

Making the Invisible, Visible

Using Data Storytelling to Promote
Systems Work in the Academic Library

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01

The Problem

What does a Systems librarian do?



Hidden Away in the Library

Systems Department:

- Managing catalog, website, and other platforms
- Troubleshoot technology issues
- Work with data across the library

Combination of IT & library work with very little public facing work.



02

The Setting

Bridgewater State University



Who we are

Staff

Department of 2 (1 librarian & 1 library assistant)

Library

Total staff around 20,
Limited tech skills

Collaboration

Tech services staff, E-Resources, Digital Initiatives. Campus IT & Accessibility staff

Institution

Public State School,
Equivalent faculty status, around 10,000 FTE



Recent Projects



New Website

Updated from 13 year old website



WCAG 2.1

Making sure all platforms are compliant



Workflows

Example: Ticketing systems



03

The Workflow

Data forward department
changes





From Scratch

Microsoft Campus

Working within the infrastructure

Teams: Lists & Forms

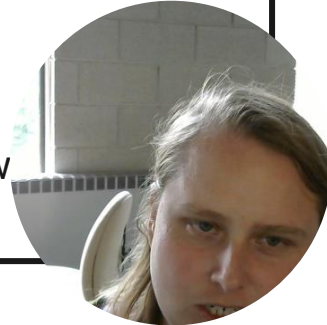
Building a database

Cultural Shift

Convincing people to submit tickets

Data Storytelling

Share your results in exciting w



What we track

Platform

Where are the issues occurring

Level of priority

Helps us know what to work on first

Staff

Who has what skillset to answer request

Time

How long does it take to fix issues?



04

Telling Stories

Using the data to
show our work





Local Adaptation & Beyond



- Next steps:
 - Getting the rest of the library on board to track other data
 - Use patterns in requests and turnaround time to identify needs
- To Replicate:
 - Identify where work is currently invisible or scattered
 - Use what you know to track what you are doing
 - Collect meaningful data points
 - Visualize patterns to use for advocacy



Thanks!

Do you have any questions?

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