ITHAKA is a not-for-profit organization that helps the academic community use digital technologies to preserve the scholarly record and to advance research and teaching in sustainable ways.

We pursue this mission by providing innovative services that aid in the adoption of these technologies and that create lasting impact.
Our Services

- **Ithaka S+R** is a research and consulting service that focuses on the transformation of scholarship and teaching in an online environment, with the goal of identifying the critical issues facing our community and acting as a catalyst for change.

- **Portico** is a digital preservation service for e-journals, e-books, and other scholarly e-content.

- **JSTOR** is a research platform that enables discovery, access, and preservation of scholarly content.
Methodology
How can libraries design meaningful new research services for faculty members?
Discipline-based Approach to New Services

» Surveys conducted by Ithaka S+R and others have documented noticeable disciplinary differences in service needs and collection format preferences.

» It is easier to understand researchers’ evolving needs and research habits in a detailed way on a discipline-by-discipline.

» Aggregating researcher needs across disciplines can uncover commonalities and help prioritize resources.
Hallmarks of the Program

» Scholar-centered and holistic approach that takes into account the research support that scholars receive from a wide range of sources

» Not an assessment of the value of existing services offered by a range of providers, but a consideration of unmet scholarly needs

» The focus is on scholars in a given field broadly, divorced from individual or local idiosyncrasies
Holistic Assessments of Researcher Needs

Research Support within the University

- IT Office
- Library
- Departmental Resources
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Research Support beyond the University
- Scholarly Societies
- Journal Publishers
- Discovery Providers
Phased Research Approach

Phase I  Understand current services through interviews with librarians.

Phase II  Learn more about research practices through interviews with scholars.

Phase III  Create new service concepts for libraries and other providers.

Phase IV  Test services concept statements in surveys of the discipline.
First Phase Projects: History and Chemistry
Historians are dedicated users of all types of library materials.

Archives and special collections are vital to historians’ research. Historians often develop close relationships with archivists.
Historians conduct far less analysis sitting in an archives than they once did, raising needs for improved approaches to primary source discovery and new roles for the research archivist.
Historians: Graduate Student Training

“There’s almost no training with methodology and what you actually do in the archive and why that matters. ...There are larger philosophical questions about what an archive is.”

Graduate students in many programs receive little or no training in methodology. In some cases, archivists are key in helping them “learn on the job.”
Achieving intellectual control of sources remains a key challenge for historians, but historical research has not evolved significantly to meet the needs of new types of materials.
With the improvement of tools for discovering sources, historians now worry more about the comprehensiveness of their work.

“Historians: “Overwhelming” access”

“It’s overwhelming, knowing how much information is available to me now.”

“The bottle neck used to be access to information. That’s not the case today.”
Archives  Describe and digitize collections, support new research habits, such as cameras in reading rooms.
History: New Services?

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Chemistry
Chemists as Library users

» U.K. chemists are very satisfied with their library collections, but otherwise have little contact with their libraries.

» The physical library is increasingly viewed as a space for undergraduates.

» Understaffed libraries cannot afford to devote all of a staff members’ time to the chemistry department.
Chemists: Labs, not Researchers

Chemistry labs are small independent teams that work toward common research goals.

Libraries and other service providers have to think about the goals of the group, rather than the individual.
Data Management

Data management remains a challenge in most chemistry labs—there is not a conscious curation and preservation process.

Guidance on data management in the lab may be an important service that libraries can offer to chemists.
“Keeping up” with the Literature

Electronic journals have changed the way that chemists interact with the literature in their subfields.

“Keeping up” with the current literature has become a challenge for chemists. They need new ways of sifting through information.

Photo: Jennifer Rutner
Open Access Publishing

“More broadly, what we propose implies a cultural change: a fundamental shift in how research is published and disseminated.”

Finch Report

Public funding in the U.K. is increasingly tied to open access publishing, data sharing, and digital repositories. Many chemists are unready for these changes or unfamiliar with the issues.
Chemistry: New Services?

**Libraries**

Provide guidance on the changing publishing landscape and options for open access. Structure research support around labs, not individuals.
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Funders
Harmonize policy goals and funding requirements, especially in the area of open access.
Closing Thoughts

» History paper will be released before the end of the year. Chemistry paper will be released in early 2013.

» More fields will be added as the project continues. Art history will be the next subject of focus.

» Ithaka S+R will eventually release a final paper that draws conclusions across disciplines.