

**Transportation Librarians Roundtable
December 13, 2018**

Please stand by for realtime captions.

Welcome, everyone. I hope you can hear. We are going to start very soon. I will give it another minute for a few other people to join us. Inc. you for joining us. Like I said, we will start very soon here.

Hello. I think we can get things underway. We have a bit of material to cover today. Welcome to this installment of the Transportation Librarians Roundtable . The final one for 2018. We are glad you could join us today. I know this is a very busy time for each of us. First, to begin, let me hand the microphone to the national transportation, we will go over some ground rules. Go ahead.

Thank you. Before we get started, we have technical announcements. Today's TLR is being recorded. Material will be deposited into the Transportation Librarians Roundtable depository. The best way to enjoy the audio is through your phone. First, mood your computer speakers by clicking the Adobe connect icon on the top left. Turned from green to white, this prevents echo or feedback. We encourage you to use the phone to ask questions. Remember to press star 6 when you are not speaking. Cavite to step away or take a call, do not put us on hold. We will listen to your music which has happened in the past. We recommend you use a headphone to minimize feedback. For anyone that needs a permit but there is the life caption and in the right or bottom of your screen. A transcript will also be available after this session. You may use the chat pod to type in comments or questions during the recent Hessian. We will monitor the chat. Thank you for listening.

Thank you. Today's presentation is entitled what is new at the national transportation library as the seasoned veterans in our group fully recall and appreciate. This is an annual end of the year, the opportunity for the hard work and very accomplished colleagues at the NTL to share their initiatives over the past year and what has happened from now and what is happening next. It is a snapshot, if you will, how things are progressing and the achievements, they should really be highlighted. This is the annual transition. Today is promising to be noble less spectacular than previous presentations have been. Without further delay on my part, let me go ahead and read through the reference, the list of speakers that you will listen to today. And what that perspective topics are.

I will go ahead and do that now. We are starting off with Aileen Nolan who is an intern at NTL. She will speak on the current state of metrics at NTL. Joining her, we were not sure if she was going to join us due to other commitments but Laura Farley whom we know well at the TLR , she is a tremendous help and service in the past. She will join us. Laura, forgive me. And blanking out on your actual job title. If you could quickly mention what it is your turn what your title is.

We will then have the reference librarian, Victoria Milam and Charlotte Gavin on the reference service. Next, there will be a repository update on Rosa from digital library and, Mary Moulton , and accomplished veteran of the train to over the years. Mary will be followed by a young update with Leighton Christiansen who, needless to say, we know and very much appreciate. Leighton will speak as part of the NTL efforts. That is the list of the speakers we have. Hopefully we will have ample time, even though it is a little time for questions and answers and questions and comments. That is enough for the time being. I will go ahead. We will just start off with the first speaker, Aileen and Laura. The floor is yours.

Hello. Can you hear me all right?

You are fine.

Perfect.

My name is Aileen Nolan. I am no longer the intern at NTL. My new position is visualization. Along with Laura Farley, she is the analytic solo at NTL. We have been leading the efforts to collect and prepare and visualize data that can be used in the metrics we want to understand NTL and what we can do better.

What I am going to cover today are the main projects that we have been working on. For me, that is Rosa and creating the dashboard software. I thought I would have a brief overview of what the dashboard is in case you are not familiar with it. I will talk about what we are currently doing to improve it and then I will pass it off to Laura to talk about projects with a new sweep of dashboard. Okay.

I have control. I don't think I have used Adobe connect before. This is good. This is the ROSA A Dashboard. It was created which is something that businesses have adopted. It is a way to quickly and easily explore data sets and digitalize them. This dashboard was created this past summer when I was an intern. Obviously, it visualizes the metrics of our institutional repository. The main metrics you see that we are tracking here on the dashboard or things like the website usage as well as individual items of Trent 20 the properties. You see the pie chart. It is tracking collections and want to the items belong to. What resource type are they and what percentage is that resource type when you consider the individual items in Trent 20. I think we can share a link to this dashboard. I would be happy to take questions about how to read them. This is a brief overview. This dashboard gets updated every month and Laura is helping out with that. Right now, it is a manual process. You have to first gather your data, clean it and then upload it one by one for each data set and then that might change your dashboard and you have to tweak your dashboard and then publish it again and that is the process that we do every month. And can everybody see my screen because it looks like my connection is cutting off. Can you see that?

I see it fine.

Somebody else chimed in and other people are confirming they can see it. I think we are in good shape.

Great. As I was saying, right now, to publish this, it is a manual process. Looking ahead, right now, what we will look at in the future, making it automated. The things I am looking at right now are using the data connector which involves creating script in JavaScript. That is an ideal situation. This might involve looking at Trent 20 API. What is likely going to happen so far, it looks like instead of using native connections, we are going to have to use a combination of Python scripting as well as test scheduling on local machines and combining that with the features that we can update the data source and schedule the updates. All of that with multiple step processes looks like the way we are going in terms of automation. The other things in the pipeline is looking at the Google analytic portion of the dashboard. That data is different opportunities to visualize that data and perhaps making reference to that as well as looking whether or not this overlaps with others if that can be automated through the work being done right now.

This is still in the testing phase is. And understanding what is the best way for automation and what is the easiest, it is a cool project. If we can accomplish this, it can be scaled to other dashboards that we are planning on creating and we are eventually looking to see if we can do it and it would help make a lot of things easier. With that, I will toss it over to Laura to talk about her dashboard.

Thank you. Hello. This is Laura Farley . I am at NTL. I am going to talk quickly about what is coming next. We would like you to have Aileen who set up this fantastic dashboard. I am pretty new but I can build off of the work she is done and do some learning to expand. I really think that it is not something that takes too much experience to get going, especially if you have somebody that can help a little bit.

I what is the point of doing all of this? For us, it is establishing a baseline a performance indicators. Every month, we can see where we come from and where we are going and how are we doing. It also provides easy to understand snapshots of many performance indicators in one space. Even if you are not really a data person, you can look at this and get an idea how your references are doing. The next step for us is the dashboard that we are building, we are working on a reference metrics dashboard. This will give us a snapshot of the questions. Beyond that come it will tell us more what people are asking and how are we replying and how long does it take us to reply. What products are they asking for? Where is the opportunity to improve our services and our products. I am working on a dashboard for the NTL website so we can understand how people use our website.

How are they getting to us and where they going? What are they searching for? Are they finding with a are using? Are they leaving without interacting with things? I have done work with this so far. Also with the Bureau of transportation statistics website which we are within the Bureau of transportation. Then, ultimately, the goal is to have these pieces and I want to put them together to build a complete story of the user experience across all of NTL and BTS. Are they finding what they are looking for? How can we better advise the services?

That is all I have. A ball toss it back to Aileen .

Thank you. That sums up what is happening in the NTL metrics side. We are excited about everything that is happening. I am very happy to be working with Laura on that. Think you, Laura for your work.

All right. Thank you. Vicki and Charlotte are up next.

Hello. I am Charlotte Gavin and I am the cataloging and reference library -- librarian. I found that metrics to be helpful and when the reference of a question comes in because I am already thinking how to route them and how they should be described. Probably, I'm not surprised with this question for the airlines we get them for virtually everything you can imagine having to do with transportation. People realize there are separate oral agencies under D.O.T.. We always filter that way and we try to determine the provision we are looking for. Validate metrics that Laura did that could be helpful even thinking about where to route the questions because it educated me how the department of transportation is configured.

We had all kinds of questions and sometimes it is obvious where they should go and other times, someone might call and say they have an invention and a need to know who they can talk to and that could get more complicated. The metrics of been very helpful in the reference functions.

Hello. My name is Victoria Milam. One reference would be useful was to update the cues. Recently, we took it upon ourselves to go through each FAQ listed on the website. What we did was the staff reviewed the update. The FAQs, they ensure the information was still relevant for today. Also, we added additional topics and keywords to help direct the customer to answer some questions they may have, by using the FAQ. Also, during the project, we also checked the web links to make sure they were still live and active and not broken because it is very important that the links work. It is important to direct the customer to that particular product.

I guess, one of the popular FAQs, we received it is from airlines. On time stats. Most people are asking questions about departures or arrival times and why flights were canceled. It has been very helpful to create FAQs to answer some of those frequently asked questions based on airline stats. Recently, a took a look at the metrics of how many times a person has actually searched out a website, looking for FAQs and within the last six months, from June until December, today, we have had over 1900 31 -- 1931 views of FAQs. It is very important to keep up with the FAQs. We are looking to create new FAQs to add to our existing ones that we have on site. Thank you.

Next, we have the one and only Mary Moulton .

Hello, everybody. Can I advance the slides. I have control? Great. I love control. It does not happen that much. Believe me. It is hard to believe we had this for a year. Oh my gosh, we have been so busy improving the content and also improving the experience for all of you. I am going to spend a few minutes this afternoon and talk about a few of the improvements that we made and where we think we are going. This is what the front page of ROSA P looks like right now as of today. One of the improvements that we have been able to have over the past year was a new user interface. You can see here, we have the ability now to highlight individual product or individual reports, if you will but also collections. As you can see here, this is actually a carousel type of display where every time you view the front page, a different image and product or collection will be displayed here.

You can see here we are featuring on this particular screenshot our products. We had a different discussion. We hope to get this updated and have this to be in sync with our publications which usually come out in time to be distributed at the TRP meeting. Hopefully we will have an update from that that. If not, it will be very close after the meeting. We do want to highlight the BTS product because these are -- we are part of the Bureau of transportation statistics. You know, we need to -- that is our first mission, to support the archiving and access to those products.

The best thing that happened this year in addition to the ongoing cleaning of metadata which we cleaned tens of thousands of records -- tens of thousands of records. We added new selections. I want to point out that the U.S. transportation collection is what is in the repository. We had to give it a name. We cannot just have orphan files, if you will that do not belong to a collection. If you are searching across the repository you are searching that U.S. transportation collection. We started out with things that were probably familiar to you. Early on in the days of NTL, we had a very good partnership with the intelligent transportation system Joe -- joint program office. These are the people that do a lot of the studies involving autonomous vehicles. We also added that 50th anniversary of the FDA collection. We had a strong partnership over the years with the behavioral safety research program. That collection made it over to the new ROSA P as well. They have always been a part of our collection. One of the newer collections before we migrated to ROSA P was the Federal motor carrier. Safety administration collection, and of course, we had a partnership with FH W A.

We have a collection devoted to the Bureau of transportation statistics product. These are publications and data. One thing that has been great about the new were part -- repository and the reason we migrated to the new platform, so we could link publications -- publications and data and that is really very best way to find your data sets that you need but also fine the information and the context around that data.

Another new collection for us is the U.S. D.O.T. public access plans. That is part of U.S. D.O.T. public access policy that we would make data management plans available to the public. If you have any researchers or you yourself are interested in seeing what data management plans look like, this is one place where you can look. We think this is good for people who are getting started in the research program. They will have good examples they can look at. It does help us with our goal of being accountable to the public and to our funders and stakeholders. Another new collection is the transportation library and round table. This is an effort that will take a little bit more time but we do have TLR webinars that have been migrating to in P4 format. In the past, we had a link to the archived webinars. They resided in the Adobe connect platform. Unfortunately, we lost a few of the early TLR's. I do not know if we will be able to reclaim those. It doesn't look promising. We do have most of them. This was a big effort on the part -- this was a team effort. There are 12 years worth of them and 12 per year and you do the math. That is quite a few TLR's. We divided that up amongst the crew and converted them. We ship them over to Samantha.

She has been cataloguing them and getting those into ROSA P . One think you will notice is it you go into access the TLR archive in ROSA P , you have to out -- download those to play them. That is a fix we have asked the CDC that hosts our platform and does the development work on ROSA P . We asked them to make it so users will be able to click on the file in ROSA P and play it in the application so you do not have to download it. That will be one less step and make it easier for the user.

If you are new to our TLR, you will notice we are captioning them now. This is something we started doing in the past year. We are really trying to make these available and accessible to as wide of an audience as possible. Lastly, one of the most popular -- the most popular content on the old website was the historic collections. These were called special collections on our website.

We have the first of these, it is the investigation of aircraft accidents. These are historical files that were digitized. If you remember what this site look like, we had several collections.

The other popular collection was the train accidents or rail accidents. That is something to look forward to over the next year. We are hoping to get more of those the story digitized collections into ROSA P .

Now, the big deal that happened over the past month, the latest release of the stats and software, it included a citation export feature. This is a little bit hard to show in slides. As you know, we don't go live to web demos when we do the TLR's. There is a chance for surprises when we do that. Here is a slide that shows you the basics of citation export. I suspect that many of you are familiar with how this works.

If you look at the first arrow at the top, if you are doing the search in ROSA P and you get results , you see this button at the top of the search results, it says select documents or citation export. If you click that, the button turns yellow and you will be able to go through your results and you will be able to check a box. It looks really tiny on my screen. It is probably tiny on yours also. This would be for you see the two errors in the middle of the slide.

You will select the records you want to download by clicking in the box. Then, you select the yellow box that says selection complete export citations.

What happened next, this makes a file. You will open up the downloaded files in your reference management software. Here at NTL, we are restricted to using the tarot, which is the open source freely available citation management software. Several of us have this recently installed on our desk tops. We are not allowed to download it ourselves even though it is free. We are playing with this little bit. It works I have not had a chance to experiment with this in endnote which is a popular software. I think we need to make an effort to get that so we can play with that a little bit but people tell me it works great. We have to accept that that is true. This is very simple right now. In actuality, NTL was hoping it would be more robust by the time it went live.

It does work. Robert Swain, who is the project manager at CDC had experience with teaching people with the national library how to use citation management software. He is very much aware of what is out there. Public central is definitely what we are striving for. They have a wonderful citation download. Our system is built and. That is what we are striving for. We wanted to make it live. We did not feel it was perfect yet but it does work.

We want it to be easy to use in this different type of attention management software that is out there. also, this is my wish list, maybe nobody else's, I like to have Mike results -- my results any limited format. I must have everything in a spreadsheet.

If we have different formats, it makes it easier for users to use.

It works. We are excited about it. We invite you to go use it. If you don't have proprietary software, you can download Sataro for free. I hope to have guided help and how to use this feature in ROSA P .

I will turn it over.

Good afternoon. Thank you. I appreciate that. I want to go back and talk about if you things with the services and shop back a minute to the new selection in ROSA P . That is the public access data management plan. This was existing because we are required to have it. The D.O.T. published in 2015. What we have so far are a few more than 30 plants. These are all master plans or program level plants. The plan you see and front of you, this is the plan for that UTC. I work with those in that UTC University of transportation here at U.S. D.O.T. and via email and on the phone with many across the country to help them write the data management plan. With the master plan, the idea, there are things that the data management plan calls for such as describing your repository and knowing the backups and being able to document procedures and all of that.

They are using the same repository over and over again. It makes sense to have that UPC say here is the data repository were all projects are going to live when they are completed. We will write a master plan. You will fill in your project level plan. There is a project level plan with lots of links to the master plan. This describes the projects on who is on the team and what data they are gathering. That makes everybody's life easier. If you visit this collection in ROSA P , that is what you will see, the high-level program with the data management plan. They follow the basics that we have put this up on a guidance page for public access. There are five suggested suggestions on what to cover. There is guidance on what questions to ask yourself the reason I like this particular plan and I have been asking users to treat this like a standalone document and not just a part of your procurement package. This has a nice cover

with a date. It tells us where it is from. If I get 30 items for management plans, they are hard to describe in ROSA P . This has a nice coverage with made a data. It is hard to say if you are talking with those, please remind them to treat data management plan like any other report with metadata on it. You will -- they will appreciate it later. Version control has updates with the management plan. And please look at that when you have a chance.

Other things that are happening is the inclusion of data sets in ROSA P . And one of those collections is the product. Laura, she's been working hard with different officers here at the Bureau of transportation statistics, including those who put together that national census of operators that comes out every few years. If you go into ROSA P and search for operators, you will find the report that highlights the operator but you will also find the data sets. You know, you can see how in the title, it is on the screen but if you look at the title of the record in ROSA P , you will see a note within the title. It is different than the final report or the summary or anything like that.

What shows up in the viewer is the PDF of the date it dictionary and description of the data that is in the zip file in the supporting data tab. You can see there is a long list of data files associated with this project which we hope the users will take in their own tools. Your coworkers at the Bureau of transportation made this nice map of passenger recording in the United States in 2015, using that data. Maybe a researcher in the public or university once to look at a different aspect of this. They can download the data and use it and make their own graphic

They do not have to rely the graphics we create.

This is great. This is part of the public accepts mandate. We are not just asking researchers to do, we are also doing it. We walk the walk and talk the talk. Data management is coming in a deeper part of the work that we do and we are happy to be a part of that.

The last thing I want to talk about is the ongoing outreach with you and your researchers around public access. A couple important things coming up, if you had been a transportation librarian or been on the roundtable or the tram list, the email or anything like that in the last four years can't you remember in 2014, a group of us wrote up a proposal for the NCHRP project to write the guides about public access within the duty to help them with the public access plan. I am happy to say finally in 2010, that will be printed. The project is done. I have seen the final draft. I am super excited. And I was happy to serve on the panel. I got to work with great investigators and researchers and those who work in the repository and oversee the work and learn as they are writing up the guide pick the other thing is it will be previewed and talked about in the annual meeting workshop with the data management plan to access big data. That workshop on Sunday, the 13th, we are having the author of the guide that will be there. they will talk about the guide. We have working groups and breakdowns and fun things in the workshop.

You and your researchers to learn how to use the guides and manage your data. And I am hoping by then, I'm not holding my breath but I am hopeful we can have copies of the guide shortly after or maybe they will surprise us and have it ready shortly thereafter. Watch this space and we will let you know as soon as we can.

I want to keep my section short. We are about to do something new from the annual entail. We do this every year. You get to hear how great we are. Today, we want to talk about how great all of you are. We are doing that through our first ever NTL virtual awards.

We have virtual awards for some of you out there in the TLR community. I will leap to the first award and hand things off to Mary so she can talk about why the first recipient receives the first award.

For best supporting actor, we are giving the virtual award to Bill MacLeod. He did a lot of work over the past year, identifying links that needed to be repaired and there has been a lot of back and forth with us preparing reports of links that we fix in ROSA P and sending those to bill so he can insert those into the records. We have one large batch left to go. We have made a lot of progress and it is terrific to have a partner like PRB and Bill MacLeod is very deserving of this award. Congratulations, Bill .

For best supporting actor, the award goes to Michael Molina of the W GKN. Michael has done a terrific job organizing the members of the WT KN and running the meetings. He migrating -- migrated the guides. He has participated in a lot of the TLR's and in the initiatives. We are very happy to have Michael Molina as a colleague. There is a lot that would not have happened without him this year. For best supporting actor, the award goes to Michael Molina. Congratulations, Michael.

Mary, who'd we have next?

The MVP award, the most valuable player, this goes to Kevyn . He did two outstanding things that really helped NTL and the transportation librarian community this year. First of all, she is been outstanding in documenting problems with ROSA P . You know, we have had a lot of several releases. We had a lot of fixes we entered a lot of tickets. The system for repairs with CDC, several of those were initiated by Kevyn . She found broken links. She found search discrepancies. She discovered problems with search results. If that was not awesome enough, Kevyn gave the most popular TLR's of all times this year on 508 compliance, being 508 compliant with documents and websites.

We continue to direct people to that webinar because it was such a great experience for our users and all of us here at NTL. As a follow-up to that, we did a first ever virtual office hours. Thank you Kevyn for your outstanding work and help as we tried to make things better here with ROSA P and our content. The MVP award here goes to Kevyn Banes . Congratulations, Kevyn .

Mary, this next award has a sweet aftertaste.

So as you know, which one are we doing?

Go to the next one. We will come back to that one. There you go.

Bob Sweet became the Secretariat this year. As you know, this is really the job for a chat herder. The number 1 chat herder, getting people in NTL and the regional people to cooperate and to create great content for the guides to come together for meetings, managing communications, Bob also was instrumental in getting the tram lab migrated and serving as administrator for that. He has done a terrific job. We are really excited about what is happening in the next year. Bob will be with us at the TR be meeting. The number 1 chat herder award for 2018, I am pleased to present to Bob Sweet, congratulations.

Let's go back one. Let's do this first. Am I doing this one?

I am so pleased to do this. The LibGuide Guider award , I am pleased to present to Renée McHenry. We could not have had migrated all of these guides off of the regional GKN site without Renée. I would go

so far to say that the guides we have been doing for the NT KN and NTL benefited from Renée's expertise, not only is she an expert in using the LibGuide software, she has great into -- insight into usability. She made great comments about content. She was always there whenever any of us had a question. She was such a valuable colic and a wonderful person to work with. For the award for the LibGuide Guider , I would also say the LibGuide goddess, the award goes to Renée McHenry, thank you. Congratulations.

Mary, I will take the last award because it is near and dear to my heart. I want to submit that webinar wizard to Bob Cullen . You ran the TLR on a monthly basis. Bob has been here for years. He has been steady and that position even as Amanda Wilson left as that director two years ago and left things around the TLR in my hands and he passed that responsibility around with Laura stepping in as needed. Now, responsibilities to Sam. And all of that infusion, Bob has been rock-solid and keeping us on track and getting the topics and making sure we have the dry runs and making sure things run as smoothly as possible and has great ideas and great connections for the TLR's . They had a lot to do with the hard work that Bob put in with the library. One example following up with Rachel and Roberto over Northwestern in November. Bob always does fabulous bayous for everybody. I want to say a big thank you to Bob who is been a longtime partner of the TLR and the award of webinar wizard goes to Bob Cullen . Thank you.

If people like this segment, NTL will do this more often. We accept nominations. You can send those to Mary and myself and we will make that happen. We will take a couple of minutes here for questions. If you have questions on anything that has been resented today, we will keep it short because we are coming close to the top of the hour. Questions? I will turn it back to Bob.

Thank you. What can I say? Thank you so much. Webinar wizard, I am in great company among the other awardees.

Are there any questions? I did want to highlight something that you may have already seen. There was a question posted before during the first part of the presentation. Her question was, the visualizations from the spreadsheet and any live database, Laurent did respond but I wanted to mention it but the response was, the spreadsheets are downloaded from Google analytics and customer reports. I wanted to bring that to your attention.

A quick apology to Vicki for mispronouncing her name during my introduction. I am very sorry about that. Are there any other questions or comments?

I would like to ask a quick one with respect to -- forgive me. I am trying to decipher my notes. This would have been the reference to whoever is preparing -- I believe -- the dashboard, Laura again, the dashboard for the NTL website. I'm sure but do you have any particular aims on your wish list that you were hoping to accomplish with this NTL dashboard with something of done with the others with your accomplishments? Is there something new or adventurous you hope to do for this one? It sounds like a work in progress.

It is coming along. The goal is to be able to publish it on the NTL website so everybody can access the metrics and hopefully it is in a way that is useful to create your own reports or your own needs.

Are you trying to call it out?

I'm sorry. Are you talking to me?

Are you trying to call up something on the screen?

No.

Okay. I'm sorry. Okay. A quick thanks to Aileen for a link for ROSA P that she had typed up. Perhaps Mary's presentation but the link is back for the ROSA A Dashboard . Are there any other questions or comments?

If I could make one last comment. This is Mary. I want to thank all of you who participated in the TLR's this year and actually with the initiatives that we have going on this year. There is no way we would've been able to do this without you. Thank you so much. We look forward to Seeing any of you who are attending TR B we look forward to working with you next year.

Thank you, Mary.

Hopefully you will be able to join us for TR B. I am looking forward to it as well. I hope as many of you as possible can make it this time around. We are bumping up against the hour. Again, a big thanks to our speakers. It is usually a nailbiter when we talk about more than one speaker and we had multiple speakers. How will it unfold but I think it unfolded very well. At least speaking for myself, it is further up the line but taking stock of what has been accomplished. A lot remains to be done. A lot has been achieved as well. There are good people at NTL and I think the speakers for what has been done. Thank you for the award that you handed out to us. It is very inventive and surprising. It is the highlight of my week. Anyway, it is a highlight to have you join us and thank you for taking the time to join us. I am looking forward of an enjoyable year in 2019 as far as that TLR is concerned. The first session for the year will take place Thursday, January 10th. I believe that is a week before TR B starts work that is that next Transportation Librarians Roundtable . The title in the speaker is on the screen right now. Please stay tuned for further information about that. Thank you to the speakers and I hope you all have a great rest of the week. A great holiday season and happy new year.

Thank you, everybody.

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