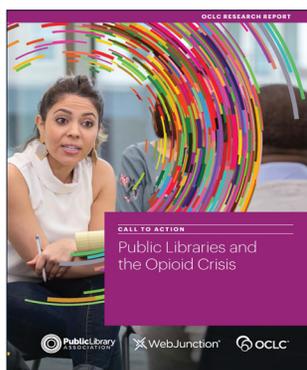


OCLC Research Update

March–May 2020

Call to Action report provides road map for libraries' responses to the opioid crisis

As the impact of the opioid crisis is felt across the US, public libraries are engaging in community's responses. With funding from the Institute of Museum and Library Services, and in partnership with the Public Library Association, OCLC is sharing knowledge and resources to help libraries and their community partners develop strategies to address the opioid crisis.



The newly released *Call to Action: Public Libraries and the Opioid Crisis* outlines how libraries can engage in opioid response activities, and a WebJunction webinar in March will focus on this report. Additional resources include eight case studies and a summary report that demonstrate how public libraries are responding to the opioid crisis with their communities.

Major outcomes of libraries' response activities include increased resources available to the community, such as naloxone and drug disposal kits, increased community awareness and knowledge about the opioid crisis, and increased positive perception of the library. Learn more about how libraries are responding and get ideas and recommendations if your library is considering action at oclc.org/libraries-opioid-crisis.

OCLC given Mellon Foundation Grant to develop Entity Management Infrastructure

OCLC has been awarded a grant from The Andrew W. Mellon Foundation to develop a shared "Entity Management Infrastructure" that will support linked data management initiatives underway in the library and scholarly communications community. When complete, this infrastructure will be jointly curated by the community, and OCLC will ultimately make scholarly materials more connected and discoverable on the web.

The two-year grant, for \$2.436 million, will support work on the project that will run from January 2020 to December 2021.

OCLC will use the grant funding to publish authoritative and easily accessible entity descriptions for works and persons as part of a persistent, centralized infrastructure. The infrastructure will aggregate links to other representations of those works and persons in external vocabularies and authority files. OCLC will also provide APIs to support libraries implementing metadata workflows for linked data.

OCLC will work with leading national libraries, federal agencies, and research libraries to ensure that its infrastructure is sustainable and compatible with their efforts.

For more on OCLC Research's Current Work in Linked Data, see oclc.org/linkeddatarsearch.

New resources support A/V special collections needs

The *Research and Learning Agenda for Archives, Special, and Distinctive Collections* identified stewarding A/V materials as a top concern for archival repositories. Unique A/V holdings are found throughout modern collections. Changes in scholarship have led to increased interest in the content documented in A/V collections, and preservation concerns about A/V formats push them further up the priority list.

In our ongoing work to address an expressed need by the Research Library Partnership community, OCLC Research will host a series of webinars to support their work and needs related to A/V special collections:

- March 10: Computational Uses of Audiovisual Materials at the Library of Congress
- April 29: Approaches to Processing Audiovisual Archives for Improved Access and Preservation Planning
- May 13: Lost in Transcription—Developing workflows for captioning video
- June 3: Using Data to Advocate for the Preservation of Audiovisual Collections

Find these webinars at oc.lc/wipwebinars.

To inform this work, OCLC Research conducted a survey and convened community conversations to learn more about RLP A/V needs. You can learn more in a two-part Hanging Together blog post that discusses the survey findings at oc.lc/hangingtogether-av-specialcollections and oc.lc/hangingtogether-av-scalerisk.

RLP libraries share their initiatives in webinar series

The OCLC Research Library Partnership hosts frequent webinars in which member institutions share breakthroughs from their libraries. The webinars span many topics, and while participating in the live webinars is a benefit of membership, recordings are available on demand to everyone.

Explore all the webinars at oc.lc/wipwebinars.

Institutional stakeholders in research support project underway

In research universities today, there is a growing need to provide an array of research support services, such as research data management, research information management, and open access repositories and monitoring.

Previously siloed campus units must increasingly work together to address complex institutional challenges and to support enterprise-wide services. Operating in this enterprise ecosystem is challenging, often because stakeholders know little about the operations of other units, making it difficult to effectively engage, identify points of common interest, and collaborate to support research services.

To help fill this gap, and inform communication and partnership, OCLC Research has begun an effort to better understand the operations, goals, and pain points of university stakeholders in research support services. We are currently interviewing individuals from a range of campus units in order to synthesize their experiences and perspectives into a nuanced picture of cross-campus stakeholders, collaborations, and relationships in institutional research support.

Read this recent OCLC Next blog post at oc.lc/next-researchsupport and Hanging Together blog post on different approaches to intra-campus collaboration at oc.lc/hangingtogether-intracampus-collaboration.

Learn more about this project at oc.lc/stakeholders.

ABOUT THE OCLC RESEARCH LIBRARY PARTNERSHIP (RLP)

The RLP is a transnational network of libraries that supports institutions as they evolve to meet 21st century challenges, providing them with the connections, knowledge, and resources to plan with confidence in a complex, rapidly changing ecosystem.

The RLP focuses its programming and research in five areas of need: research support, unique and distinctive collections, resource sharing, next-generation metadata, and learning together. Learn more, including how to join at oc.lc/rfp.

OCLC partners with libraries on CONTENTdm linked data pilot project

The Digital collections in libraries represent unique materials that illuminate our understanding of the world's cultures, histories, and innovation. Traditional models of item description, however, have resulted in these materials being largely invisible on the internet.

OCLC is partnering with libraries on a pilot project to make it easier for researchers to find, evaluate, and use digitized cultural materials; improve library staff efficiency when describing unique content; and prove the feasibility of a production linked data service.

CONTENTdm® is a service for building, preserving, and showcasing a library's unique digital collections. In the project's first phase, which wrapped up in December 2019, the team migrated partner metadata from CONTENTdm into a linked data cataloging platform. Several tools and features were developed and refined with partner input, and planning is underway for automating the data loading and reconciliation work flows for partners. The work is happening in three phases, running through midyear 2020. For more on the project, visit oclc.org/ocldm/.

Global Council survey on discovery-to-fulfillment

The OCLC Global Council, with assistance from the OCLC Research team, has led a survey on Discovery and Fulfillment. This global survey intends to shed light on the discovery-to-fulfillment journeys of libraries today. The survey response rate was robust, resulting in 1,338 total responses and surpassing the previous year's survey response rate by 90%.

The Global Council Program Committee will continue to work with OCLC Research to analyze the survey results, and preliminary findings will be shared during the Global Council Annual Meeting in March.

Study explores student online search engine behaviors

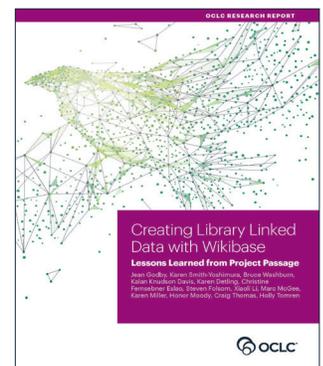
The *Researching Students' Information Choices* project studies how STEM students identify resource types and judge credibility in online spaces. This project will help to develop meaningful strategies for teaching the information literacy skills that allow students to successfully navigate the ever-evolving online landscape.

In the recent *Works in Progress Webinar: Computational Uses of Audiovisual Materials at the Library of Congress*, learn how students identify the resources they retrieve from online search engine results and discuss the implications of their identification behavior for information literacy. Watch the webinar at oclc.org/wipwebinars/.

To learn more and track project updates, visit oclc.org/rsic/.

Discover lessons of linked data prototype project

In the report *Creating Library Linked Data with Wikibase: Lessons Learned from Project Passage*, authors from OCLC and the library community share details and lessons from the OCLC Research linked data Wikibase prototype. The prototype provided a sandbox in which librarians from 16 US institutions could experiment with creating linked data to describe resources—without requiring knowledge of the technical machinery of linked data. The report details the key issues and findings, reflections, and areas for future research.



Read about the experiences of Project Passage partner kalan Knudson Davis in the OCLC Next blog post, *An insider's look at "Project Passage" in seven linked data lessons, six constants, five changes ... and four webcomics* at oclc.org/next-insider/projectpassage and read the report at oclc.org/passage-report.

Register for course on public libraries improving access to civil legal justice

Registration is now open for the online, instructor-led course *Creating Pathways to Civil Legal Justice* that will begin April 6. This training will strengthen public library staff's knowledge and ability to help identify when there is a civil legal issue at play and to direct library users to relevant, helpful information and services.



"Legal Clinic @ YOUR Library," courtesy of Wicomico Public

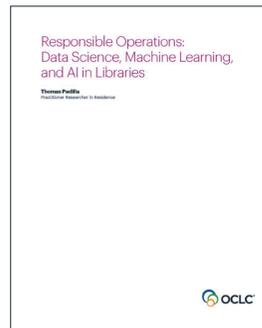
Course topics will include conducting the legal reference interview, recognizing the difference between legal information and legal advice, and forming successful community partnerships.

Register at: oc.lc/civil-justice-course.

For more on WebJunction and Legal Services Corporation's training initiative *Improving Access to Civil Legal through Public Libraries*, visit oc.lc/legal-justice.

Research agenda tackles data science, machine learning, AI

Responsible Operations: Data Science, Machine Learning, and AI in Libraries is intended to help chart library community engagement with data science, machine learning, and artificial intelligence (AI). The publication was written by OCLC Practitioner Researcher in Residence Thomas Padilla in partnership with an advisory group and a landscape group comprised of more than 70 librarians and professionals from universities, libraries, museums, archives, and other organizations.



This paper presents interdependent sets of challenges across seven areas to be addressed en route to library operationalization of data science, machine learning, and AI. Organizations can use *Responsible Operations* as a starting place for discussion and action.

Read the paper and learn more in the Works in Progress webinar "Responsible Operations—Shaping a Community Research Agenda for Data Science" at oc.lc/responsibleoperations.

ABOUT OCLC RESEARCH

OCLC Research is one of the world's leading centers devoted exclusively to the challenges facing libraries, archives, and museums in a rapidly changing information technology environment. We work to activate communities of practice to produce knowledge, evidence, and models that help libraries plan with confidence, position with effect, and make an impact.

www.oclc.org/research



Because what is known must be shared.®

