SCAF Engagement Matrix

How to Use the Matrix

The matrix aims to help libraries at M1 institutions develop a holistic understanding of where their scholarly communication services stand in terms of library commitment compared to campus interest.

We recognize that M1 institutions are generally not equipped with the same level of funding and resources as R1 institutions, and thus, we hope the matrix can offer a way for libraries at M1 institutions to identify service priorities and make more informed decisions on time/resource allocations.

The matrix is by no means a system to judge the success of a library's scholarly communications. We intend for it to be a tool that libraries can use to determine benchmark progress and plan future directions in service development and growth. Libraries may also use the matrix to guide their efforts in capturing data points to demonstrate the value and impact of the library's scholarly communication services. Furthermore, when having conversations with campus stakeholders, libraries can use the matrix to frame the discussions, gathering input to determine the most meaningful, effective and efficient approaches in providing scholarly communication services to meet campus community needs.

We also acknowledge that every institution is unique with a localized culture. The matrix is intended to capture the comprehensive landscape of scholarly communication services and offer a tool to help libraries engage in reflective practice with the unique lens of the local campus context to ultimately determine the best way forward for all the parties involved. Not all areas will apply simultaneously, nor should they, as each academic library engages in a campus-specific approach within the confines of finite time, resources, and staffing.
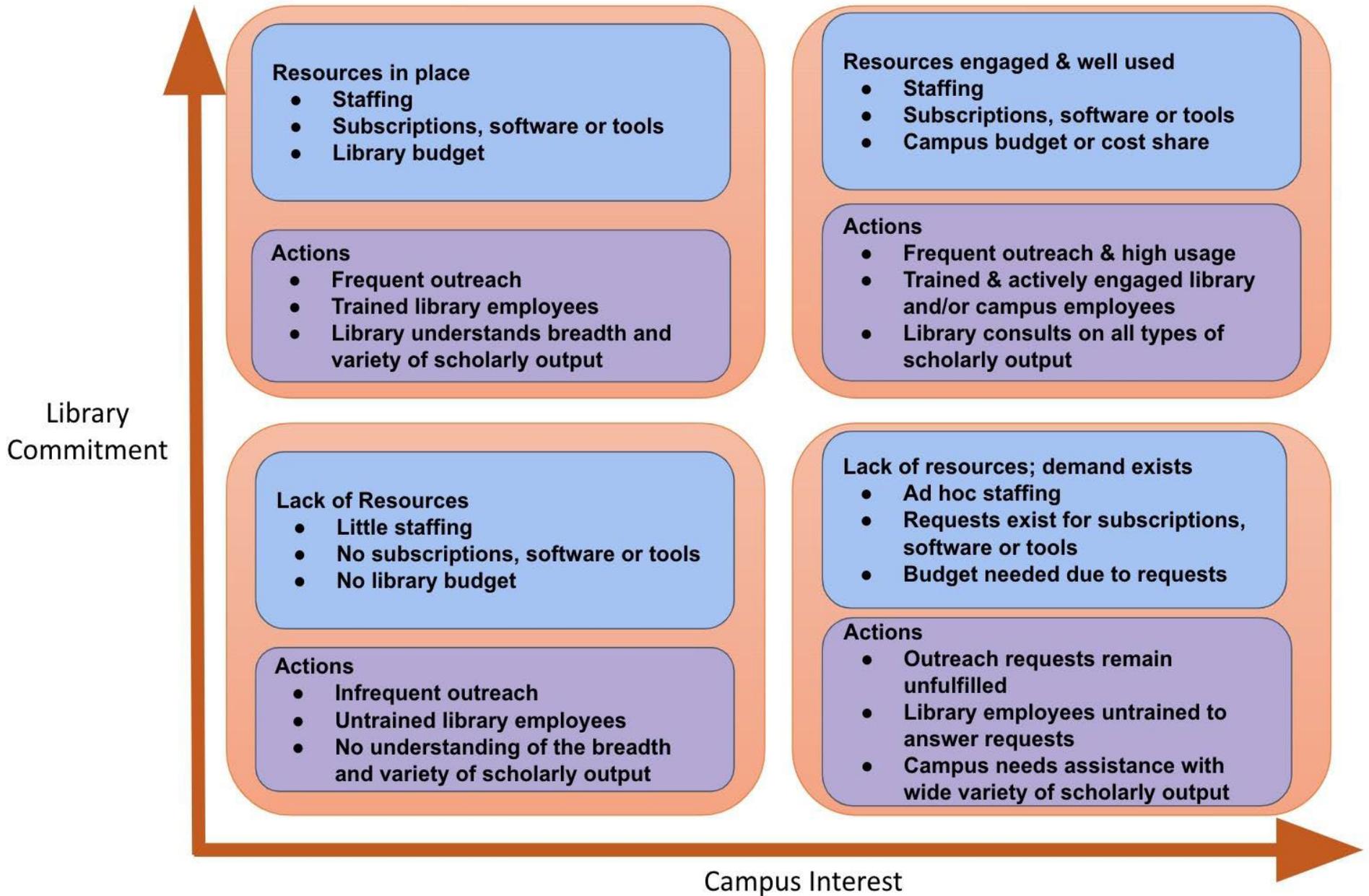
SCAF Engagement Matrix

The SCAF Engagement Matrix assesses the level of embeddedness of the scholarly communication program at an institution. This can also be used at a service level, to determine embeddedness and engagement of specific and particular services.

Glossary:

- Staffing: More robust and reliable staffing generally indicates a more mature program and can reflect interest from the campus.
- Outreach: Outreach refers to external-facing services and connection points such as workshops, consultations, websites, LibGuides, and other methods to connect with the campus or greater public. This includes education and advocacy to external stakeholders.
- Training: Training indicates whether or not the library has committed to training library employees. Training can tie into interest, as a more requested service would encourage library administration or other leaders to initiate appropriate training for consideration of initializing services in this area. Training is an internal process.
- Subscriptions: Subscriptions to services or software may indicate library commitment; conversely requests for a specific service or software, if they are continual and from multiple campus stakeholders, may indicate a level of interest in the service or software.
- Budget: Funding either is or is not allocated to this service, which often indicates library and/or campus support. Cost sharing may also be in place across campus departments.
- Understanding of the breadth and variety of scholarly output: Library employees understand that scholarly output across disciplines can vary broadly and that research is a complex term. Library employees have an understanding of what kinds of non-traditional research are being conducted on their campus and how the library might support it.

Library Commitment (vertical axis)

Campus Interest (horizontal axis)

Resources in place
- Staffing
- Subscriptions, software or tools
- Library budget

Actions
- Frequent outreach
- Trained library employees
- Library understands breadth and variety of scholarly output

Resources engaged & well used
- Staffing
- Subscriptions, software or tools
- Campus budget or cost share

Actions
- Frequent outreach & high usage
- Trained & actively engaged library and/or campus employees
- Library consults on all types of scholarly output

Lack of Resources
- Little staffing
- No subscriptions, software or tools
- No library budget

Actions
- Infrequent outreach
- Untrained library employees
- No understanding of the breadth and variety of scholarly output

Lack of resources; demand exists
- Ad hoc staffing
- Requests exist for subscriptions, software or tools
- Budget needed due to requests

Actions
- Outreach requests remain unfulfilled
- Library employees untrained to answer requests
- Campus needs assistance with wide variety of scholarly output

SCAF Engagement Matrix

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