

New Models of Reference/Public Service

- Reference Department Staffing
 - Librarians working more closely with faculty on scholarly communications and publishing, Essential Studies, Institutional Repository....
 - New Scholarly Communications Librarian
 - New Digital Initiatives Librarian for the institutional repository – UND Scholarly Commons
- Reference Desk Staffing
 - Peer Research Consultants – GVSU
 - Customer Service Standards for all staff
- Reference Collections in a Google World
 - Mostly online – Credo
 - Print reference collection reduced by more than half, twice and no one uses it

Research Guides project / design

Library / Research Guides / Scholarly Communication / Topics in Scholarly Communication

Scholarly Communication

Topics in Scholarly Communication

What is it?

Who is involved?

Why do we care?

Grants

Tutorials

Key contacts

The Scholarly Kitchen

- **The Scholarly Kitchen**
"What's hot and cooking in scholarly communication" blog.

Topics in Scholarly Communication



Open Access



Open Educational Resources



Researcher IDs



Research Impact
(metrics)



Research Impact
(altmetrics)



Data Management



Author's Rights



Publishing Strategies

Faculty P&T Handout

Promotion & Tenure: Library help



Where is your research?

Are citations to your research outputs and endeavors all over the place? Use Google Scholar, ORCID ID, Publish or Perish, and other platforms and tools to find, organize, collocate, and manage them.

- Google Scholar Citations: <https://libguides.und.edu/researcher-profiles/google-scholar>
- Publish or Perish: <https://libguides.und.edu/publishing/publish-or-perish>
- Metrics for articles, journals, books, and researchers: <https://libguides.und.edu/impact-metrics/discover>
- Altmetrics: <https://libguides.und.edu/impact-altmetrics>

What's in a name?

How is your name reflected in researcher authority records? How many formats is it in, and in how many databases? Let ORCID ID help you.

ORCID ID has become a standard "go to" for scholars, peers and the publishing industry to identify you and your research.

ORCID can:

- Create a unique ID (ORCID ID) for every researcher
- Connect your IDs and citations across platforms like Web of Science, Scopus, CrossRef, and more
- Formulate citation counts and researcher h-indices from this data
- Identify you to colleagues and peers, letting them know where to find your research

ORCID ID registration / learn more: <https://libguides.und.edu/researcher-profiles/orcid>

Journal & Publisher Quality

Check out the Publishing Strategies (P&T) Research Guide for information on identifying quality and predatory publishers, and for publishing tips. Discover databases and tools for journal, article, book, and researcher metrics with the Research Impact – Metrics Guide.

- Publishing Strategies (P&T): <https://libguides.und.edu/publishing>
- Research Impact – Metrics: <https://libguides.und.edu/impact-metrics>

Find out more by contacting your Subject Librarian (<https://library.und.edu/librarians/>) or Scholarly Communication Librarian, Sara Kuhn (sara.kuhn@library.und.edu).

Faculty P&T Handout

Web version:

[https://libguides.und.edu/
publishing/promotion](https://libguides.und.edu/publishing/promotion)

Promotion & Tenure: Library help



Research Visibility

How visible is your research? Do your peers know where to find it? Are you able to demonstrate that your work is being viewed? You can ensure that it is by depositing your work in the UND Scholarly Commons.

UND Scholarly Commons



UND Scholarly Commons (<https://commons.und.edu/>) is UND's open access institutional repository. It is administered by the Chester Fritz Library and provides a unified institutional home for research conducted at UND.

Not sure what you can deposit?

- UND Scholarly Commons accepts any work of research or archival value conducted by UND faculty, staff, and students. If you have a collection of works (for example, a dataset of research videos, or a collection of archival photographs) contact the Digital Initiatives Librarian, Zeineb Yousif at zeineb.yousif@und.edu to set up a consultation.

What about research I've already published?

- Most publishers will allow you to deposit a version of your journal articles or book chapters on an institutional repository. E-mail zeineb.yousif@library.und.edu your CV and a signed copy of the Scholarly Commons Permission form (available at <https://commons.und.edu/author-submission-agreement.pdf>) and the library will conduct a rights analysis on your CV and add all works that we are legally able to deposit.

OERs = Open Educational Resources

- 2015-2018: North Dakota University System invested \$200,000
- UND Student Government and Provost Office invested \$100,000
- Currently about 30 classes/labs are using an OER
- Wide variety of classes implementing OERs
- OER representation in almost every college
- saved students a roughly estimated maximum of \$3.7 million, for an ROI of \$43.53 for every \$1 invested.

PRIMO and Reference Collection

- Print Reference Titles invisible and unused
- Transition to online titles and packages
 - Reference entries lost in results (Resource Type Facet)
 - Different vendors (Database Facet)
- Reality:
 - Students still start with Google and find what they need
 - Even with instruction it is difficult for students to transition to using library resources


Credo in PRIMO

- Search term “Big Data”
- One outdated result
- Linkout goes to TOC, not the article

- Same search in Credo
- Over 100 results, all 2014 and newer
- Easy to navigate

1 Results for Everything Sorted by: Relevance

Refined by: resource type: Reference Entries x Database: Credo Reference x

 ☆ Mainframe
2006
Collins Dictionary of Business
a large-scale COMPUTER with big data-storage facilities which is often accessible simultaneously from many terminals. Mainframe computers are used by

[Full text available](#)


[View Online](#) [Details](#)

127 results about "big data"

Filter Your Search All Images Topic Pages Mind Map

Exclude Definitions
 Real-time Reference 1

[COLLECTION](#) ▶
[SUBJECT](#) ▶

 **Big data**
MaryAnne Gobble writes that the definition of big data is multifaceted, ambiguous, ar simply, big data sets are too big because of their volume, speed of information or vel

[Extracting Value from Big Data](#)
From Ideas for Leaders Collection > Strategy & Operations

Information Literacy and PRIMO

- “Everything Search” not taught in introductory classes
- Research Guides promote specialized databases
- Research Guides are not indexed in PRIMO
- How are students learning to use our home page default search?

How to Use the Guide

This guide is meant to help you get started on your research projects for English 130; click on the **green** navigation tabs to the left to find what you need. Here is a quick **video tour** for using the Eng 130 Research Guide.

Keep in mind that this guide is meant to help you **get started**, not to complete the entire project. If you're not sure where to start, follow the **"Getting Started on Your Research" tutorials page**.

Some Important Links...

- **Credo Reference** (an online encyclopedia where you choose and explore your topic)
- Search the **library catalog** (search for books, articles, and more)
- **Academic Search Premier** (a good starting database to find articles and statistics)
- **Data-Planet** (statistics database)

Primo Testing project

- Problem: Search Results were so bad Librarians weren't using Primo, yet our patrons were
- Over half of our records are for Federal Gov. Docs. which often buried anything else
 - Relevancy ranking was not giving us recent results
 - Duplication of records in a results list
 - Serial holding records are frustrating to wade through
Reference serials are especially maddening
 - SFX is not connecting reliably enough


PrimoTesting Committee

- Several reference librarians, Shelby, Lyn and Ellen and Shelley and Mathew from Ex Libris
 - identified major problems,
 - Conducted searches and compared results
 - Identified reasons why and how and who to fix
- ExLibris identified improvements that could be made on their end, on ODIN's end and on our end. While not perfect we are seeing improvements:
 - Better relevancy with more recent results
 - Fewer Gov. Docs

Why even have a Reference Collection

Results 1 - 10 of 99 for All UND Libraries Sorted by: Relevance 1 2 3 4 5 →

Show only [In the Catalog](#) (90) | [Check for full text](#) (3)

 ☆ **North Dakota business directory** (Omaha, Neb., : 2004)
American [Directory](#) Publishing Co. 2004-


● **Available at** UND Chester Fritz Library CFL Floor 3 ■ Book Stacks (HF3161.N9 N6) **click Locations tab to display all items**

Locations Details Request Virtual Browse

Select location:


Availability and location

<input type="checkbox"/> UND Chester Fritz Library	CFL Floor 3 Book Stacks	(HF3161.N9 N6)	● Available
<input type="checkbox"/> UND Chester Fritz Library	CFL Floor 2 Reference	(HF3161.N9 N6)	● May be available
<input type="checkbox"/> UND EB Robinson Special Collections	CFL Floor 4 Special Collections Stacks	(HF3161.N9 N6)	

 ☆ **North Dakota business directory** (Omaha, Neb.)
American [Directory](#) Publishing Co. 1987-2000

● **Available at** UND EB Robinson Special Collections CFL Floor 4 ▲ Special Collections Stacks (HF3161.N9 N6)

[Locations](#) [Details](#) [Request](#) [Virtual Browse](#)

 ☆ **North Dakota business directory.**
1951

● **Available at** UND EB Robinson Special Collections CFL Floor 4 ▲ Special Collections Stacks (HF5065.N9 N6)

[Locations](#) [Details](#) [Request](#) [Virtual Browse](#)

2015

Future wishes

- Additional Problems
 - Need Research LibGuides to be searchable in Discovery
 - Need print and online versions of the same exact title to be on the same record.
 - E-books and Reference packages need easier linking to fulltext
 - Need reference editions to be easily found, not the older editions and previous titles in the stacks.
 - SFX success rate improvement
 - A website and library system that is intuitive and easy to use.

? Questions ?