

**STIM Meeting Notes**  
**December 10, 2020**  
**3:00 to 4:00, via zoom**

<b>Attendees:</b>		
Stephanie Sterling Brasley, Dominguez Hills, Chair	Gabriel Gardner, Long Beach	Erik Beck, Sacramento
Keven Jeffery, San Diego	Mike DeMars, Fullerton	David Walker, Chancellor's Office
Heather Cribbs, Bakersfield	Christina Mune, San Jose	Jonathan Smith, Sonoma
(Alicia Virtue – Absent)		

**I. Approval of November Minutes**

The minutes of November 12, 2020 were approved.

**II. Announcements**

- No announcements

**III. Scholarly Communications Liaison Report (Gabriel Gardner- submitted post-meeting)**

Nothing much to report but there were a couple things I heard today which might be of interest to you for inclusion in the minutes:

- CO is moving ahead with getting a subscription to ORCID which will give "us" 5 API keys.

This will get us everything we need from a ScholarWorks perspective and will be cheaper than a consortial subscription.

\*Could possibly be used to monitor compliance with having ORCID ids but it is not anticipated to help with actual population of the ScholarWorks repository with content.

- Mark Bilby brought up Controlled Digital Lending. Some COLD Deans were very enthusiastic but the CO Office of General Counsel shut it down due to concerns about liabilities. (Jennifer Glad was GC person implicated here, she has apparently left that position.)

- First LORDs (libguides open review discussion session) event went well with 4 campuses participating.

The main group behind this will be revising based on pilot session and expanding to offer more.

<https://guides.lib.calpoly.edu/OpenLibGuideReview>

**IV. Presentations**

**a. Python Project – David Palmquist and Megan Graewingholt, CSUN**

Megan handled the content portion of this project and David dealt with the technical Python coding aspects. Megan provided the scope and background for this Chat program using Python. It is a proactive chat that pops up in One Search. The purpose of this project was to set up an easier strategy for analyzing chats to support training for librarians, to help support CO-OP librarians and to provide opportunities for liaison librarians to share information with faculty. Members involved in the project had to manually code the data for analysis to enable David to identify key themes and program them with python. David tested out 16 categories of themes for supervised learning that had been identified from manually coding the content of chats by Megan's group. The data sample Megan's group used was a snapshot in time at a busy time so that they could train people. Questions raised: Could this python project be replicated within the CSU libraries? Would each campus have to do their own manual coding of data? The more data that is available will improve the algorithm. Librarians would look at the most common questions and make sure that they provide the requested materials. However, a smaller,

representative, balanced set is better than a larger, skewed set. It would be good to apply the algorithm to several other libraries and then to fact check with the category definitions that they have. This would improve the current 60-65% accuracy rate of the algorithm. Megan thought that this would be a good Coop Chat Reference project.

Joseph Aubele came in early to the call and was able to hear some information on the project. He asked whether we would be able to use some of the CO-OP transcripts data for this project. A lot of them are anonymized.

It was also noted that it would be a good idea to centralize all of this data into one place. Joseph noted that he is unable to access everyone's data because 8 campuses have standalone systems. The Shared Systems Group are campuses that did not opt in to Lib Answers before, so he has access to these. Joseph provided a 1-ppt slide deck which shows which campuses participate in the CO-OP but don't have Lib Answers. Megan stated that the group of 8 campuses would be a good start for mining their data. Joseph said that that data from 8 campuses was officially migrated in mid-May; there were 4,035 transcripts. Maritime and Humboldt have very little chat traffic. Thus, the approx. 4,000 transcripts come from 6 campuses. David talked about unsupervised learning (versus supervised learning) and said that you have to tell the program how many "buckets" (e.g. 10 buckets). But there is often too much diversity in the chat questions to make this work [SB recorder note – not sure if I captured this idea of unsupervised learning and buckets accurately]. In supervised learning, David is trying to apply the categories that Megan's group had developed and manually hard-coded.

Keven brought up the ratings in the chats (e.g. 1-star, 2-star). Joseph said that there don't seem to be any ratings done with Co-op reference; ie. Librarians aren't doing that yet. Joseph stated that most users access the co-op during regular business hours (i.e. 8am – 7pm) even though it is 24/7.

Potential Action Item: **Joseph advocated for a review on the quality of the co-op reference service** [SB note: should we decide to formalize a partnership with Co-Op ref for this committee, this might be something the committee helps them to undertake]

b. CSU COOP eChat Reference Service – Joseph Aubele, CSULB. (see slide deck, 3 slides)

This service is a follow up to QuestionPoint.Is on LibAnswers platform. Each campus has its own widgets and FAQs. Also, each campus creates its on policy information. Thus, although this is a shared system, each campus is able to customize. Anyone who participates in LibAnswers is able to participate in the co-op.

21 out of 23 campuses are participating. Humboldt and Maritime have signed up but are not using it.

There are 3 levels for answering questions:

- Level 1: Each campus answers questions. There is an option to roll up to level two
- Level 2: CSU
- Level 3: Academic Global Level

All campuses are eligible to join. The SDLC pays \$57,548.00



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Joseph's role: to assist when questions come up, to foster a more regular communication among them. We asked if he needed our help. He said that anything that enables us to understand the nature and quality of what we are doing is helpful.

Adjourned at 4:05pm