

# Faculty Services Roundtable

2019 AALL Annual Meeting, Washington D.C. – Sunday, July 14, 2016, 12:45-2:15 p.m.

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## Tracking Faculty Publications and Scholarly Impact (incl. ORCID and US News ranking)

Moderator (Round A): Anne Rajotte; Reporter (Round A): Mariana Newman  
Moderator (Round B): Jingwei Zhang; Reporter (Round B): Melissa Hyland

### Round A:

Question 1: What has been your experience in handling the US News Scholarly Impact Ranking announcement?

- Librarians are working to make sure faculty scholarship is represented.
- Proper identification of faculty members has been an issue.
- Many faculty members didn't understand the full implications; for example, they didn't understand that there was no credit for monographs.
- Faculty are realizing that they don't get credit for articles with "long tails," i.e. that are still being cited decades after publication. The Scholarly Impact Ranking is only looking at articles published in the last 5 years.
- One librarian has found that book reviews seem to be missing often.

Question 2: What is the utility of ORCID?

- It will help make sure articles are correctly attributed and is especially important for scholars with common names.
- Hein now has space on the author page to include the ORCID, and it can be used across platforms.
- ORCID can also help you automatically enter scholarship into Digital Measures.
- Some libraries have ORCID LibGuides.
- It is up to faculty members to register for an ORCID. Librarians can just encourage.

Question 3: What systems do you use for tracking faculty publications?

- At one institution, there is an administrative assistant who is the keeper of the faculty publication lists and has a system of alerts set up to maintain it.
- At another institution, each liaison librarian tracks publications for their faculty members. The Faculty Services Librarian compiles the lists and creates a report, which is given to the dean.
- Other law schools have administrators outside of the library who track this information.

Question 4: Are there any other library initiatives to promote scholarship

- One participant's library has a digital monitor with rotating slides that highlight new scholarship.
- At one library, faculty have been asking for library help with their contractual issues with publishers.
- Some of the participants' libraries maintain the HeinOnline Author Pages for faculty.

Some set up and upload to SSRN for faculty or train the faculty assistants to do so.

## Round B:

Question 1: Do you have any formal program that has one librarian tracking faculty publications?

- Participants discussed a variety of different strategies and programs for tracking faculty publications. Comments included:
  - Hosting a faculty scholarship luncheon. We create alerts for each faculty member and also visiting scholars and VIPs. We set up alerts, our department puts anything that comes in into our institution repository. Via newsletter, we let everyone know about these updates.
  - Faculty tell us when they update things. Some faculty don't want to engage in the citation count metrics. Others really enjoy this and want their scholarly profile constantly updated. We track all scholarship they publish, but the analytics are optional. We upload to SSRN for them – usually put the preprint here, post-print goes into institutional repository. We track what they submit through Scholastica. We actually do it for them in Scholastica.
  - Some faculty don't tell the library about their new publications. Have to check the Dean's newsletter. We have a PR department in law school that is working with us to try and prioritize the citation counts and teach faculty how important they are. Communications people can handle a lot of this because many also have JDs. SSRN is definitely ours – we do an e-journal format for them so that they have a nice little cover. Faculty don't always care about marketing themselves!
  - A few different departments manage marketing/publication issues. Faculty aren't always concerned with their own marketing.
  - A Dean of Academic Affairs compiled all this information into a faculty newsletter. The law library had a master list of faculty publications – required a lot of work. Faculty file pages and CVs aren't always updated; we have to search databases. We also have to check for author page accuracy in HeinOnline.

Question 2: How do you track faculty publications in an accurate manner?

- Participants highlighted a variety of different strategies for accurately tracking faculty publications. The following list recounts the options discussed by participants:
  - Alerts are critical in all major legal databases, including Lexis, Westlaw, and HeinOnline.

- Make sure to run alerts on name variations.
- Recognize that you will likely have to conduct manual searches for faculty members who produce scholarship in interdisciplinary fields.
- Develop connections with the communications department at the law school. They can alert you whenever they are aware of a new publication.
- Develop a connection with the Dean of Faculty who tracks this information. Plug the law library's services with this individual to ensure maximum usage.
- Create a yearly scholarship bibliography that is sent out to all law faculty. Begin with a rough draft, so that faculty can correct and add publications before the finalized version is released.

### Question 3: What do you count as a faculty publication?

- Participants varied in their answers, but generally the following publication types were discussed:
  - Academic publications – journal articles, books, etc.
  - Supreme Court and Courts of Appeals briefs – both federal and state
  - Trial court filings are generally not counted; same for hearings or court testimony
  - Newspaper editorials are generally not counted if they are not academic in nature.

### Question 4: ORCID – do you require faculty to use it or do you see them using it?

- General consensus of the group was that they are in the early stages of using this, and there is still much room for improvement. It can be challenging to get faculty buy-in for it.
  - One librarian mentioned that he was on a conference call with ORCID, and they will not let librarians establish/manage ids for faculty.
  - ORCID helps tie together variations in names.
  - Faculty usually required specific training on ORCID.
  - ORCID is very easy to sign-up and setup, but faculty don't always want to do it.
- A few librarians noted that their law faculty are actually “anti-ORCID.”

### Question 5: What has been your experience in handling the US News Scholarly Impact Ranking announcement?

- Participants all stressed the importance of working with HeinOnline to ensure that all ambiguities in names are classified under a single authority file. Librarians also had to make sure *all* scholarship was properly attributed to the correct faculty member profile.
- This announcement required a lot of manual reviews of HeinOnline, comparing the information to their own records and Google Scholar. Most participants found citation count issues. Many publications were not in HeinOnline at all.
- HeinOnline will give you a spreadsheet to use. Participants noted having to create a lot of new profiles for faculty that did not have anything. HeinOnline has really bad metadata.

- Professors were upset about typos/discrepancies in their author profiles on HeinOnline, so there was also damage control to be done in assuring faculty that the law library would correct the records.

#### Question 6: How is all this work done? By one person?

- Participants handled the work associated with the scholarly impact analysis in various ways. Frequently, it required a team effort on the part of multiple librarians and student RAs. The following are more specific response examples:
  - Faculty liaisons do all of this work, with oversight by the faculty services librarian. I still take some of the onerous tasks, like checking the HeinOnline profiles.
  - Librarians track publications for bibliography of their assigned faculty. We have a central email and take shifts responding to research requests.
  - Two librarians focus on faculty research.
  - We utilize a benchmark of 10 hours as guidance for when to pass something to faculty research service.

#### Question 7: Do you have any services or programs that you feel like improves the visibility of your faculty scholarship?

- Participants identified a several services that improved the visibility of faculty scholarship:
  - Library has to update faculty webpages. Some report that communications departments will update this.
  - Creation of Google Scholar profiles, updating Wikipedia, LinkedIn pages.
  - Creating an institutional Google Scholar page that is private and for the law school's internal use.

## What Have You Stopped Doing and What New Services Are You Offering?

Moderator (Round A): Sooin Kim; Reporter: Melissa Hyland

Moderator (Round B): Cheryl Kelly Fischer; Reporter: Anne Rajotte

### Round A:

#### Question 1: What new programs/services have you started?

- Many participants introduced new services in light of the need to track faculty scholarship for US News rankings. The following were services and programs discussed:
  - Ensuring that all faculty members have author profiles in HeinOnline and check that all scholarship is associated with the correct profile.
  - Supporting tenure committees by pulling citation count information and creating records for use by the committee.
  - Sitting on the faculty journals committee and providing citation/usage statistics to help the committee strategize for the future of the journals.
  - Serving on faculty committees and providing research project assistance as the committee members plan for the future of the school.
  - Distributing a monthly newsletter that highlights faculty publications with links to the catalog record.
  - Creating displays to highlight faculty publications. Sending out scholarly metrics to individual faculty and tracking institutional depository usage stats.
  - Working with faculty to set up alerts. Providing instruction on how to manage alerts.

#### Question 2: If personnel, time, and financial resources were not an issue, what new service would you like to offer faculty?

- Participants identified a variety of services that would be useful additions to their law libraries, including:
  - Hiring an empirical services librarian – someone who can conduct statistical analyses, set up surveys, etc.
    - Relatedly, creating a data assistance program – hire undergraduates with statistics backgrounds who are able to perform the non-legal data collection.
  - Providing an RA service to handle short-term research requests.
    - Recognize that faculty without their own research funds need the most assistance.
  - Providing faculty with training and support in using SSRN and the institutional repository.

#### Question 3: Are there any services that you think you probably should *not* be offering, but still are?

- Participants generally agreed that IT support should not be a law library service.
  - Participants discussed questions related to course management systems, printing issues, etc.

- One participant discussed a tiered system to offer certain levels of service to tenure-track faculty. For example, adjunct would not receive RA support. Research fellows and visiting scholars do not receive liaison support. The ultimate goal is to ensure that the law library properly prioritizes its responsibilities and meets patrons needs given multiple obligations.

#### Question 4: What programs have you stopped doing, why?

- One participant noted that they no longer train all faculty RAs in a single session. Instead, individual librarian liaisons will train the RAs working for their assigned faculty members. This allows for specialized research trainings.

#### Question 5: How is the decision made to cut something?

- One participant noted that decisions to cancel subscriptions to print titles in the collection follow a structured process. Faculty members are always contacted first and given the opportunity to provide feedback. Management then makes a collective decision based on faculty feedback.
- All participants agreed that uniform policies and procedures for cutting and/or reducing services ensures that all faculty feel equally treated.

### Round B:

#### Question 1: What new services are we debuting at our institutions?

- UCLA library hired two faculty services librarians.
  - All librarians do faculty research idea was that the Faculty Services librarians would be doing more of that research.
- Another library initiated Head of faculty services as a new position – purpose was quality control, work delegation. Some resistance from librarians but it okay now.
- Statistical reporting
  - Using LibInsight - helps to balance work
  - Use LibInsights, Gimlet, SharePoint
  - Form for faculty research with time - can see open projects
  - Also track faculty pubs with it
  - Adopted libanswers to go back and forth with faculty
  - Another library pared down statistics counting to a simple count. People were not keeping statistics so tracked less information to encourage people to participate
  - Recording reference statistics - recording more questions
  - Started tracking hours instead of projects, because fewer projects but more time involved.
- New Service – offer librarian liaisons to the clinical professors (institution does not have a faculty liaison program). Clinic faculty say yea/nay to having a liaison, and librarians choose which clinic. Have not served clinical faculty much before, but this has created



relationships. Librarians cater to needs of clinic: might drop in, make appointments with students, make clinic-specific libguides.

- Annual Faculty Scholarship reception to highlight faculty scholarship and increases in faculty scholarship numbers.
  - Banners with pictures and statistics/numbers
  - Senior professors take podium and comment on junior professors work
  - Also library will have a write up on the blog
  - Library puts on the reception. It is just for the faculty. Display books and journals.
- Research committee - chaired by library director and will use as a platform to disseminate scholarly communication information.
- Journal support
  - One librarian is going to serve on the journal advisory committee. One librarian is the faculty advisor for a journal.
  - One institution hired a staff member for the journals, which took some of the burden off of librarian liaison. Staff member is in student affairs, consideration of putting the staff member in the library.
  - One institution had 2 staff members in the library intended to assist law journals - supervised by the head of access services.
  - One institution - strong liaison relationship with journals.

#### Question 2: What services have been retired?

- SSRN uploads –
  - assigned to faculty support instead
  - Circulation assistant being trained to do SSRN uploads
  - Created a list serv for new publication - faculty can email one list-serv address and it can go to whoever needs to know about new pubs - dean, external relations, library, etc
  - Conflicts between who should announce things like op eds and other non scholarship
- Daily news search - librarian sends out faculty in the news everyday; also sent out accolades each month - self promotion
- Gave up distributing TOCs and routing journals
  - Want to train faculty to create their own current awareness alerts

## Supporting Clinics and Clinical Faculty

Moderator: Jingwei Zhang; Reporter: Cheryl Kelly Fischer

### Question 1: How is your institution currently supporting clinical faculty generally?

- Have librarian liaisons for each faculty member, including clinical faculty, but the clinical faculty do not often use their liaisons.
- Have librarian liaisons for each faculty member, including clinical faculty, and the clinical faculty seem to use their liaisons at the same rate that other faculty do.
- Have librarian liaisons for each faculty member, and the law library director is the liaison assigned to all clinical faculty.
- There is no librarian/faculty liaison program. Clinical faculty send research requests through the same request portal as all other faculty.
- There is no librarian/faculty liaison program. Faculty send research requests to an email inbox shared by all reference librarians. However, just started offering the clinical faculty (not other faculty), a librarian liaison if they want one.
- Have 13 clinics and librarians drop in to teach (20 minute sessions or so), and the faculty send research requests.
- Created a new Clinical Services Librarian position, but had trouble filling it with an external candidate. Eventually filled it internally.

### Question 2: For institutions with recent changes in clinical faculty support, what have been the pros and cons?

- Pro: Students waking up to the idea that a librarian knows things that can really help me, and I should come by more often.
- Pro: Students in clinics get more efficient help from a librarian versed in their specific clinic project (rather than dropping in to speak with any available librarian who may need to get up to speed before being able to offer assistance as pointed).

### Question 3: What services *specifically* are librarians providing to clinical faculty?

- Attending clinical meetings
- Preparing clinic specific LibGuides.
- Sending list of monthly newly acquired books.
- Setting up office hours (2 hours every other week) and a library corner (with books) in the clinical department space.
- Creating separate small/mini collections situated in a dedicated clinical space in the library.
- Providing legal tech to the clinics: Clio Case/Practice Management software.
- Purchasing databases specifically for the clinics: TracFed, Rosetta Stone
- Considering starting to offer a for-credit 1-unit research lab component as an add-on to some clinics.

## Outreach/Marketing Library Services to Faculty

Moderator: Sooin Kim; Reporter: Mariana Newman

Question 1: What do you do at your institution to reach out to faculty and market library services?

- Participants described the following outreach methods:
  - Annual, monthly, or weekly emails or newsletters (one librarian limits her emails to just three bullet points, highlighting a current awareness tool, a database, and recent faculty scholarship)
  - A library RA program
  - A dedicated research fellows program
  - Outreach through library liaisons
  - An (in the works) annual report showing the extent of library services
  - Library training for law faculty once a month highlighting database & providing food
  - Invitations to new faculty to chat with librarians for 30-45 minutes about their research areas
  - Library representation at faculty workshops
  - Offer to train summer RAs
  - Having a successful class with a faculty member and then trying to get that faculty member to market library services to colleagues
  - Attendance at faculty meetings
  - A “Night at the Library” social event for faculty and librarians

Question 2: What are the obstacles that are hindering our outreach?

- One participant felt that two separate law school buildings provided an obstacle to better outreach and awareness of library services.
- Another participant mentioned institutional culture obstacles (i.e. attitudes toward outreach.)