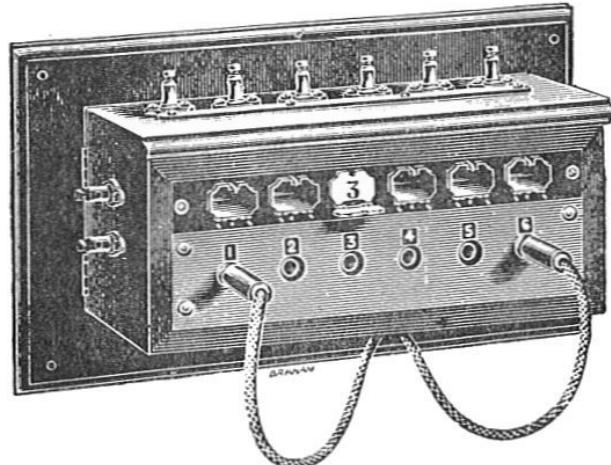


Welcome to Civic Switchboard



Atlanta Workshop

May 8th, 2018

Thanks!



INSTITUTE of
Museum and **Library**
SERVICES



ATLANTA REGIONAL COMMISSION



and YOU for participating!

Workshop Code of Conduct

Civic Switchboard is dedicated to providing a harassment-free workshop experience for everyone, regardless of gender, gender identity and expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, religion (or lack thereof), or technology choices. We do not tolerate harassment of workshop participants in any form. Sexual language and imagery is not appropriate for any workshop venue, including talks, workshops, parties, Twitter and other online media. Workshop participants violating these rules may be sanctioned or expelled from the conference without a refund at the discretion of the conference organizers.

If you need help, contact us during the workshop by email at tutte@carnegielibrary.org (Eleanor), rmg44@pitt.edu (Bob), or by phone: 314 718 4088 (Eleanor) or 412 874 3255 (Bob), or talk to any Civic Switchboard organizer.

Agenda

11:30am - 12:00pm - Participants arrive, lunch food is served

12:00pm - 12:30pm - Welcome, Introductions, Workshop Logistics

12:30pm - 2:05pm - Mapping Ecosystem Activity

2:05pm – 3:00pm – Building Partnership Activity

3:00pm – 3:30pm - Social Break / snacks / propose and form Birds of a Feather groups.

3:30pm – 4:15pm - Birds of a Feather Sessions

4:15pm – 5:00pm - Wrap-up

(Just enough about)

The Civic Switchboard Project

Our Pittsburgh experience: libraries and library workers should be key actors in civic open data ecosystems and act as core data intermediaries

Conviction 1: Cultivating a healthy local civic data ecosystem depends upon the coordinated efforts of a variety of data intermediaries. Intermediaries need to work together; library involvement can include both academic and public libraries

Conviction 2: No single model can be made to fit every city or region. Modelling at the national level must be done by capturing a wide variety of successful local practices.

(Just enough about)

The Civic Switchboard Project

Project Website + Blog + *Cohort network?*

<https://civic-switchboard.github.io/>

Civic Switchboard Guide and Toolkit

<https://civic-switchboard.gitbooks.io/guide/>

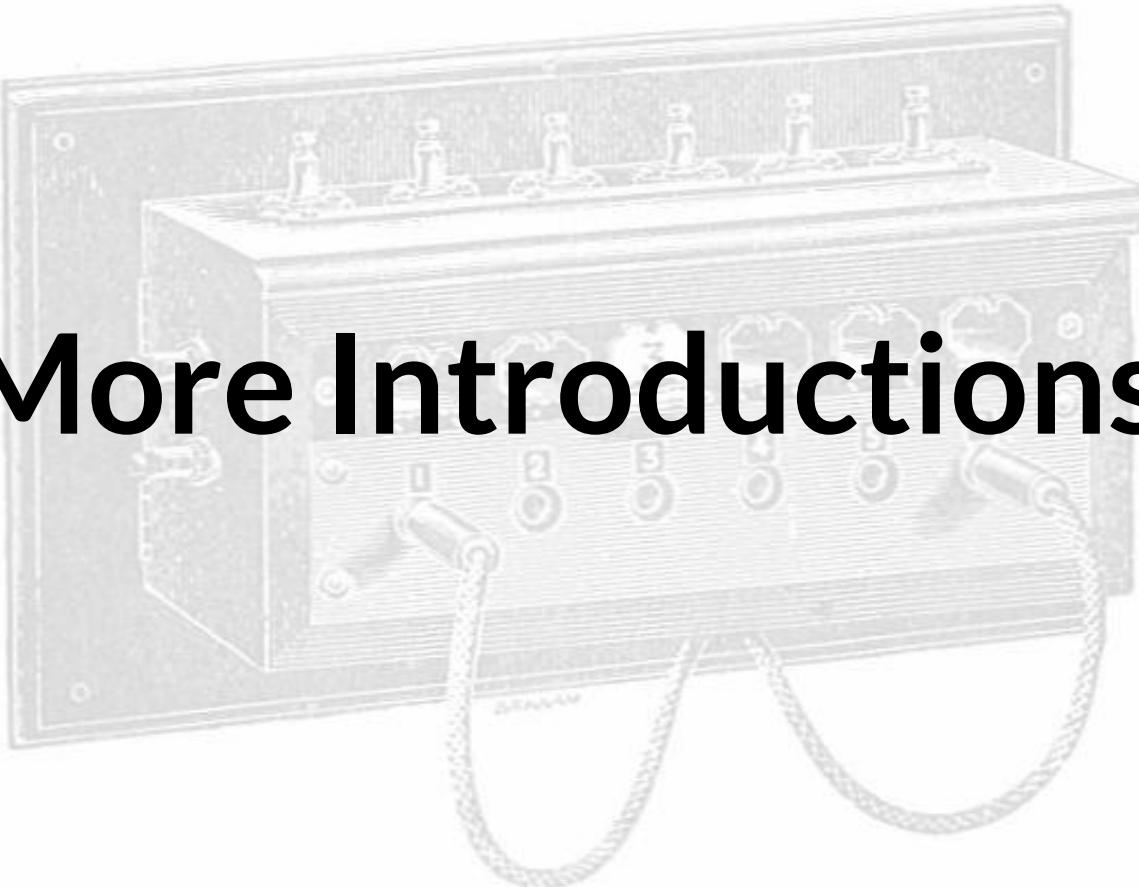
2018 Workshops: Before NNIP and DLF

2019 Field Testing Awards

Hello, we are the Project Team



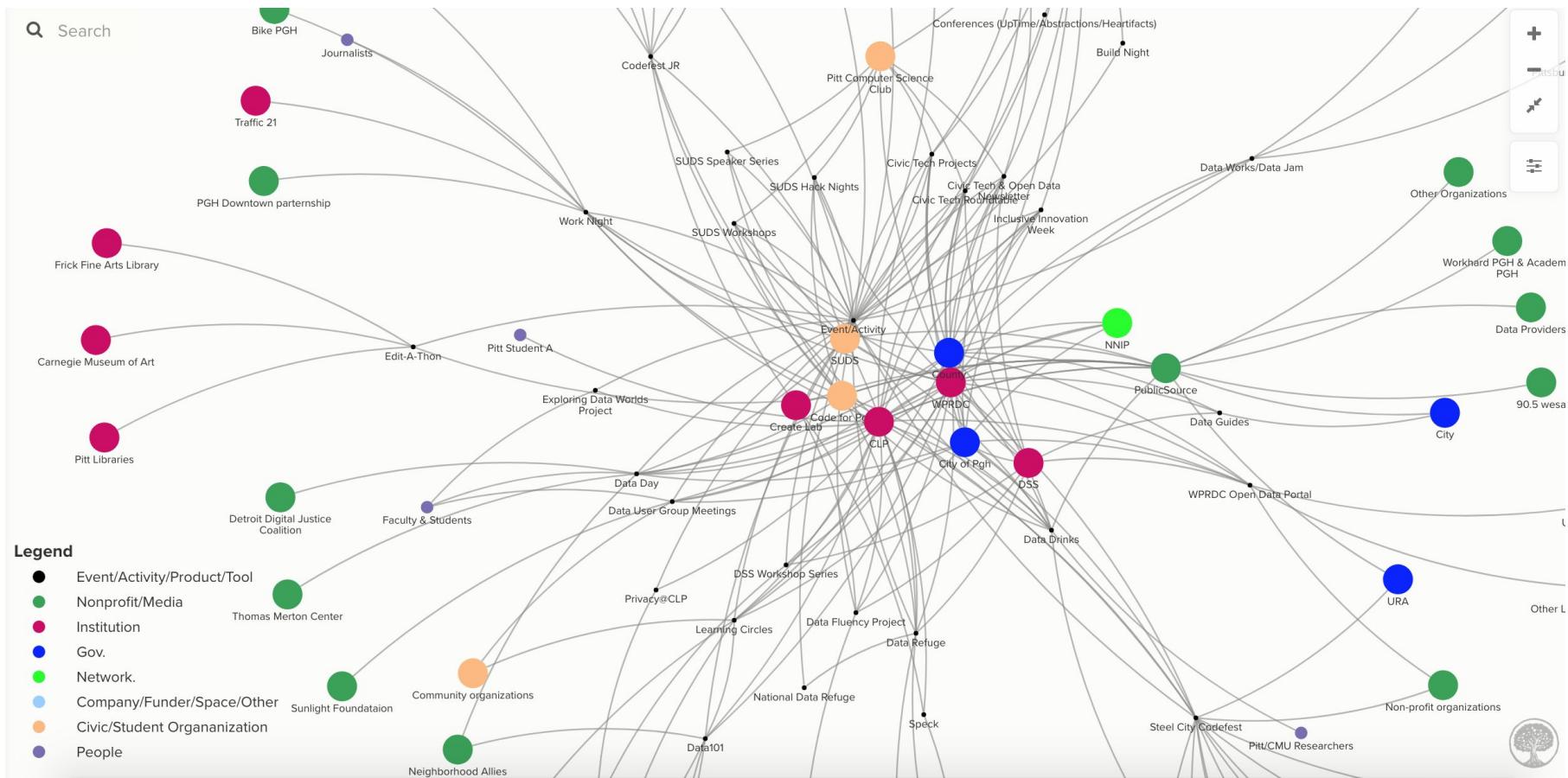
More Introductions!



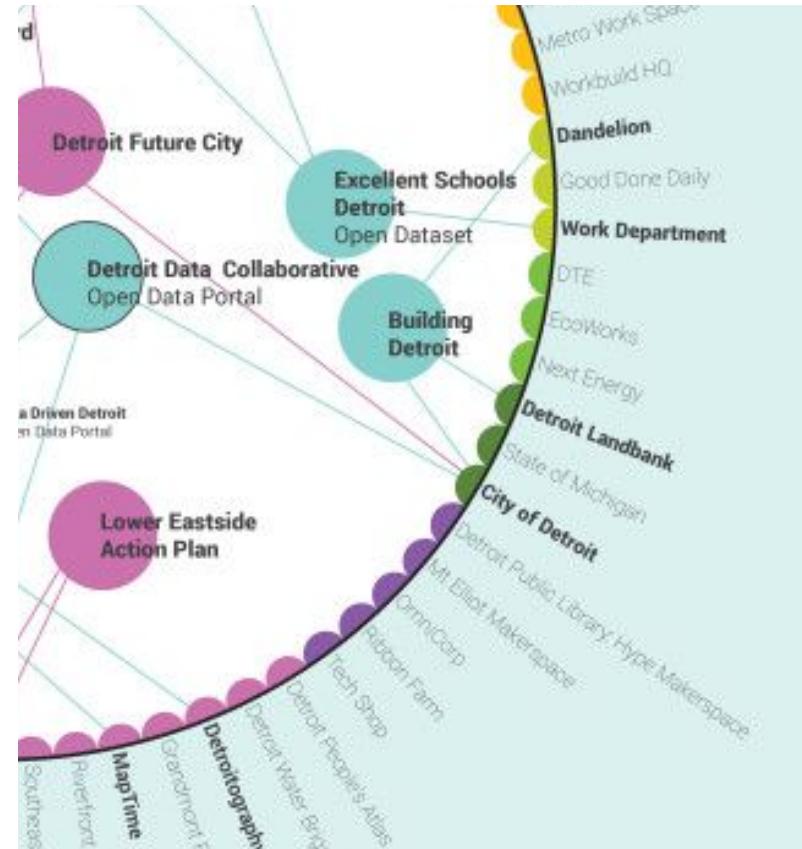
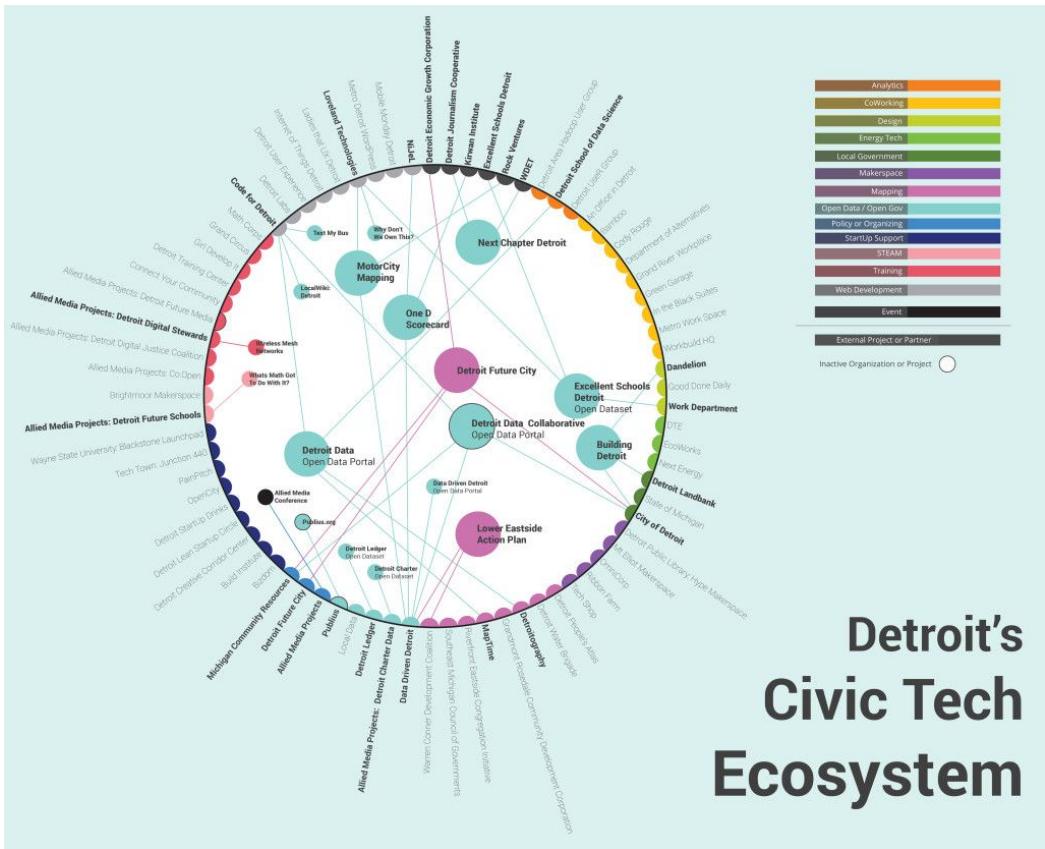
Mapping Ecosystems



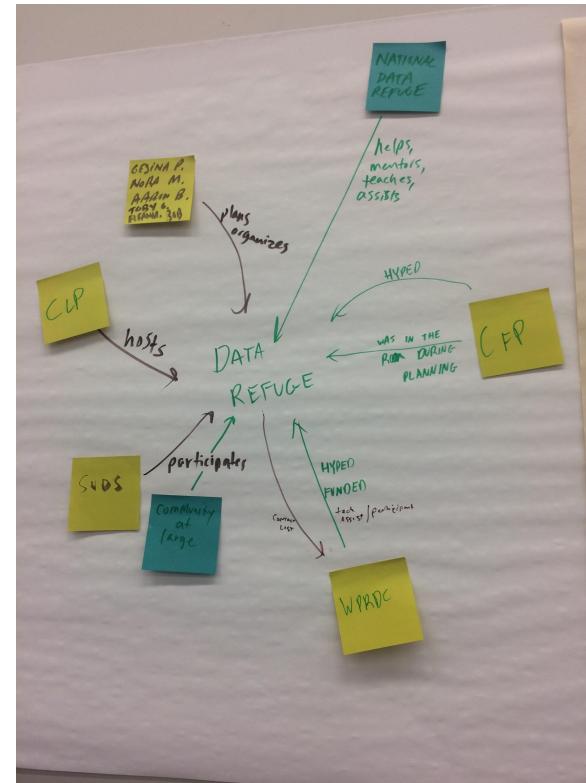
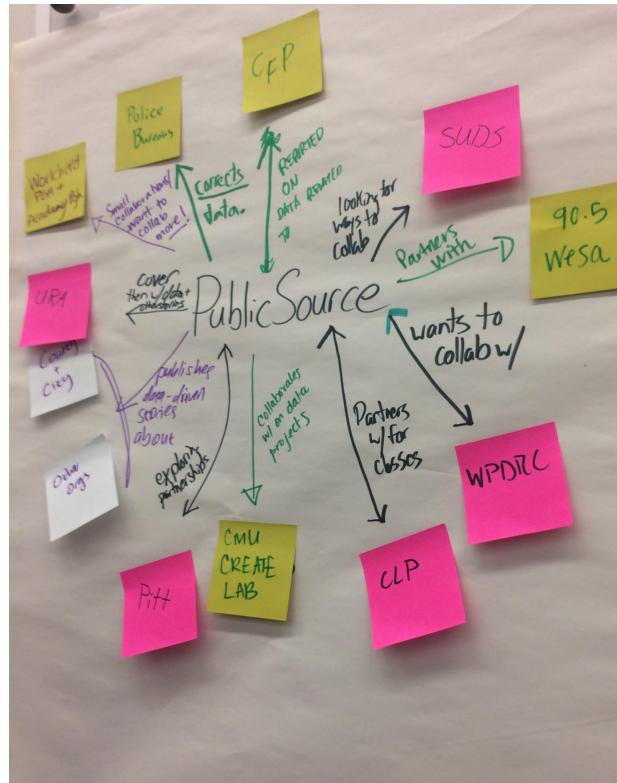
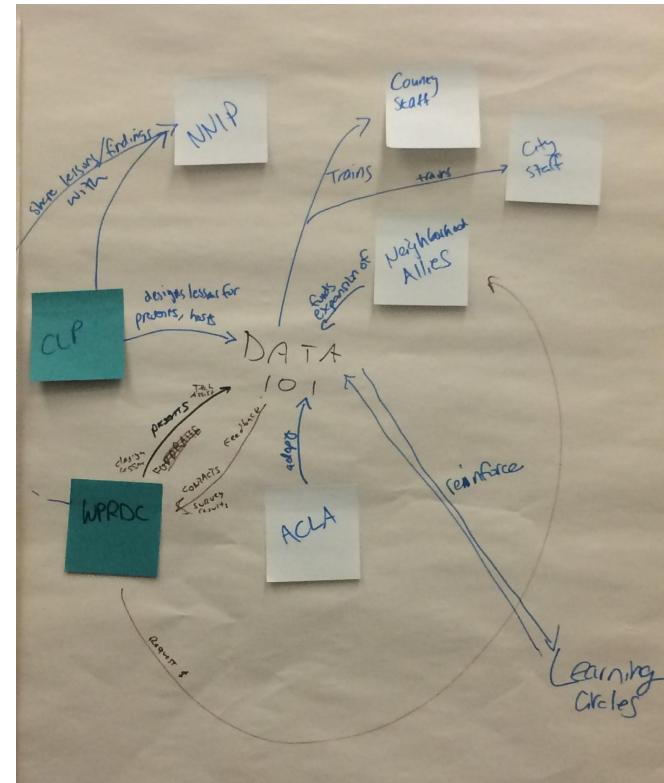
What is an ecosystem map?



What can they look like?



What can they look like?



Why on earth would we make one of those?

The ecosystem approach helped our local collaboratives identify the interests and contributions of diverse potential allies and invest in their civic infrastructure to move beyond transactional, short-term activities toward long-term systems change relationships.

- Elizabeth Reynoso

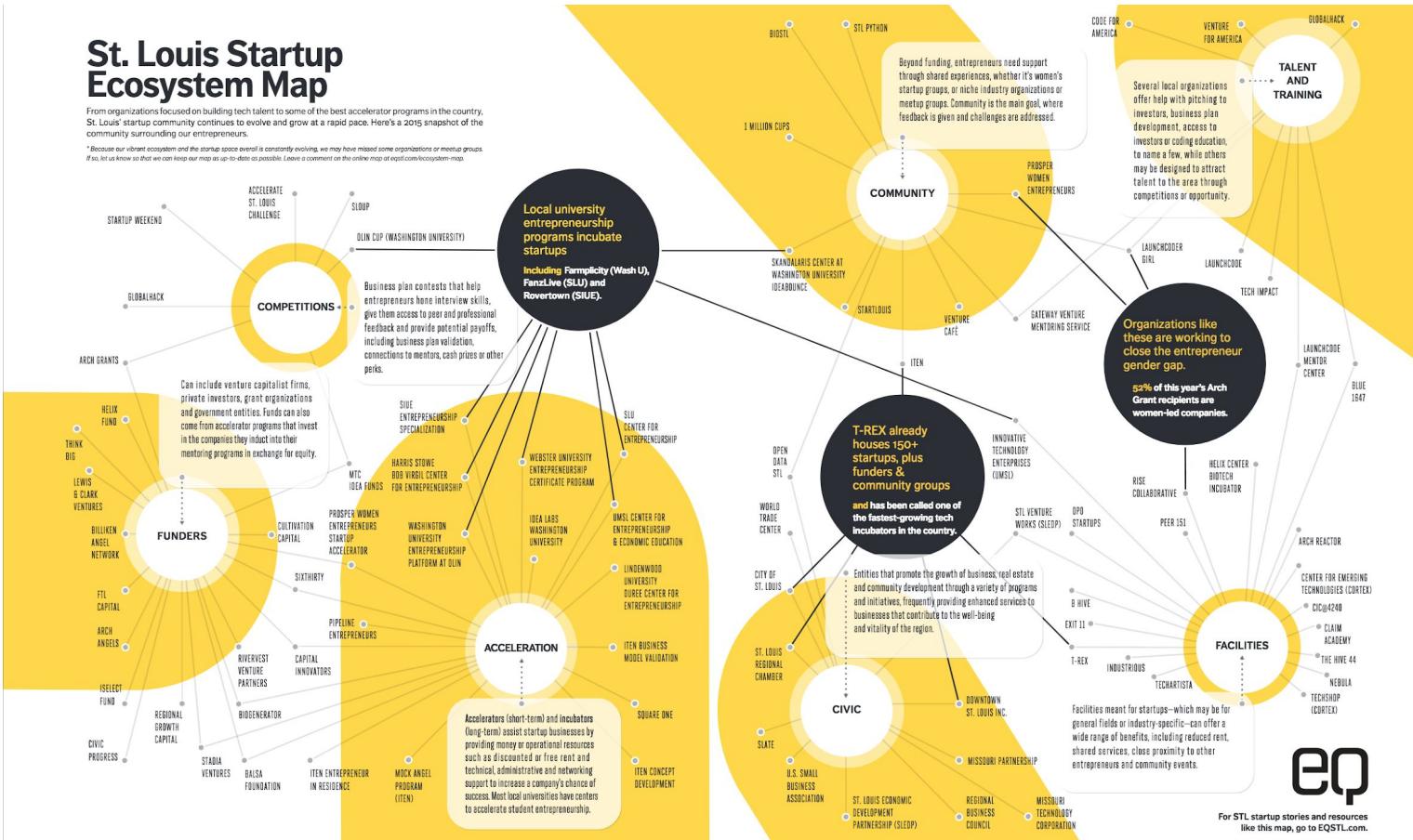


Why on earth would we make one of those AGAIN?

St. Louis Startup Ecosystem Map

From organizations focused on building tech talent to some of the best accelerator programs in the country, St. Louis' startup community continues to evolve and grow at a rapid pace. Here's a 2015 snapshot of the community surrounding our entrepreneurs.

* Because our vibrant ecosystem and the startup space overall is constantly evolving, we may have missed some organizations or metric groups. If so, let us know so that we can keep our maps as up-to-date as possible. Leave a comment on the online map at eqstl.com/ecosystem-map.



Why on earth would we make one of those AGAIN?



Knight

Foundation:

Trends in

Civic Tech

THEMES

CLUSTERS

ORGANIZATIONS

Learn more about the study

Get the data (xls)

Anything missing? Send us feedback

Like 16

Tweet

Find organizations



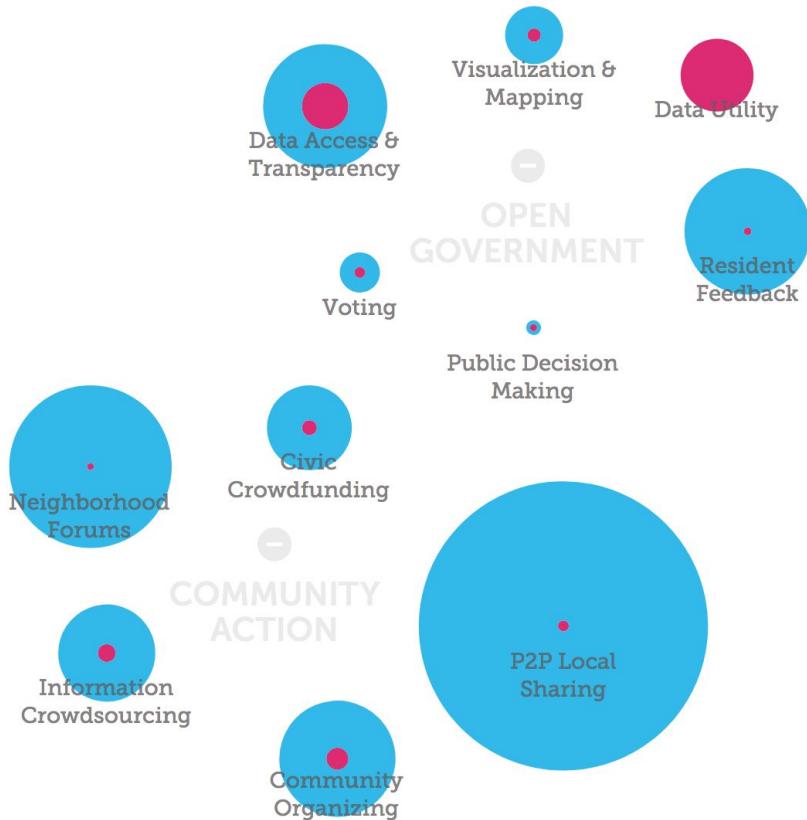
READING THE CHART

Investment Type

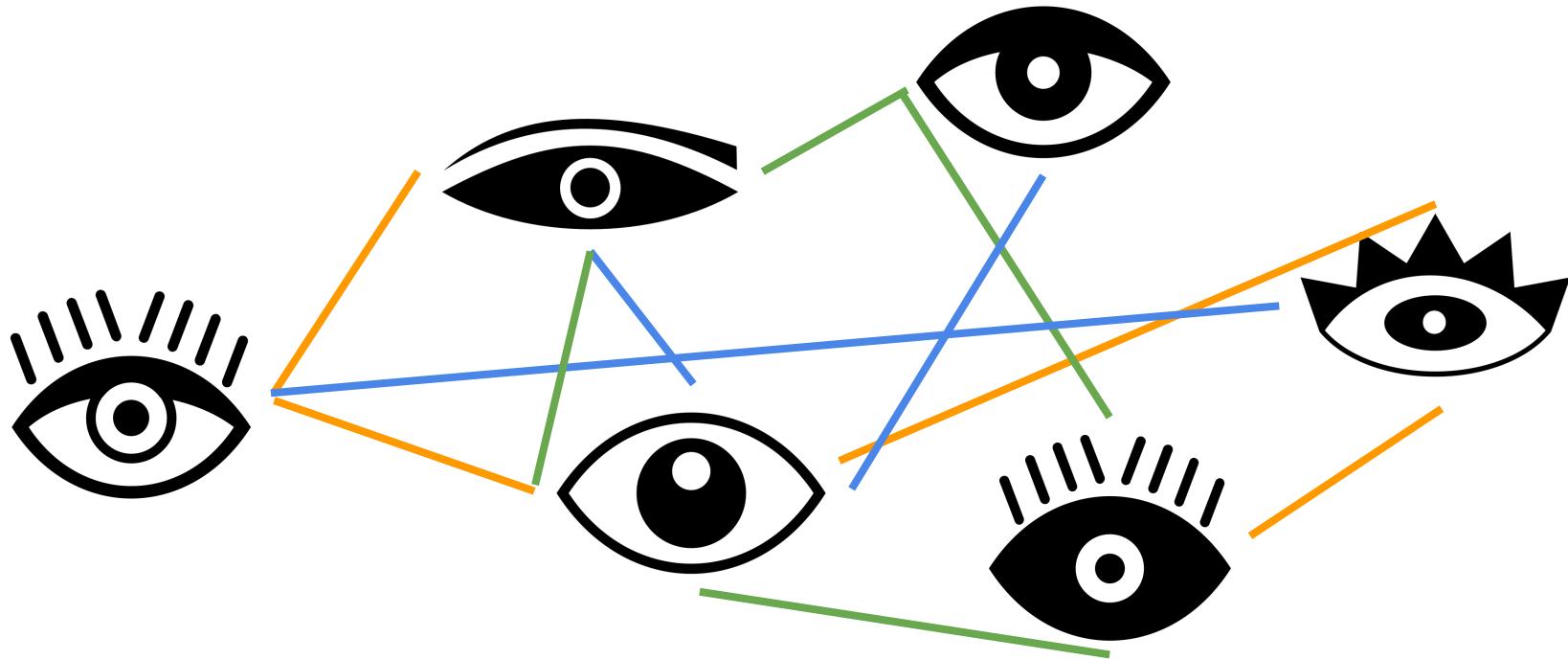
- Private
- Grant
- No investment

Investment Size (\$) Jan 2011 — Dec 2013

Small • Large

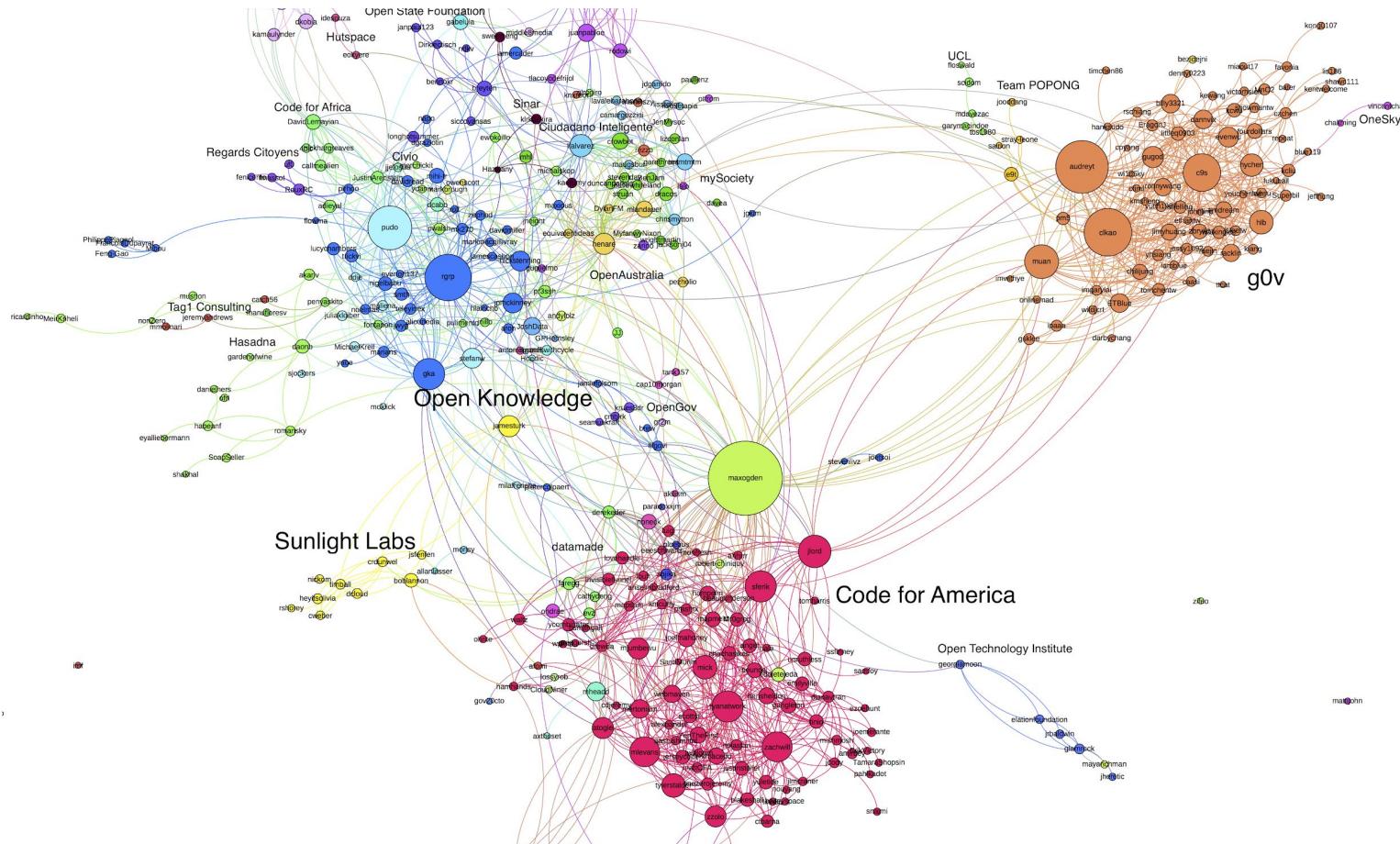


Why on earth would we make one of those AGAIN?



Eye icons by Cho Nix from the Noun Project

What can we learn once we finish?

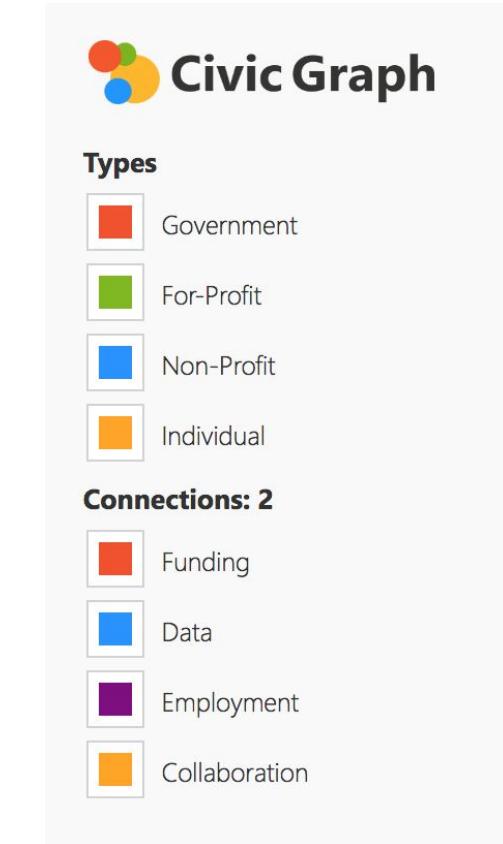


What do we include?

The most critical thing to include are the organizations and/or individuals in your ecosystem and the connections between them.

Beyond that, consider adding activities/events/spaces to demonstrate **how** ecosystem players are connected.

You can also categorize organizations using whatever typology makes sense for your ecosystem.



How do we start?

- **Top Down:** Record what you know of the civic data players and the relationships among them.
- **Organic/Incremental/Snowball:** Ask a person or organization: who do you get data from? who gets data from you? what is your relationship with civic data? Find the people or organizations they reference and go along the chain(s) asking the same questions.
- **Community Building/Convening:** Bringing together a group of local civic data players to do the environmental scan collaboratively.

Yeah, but how do we start **TODAY**?



- Think of an event or service and write it on one color post-it - this will be your color for activities
- Write the names of the partners involved in the event on a second color of post-it - this will be your color for organizations or individuals
- Draw lines connecting the partners and activity
- Repeat!

Here's how we will do this!

- Draw your preliminary ecosystem map
- Walk around and glance at other maps for inspiration
- Continue adding to your ecosystem map, including any labels that will help other teams interpret it
- Walk around and comment on other maps (which means you'll get some feedback on your map!)
- Return to your map and debrief quickly

Identifying Ecosystem Players

Who is the go-to in your community for _____?

- talking about equity and how data affects vulnerable populations
- reaching a lot of community organizations at once
- trainings around data literacy
- trustworthy reports about neighborhood data and trends
- offering classes on a range of technology skills
- funding for community projects
- organizing topical social events and connecting people
- facilitating door to door community engagement
- designing and implementing surveys
- tracking down a public dataset no one seems to have access to yet
- organizing a hackathon or meetup or work session
- expanding access to technology and internet so people can use data
- communicating data findings to a broader audience

Stuck? Here are some likely suspects for your map:

- Local government (and other) agencies that are producers of data
- Non-profit organizations that use civic data
- Data intermediaries that help people find, use, and apply civic information
- Foundations that support civic data initiatives
- Journalists and individuals who make meaning of civic data
- Local businesses and others that add value to data by contextualizing it or creating access
- Coders and bridge groups that use technology and civic data
- People and organizations that help data users build their skills
- Libraries -- in whatever local role they play!

Walk Around: Exploring Other Ecosystem Maps

Use your post-its to annotate maps using the following prompts:

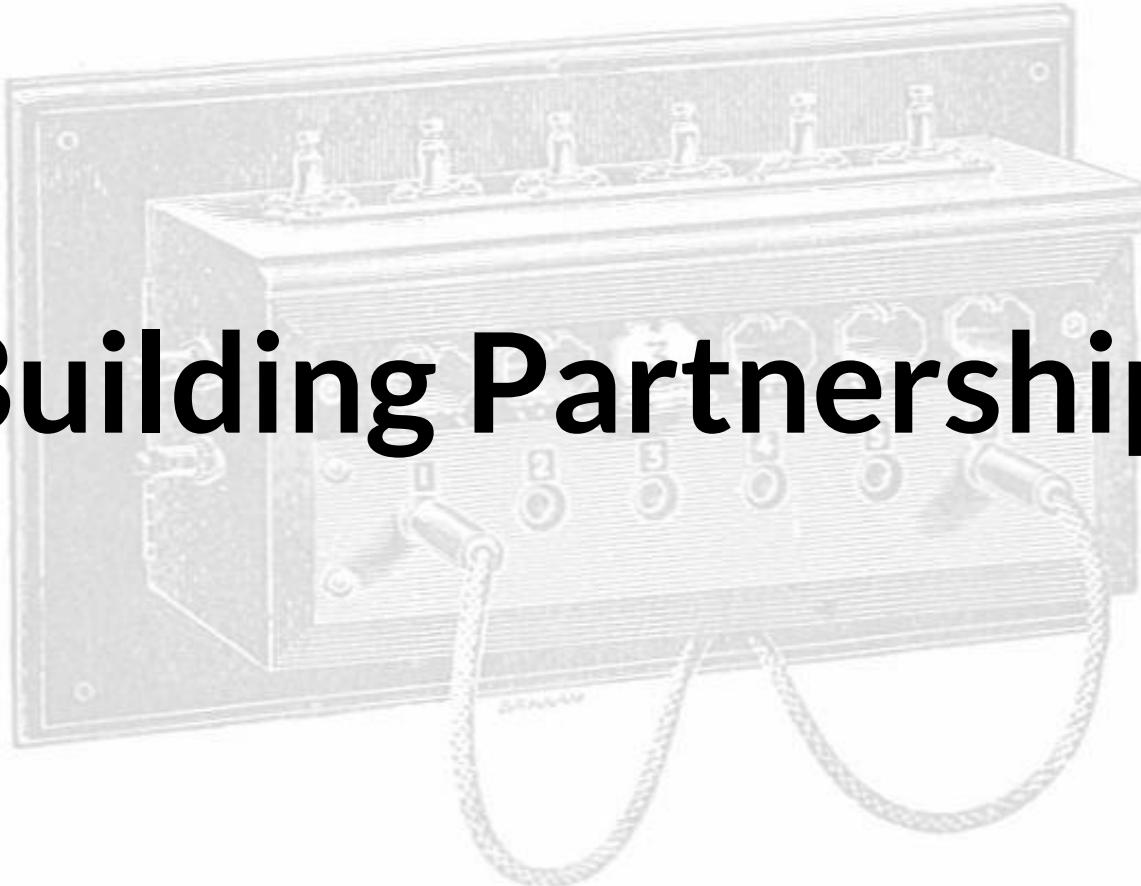
- Put a special blue post-it by a partner or connection that surprised/excited you to see?
- Do you see a clear “center” to this ecosystem or are roles/work/power/influence more distributed?
- From this map, how would you describe the library’s role in the civic data ecosystem?
- What types of partners/roles might be missing?
- Are there any potential vulnerabilities?
- What questions/comments/reactions do you have about this map?

After the Walk Around: Debrief with Partner

Pick just one or talk through all of these with your partner:

- Choose an organization on the edge and center them and see if that changes how you think about the ecosystem or what players need to be there. **What would it look like with library centered** (if they aren't already)? What if you centered a community data user, such as a block captain?
- Look at points of entry - how would a new partner or a user learn about full ecosystem - who are the ecosystem members who interface with community at large?
- Is your ecosystem inclusive of everyone in your community. Which members of your community may not be represented? Would all partners agree to their role? If you showed the map to organizations on it, would they agree there are partnerships?
- **Is this a “real” map or an aspirational map?**
- Based on how you've drawn your ecosystem, are there certain partners that are critical? if they closed down, would you severely alter the ecosystem?
 - Would there be partners that no longer communicated? Would you end up with two unconnected ecosystem blobs?

Building Partnerships



This is a chance for your team to design a project that you might work on **together**.

You have support here, so we encourage you to design something that might be a stretch.

To encourage ideas, here is a typology of some library roles around civic data:



Examples of Data Management Partnerships

Metadata Consultation



Re-enactment



Metadata Information

Metadata Field	Value
ID	9e0ce87d-07b8-420c-a8aa-9de6104f61d6
Title	Allegheny County Property Sale Transactions
Number of Resources	7
Created Timestamp	June 18, 2015, 10:25 AM
Modified Timestamp	October 2, 2017, 9:26 AM
License	Creative Commons CCZero
Organization	Allegheny County
Group/Topic	Housing & Properties
Department	Office of Property Assessments; Department of Administrative Services
Public Access Level Comment	Ordinance 34-78-07 prohibits public access to search assessment records by owner name. Signed by the Chief Executive in 2007.
Temporal Coverage	2012-01-01/Most recent past month
Geographic Unit	Parcel (Block/Lot)
Data Notes	Property Sales are not required to be recorded within a specific time frame from the date of sale. Information is recorded at the discretion of the property owner and sales are not found in this data set until after recording is completed and supplied to Property Assessments.
Frequency - Data Change	Daily
Frequency - Publishing	Monthly
Data Steward Name	Mary Beth Snyder
Data Steward Email	LandHelp@AlleghenyCounty.us
State	active

Privacy Advice



Data Management Plans

Data Management Plan
Western Pennsylvania Regional Data Center
www.wprdc.org

Last updated 4/23/2018

Introduction

The Regional Data Center is managed by the University of Pittsburgh's Center for Social and Urban Research, and is a partnership of the University, Allegheny County and the City of Pittsburgh. The Regional Data Center provides an infrastructure for civic data sharing. This infrastructure has several dimensions, including: a technological infrastructure in the form of a community open data portal; a legal infrastructure for data exchange; a governance infrastructure for both data stored on the portal and the project itself, and an infrastructure for community engagement.

This plan describes basic data management practices and policies employed by the Regional Data Center. These practices are designed to enhance data quality, ensure proper

Data Archiving and Preservation



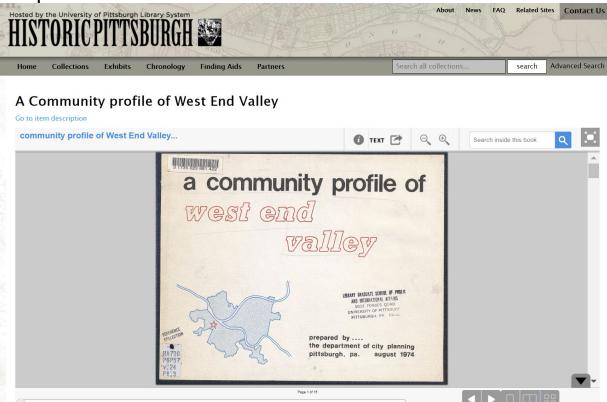
memory Lab DC public library

**Future Proofing Civic Data:
Exploring the Challenges of Preserving
Open Civic Data for the Long Term**

A white paper presented by the Temple University Libraries
Last Edited September 29, 2017

Project team: Joe Lucia, Dean of Temple University Libraries (PI); Rachel Appel, Digital Projects & Services Librarian; Delphine Khanna, Head of Digital Initiatives; Chad Nelson, Lead Technology Developer; Margery Sly, Director of the Special Collections Research Center; and Gretchen Sneff, Science and Engineering Librarian.

We are grateful to the Knight Foundation for the "Knight News Challenge on Libraries" grant that supported this project.



Context for Data with Guides



WESTERN
PENNSYLVANIA
REGIONAL
DATA
CENTER

Guides About Data ▾

Data Guide

A Guide for Data Related to Cardiovascular Disease Risk in Allegheny County

About

The data in this guide has been assembled and made available for public use as part of the Allegheny County Data Across Sectors for Health (DASH) project. This local DASH project is supported by the Robert Wood Johnson Foundation as part of their national initiative aiming to develop, implement, and evaluate multi-sector data sharing projects addressing a range of public health challenges. As part of this collaboration the Allegheny County Health Department has collected social determinants data from multiple sources in an attempt to improve the cardiovascular health of 1.2 million residents in the county. This data available through DASH not only relates to cardiovascular disease, but a wide



WESTERN
PENNSYLVANIA
REGIONAL
DATA
CENTER

Guides About Data ▾

Fast Food Establishments

The Allegheny County Health Department has generated this list of fast food restaurants by exporting all chain restaurants without an alcohol permit from the County's Fee and Permit System. A chain restaurant defined by the County is any restaurant that has more than one location in the County. Chain restaurants capture both local and national chains (including locally owned national chains) so long as there is one or more establishments in operation within the County.

What's Included in the Data:

Publicly Available

- Client ID
- Name
- Legal Name
- Start Date
- Street #
- Street Name
- Zipcode
- Latitude
- Longitude
- Fast Food Category

Where to Find the Data:

- Open Data on the Western Pennsylvania Regional Data Center's Website
- Interactive Map

Library as Publisher



**Carnegie
Library of
Pittsburgh**

Carnegie Library of Pittsburgh

To Engage our Community in Literacy and Learning Carnegie Library of Pittsburgh is supporting individual achievement and strengthening the power of community. Through the... [read more](#)

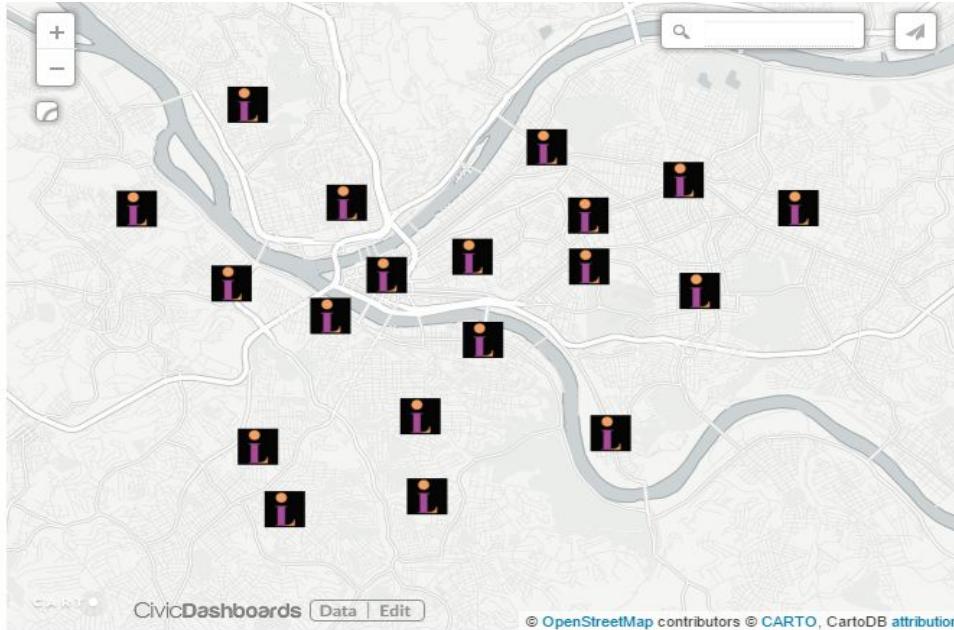
[Social](#)

[Google+](#)

[Twitter](#)

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[License](#)



Data and Resources



Library Locations

Carnegie Library of Pittsburgh locations as of June 20, 2016

[Preview](#)

[Download](#)



Library Locations Data Dictionary

[Preview](#)

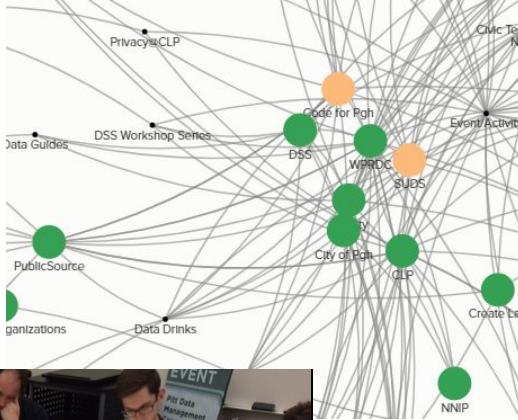
[Download](#)



Examples of Community Engagement Partnerships



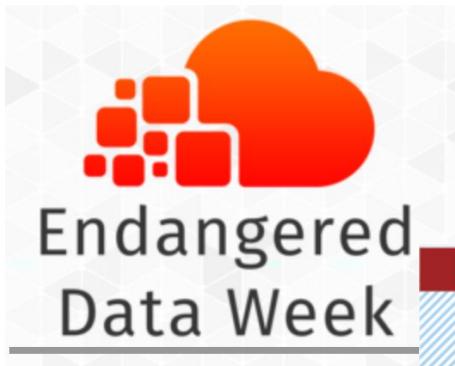
Cultivating an Ecosystem



Chicago School of Data
A regional ecosystem in the service of people



Facilitate Community Conversations



Your Voice Matters:

You're Invited to a Public Meeting about
Sensors, Privacy & Data in Chicago

WHAT: Array of Things Public Meeting

WHEN: Tuesday June 14, 2016 | 5:30pm — 7:00pm

WHERE: 1805 S Loomis St. — Lozano Library

The event will take place in the large meeting room

Refreshments will be served.
No technical experience or
knowledge is required.
ALL are welcome!

Learn more about Array of Things: arrayofthings.github.io
Sign up to get updates on this event: bit.ly/ArrayOfThingsMeetings

Hosted & sponsored by the

SmartChicago
COLLABORATIVE



User Engagement and Feedback



Data User Group Meeting



Civic User Testing



Provide a Home for Community Events



Celebrate Data through a Data Day



 **Geoffrey L Arnold**
@geoffreylarnold

Following

@PghIP is down at @carnegielibrary talking about #BurghsEyeView Check it out at data.pittsburghpa.gov



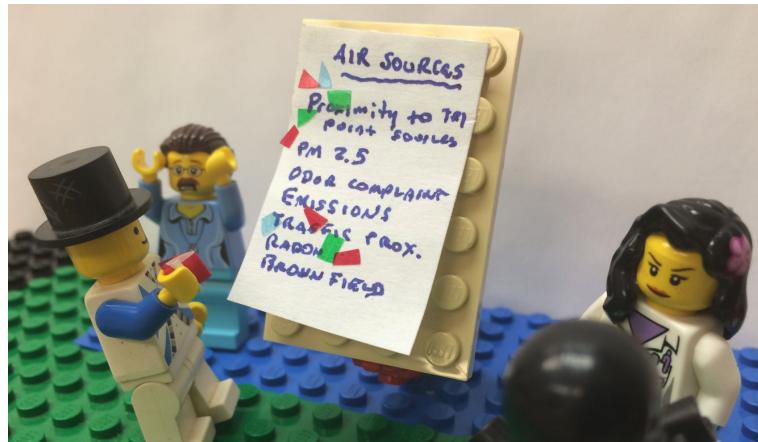
9:27 AM - 21 Oct 2017 from Carnegie Library Of Pittsburgh



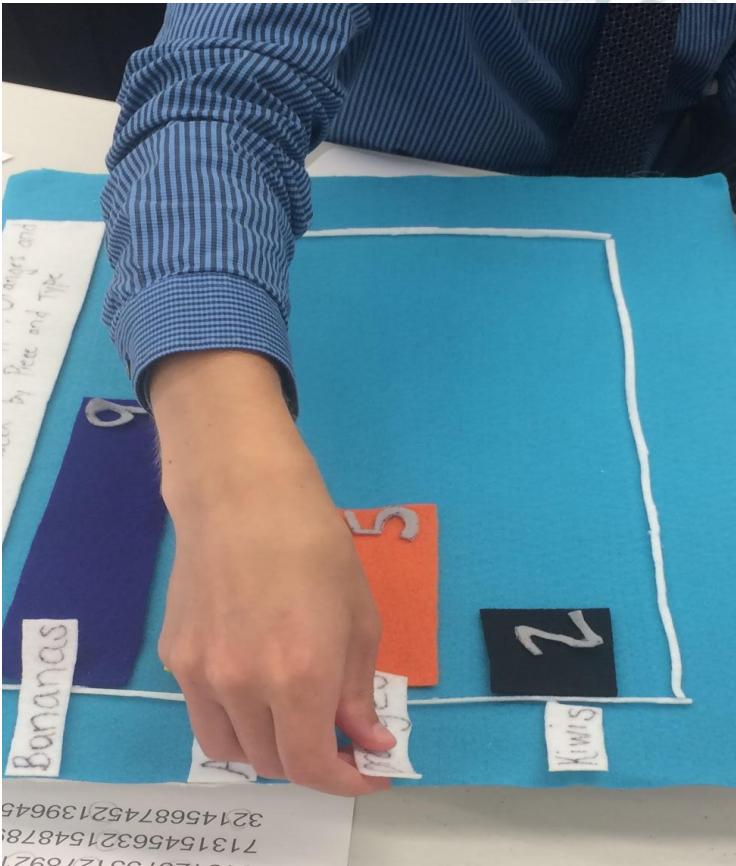
Establish publishing priorities



The screenshot shows the Western Pennsylvania Regional Data Center's website. At the top, there is a navigation bar with links for Data, Tools, Get Involved, News, About, and Contact Us. Below the navigation is a search bar labeled "Search for open data" with a magnifying glass icon. The main content area is titled "/ Data Requests". It features a "Data Request" section with a "Add Data Request" button. Two data requests are listed: one for "Building Permit" which is marked as "OPEN" and another for "Traffic Infrastructure" which is marked as "CLOSED". Both requests have brief descriptions and timestamps.



Data Literacy Training



Data Skills Training



- NNIP Microsoft Trainings
- Data/Library Carpentry
- Data SF
- Civic Data Ambassadors
- Individual workshops



Technical Assistance



Promotion - Social Media, Newsletter, Events Calendar, Flyers, Etc.

Data Day; "spooky" data social; open data + zines; blight data; open data about dogs; Petrochemical America; Weapons of Math Destruction recap; neighborhood profiles; Open Data in PA; Mona Chalabi; events, and more



Like this newsletter? [Sign up for our mailing list](#) or forward it to a friend.

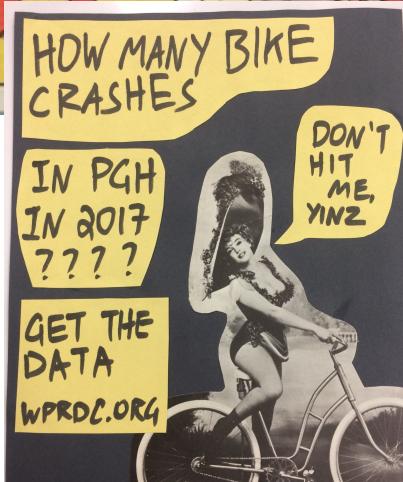
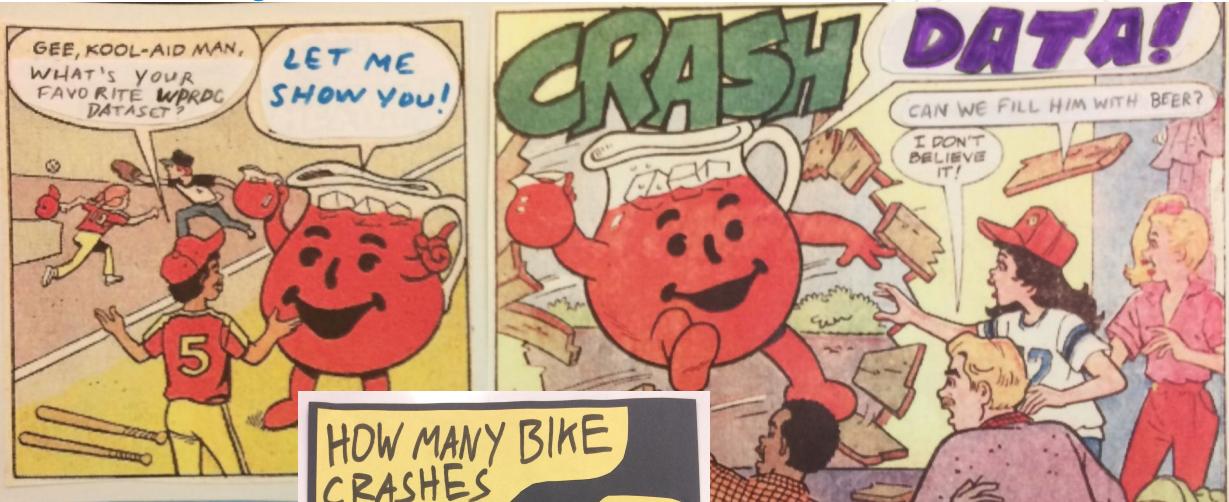
[View this email in your browser](#)

Open Data & Civic Tech News #27: Data Day is almost here!

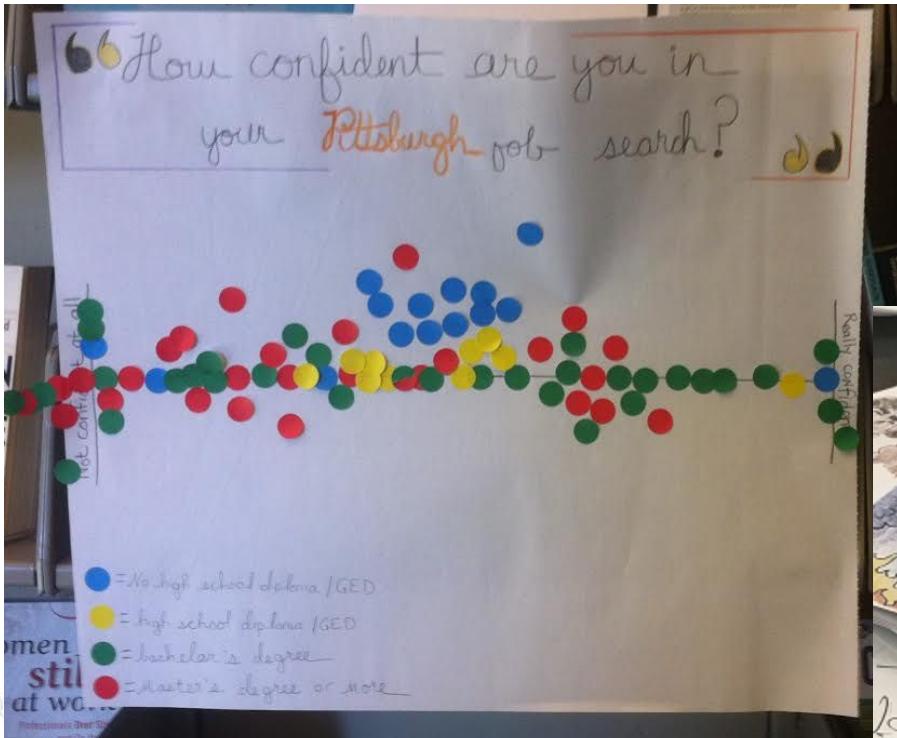
October 6, 2017

News

- [Data Day](#) is almost here! Get ready for a day of hands-on activities on Saturday, October 21. Many exciting activities will be spread throughout the Carnegie Library in Oakland. You can learn more about political redistricting, see what you can do to help raise awareness of the 2020 Census, learn more about how Pittsburgh and Allegheny County are using data, and be inspired by data-themed art and music activities. We'll see you there. There may even be a [special guest](#)!
- If you're connected with the university community in Pittsburgh, join us in Hillman Library's Digital Scholarship Commons for a [social event on October 30](#) for spooky treats and to meet others that love data. Learn more about where to turn for data, and find inspiration for a project. You'll also be able to give a brief 3-5 minute lightning talk at the event where you can share your work, talk about data careers, pitch your club or a project idea, and tell your data story.
- In their [recent blog post](#), learn how the Carnegie Library of Pittsburgh and PublicSource encouraged teens to connect with data in this summer's zine camp. The zine camp was one of the projects the Library has sponsored to promote data literacy. The participants used the zines to share a personal story about data.



Storytelling



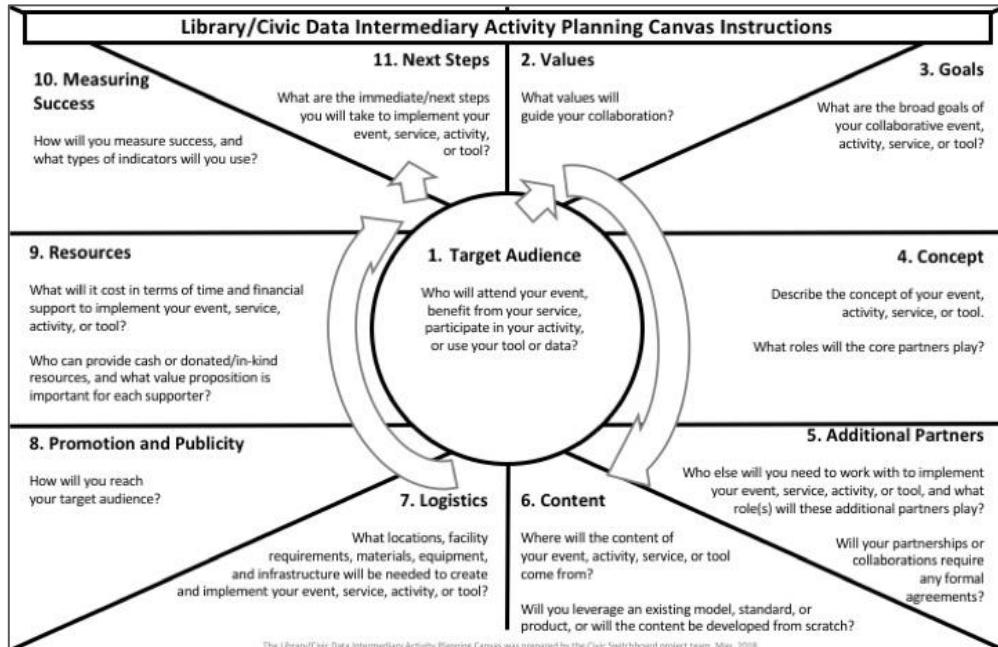
Name	Area(s) of Research		
E-mail or @	Age	Zip Code	
My Data is _____ years old. <small>(number)</small>		My Data lives in _____. <small>(place)</small>	
*City, State, Region		I use my Data to _____. <small>(verb)</small>	
I wish my Data could _____. <small>(verb)</small>			



Librarians Give Great Advice



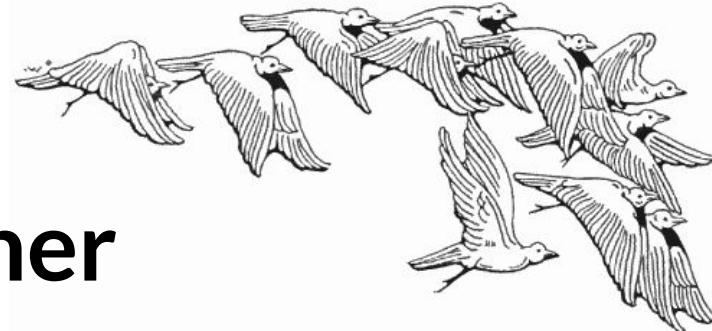
Identify something you want to do together



It is important to plan projects with community. Look at your ecosystem map and identify who should be involved in the project and/or **if someone else should be leading and/or if it is already happening**

Break and Proposing Birds of a Feather

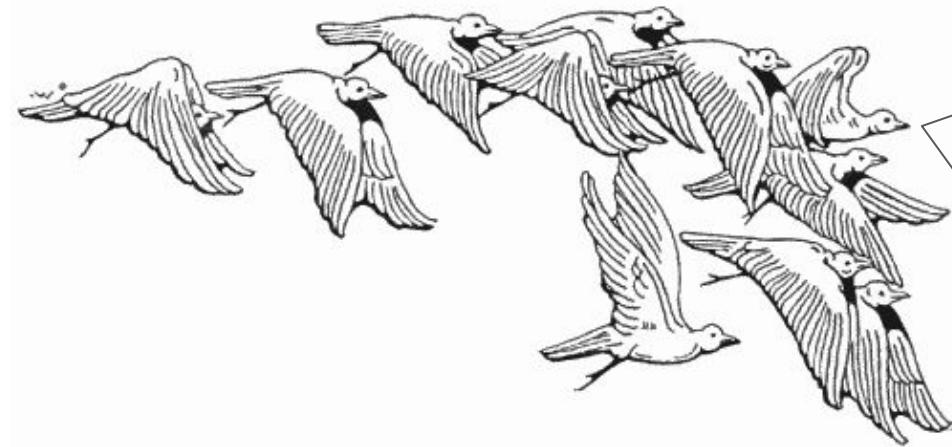
(You can break up the team for this section)



What would like to dive into with a group? What questions are most pressing for you?

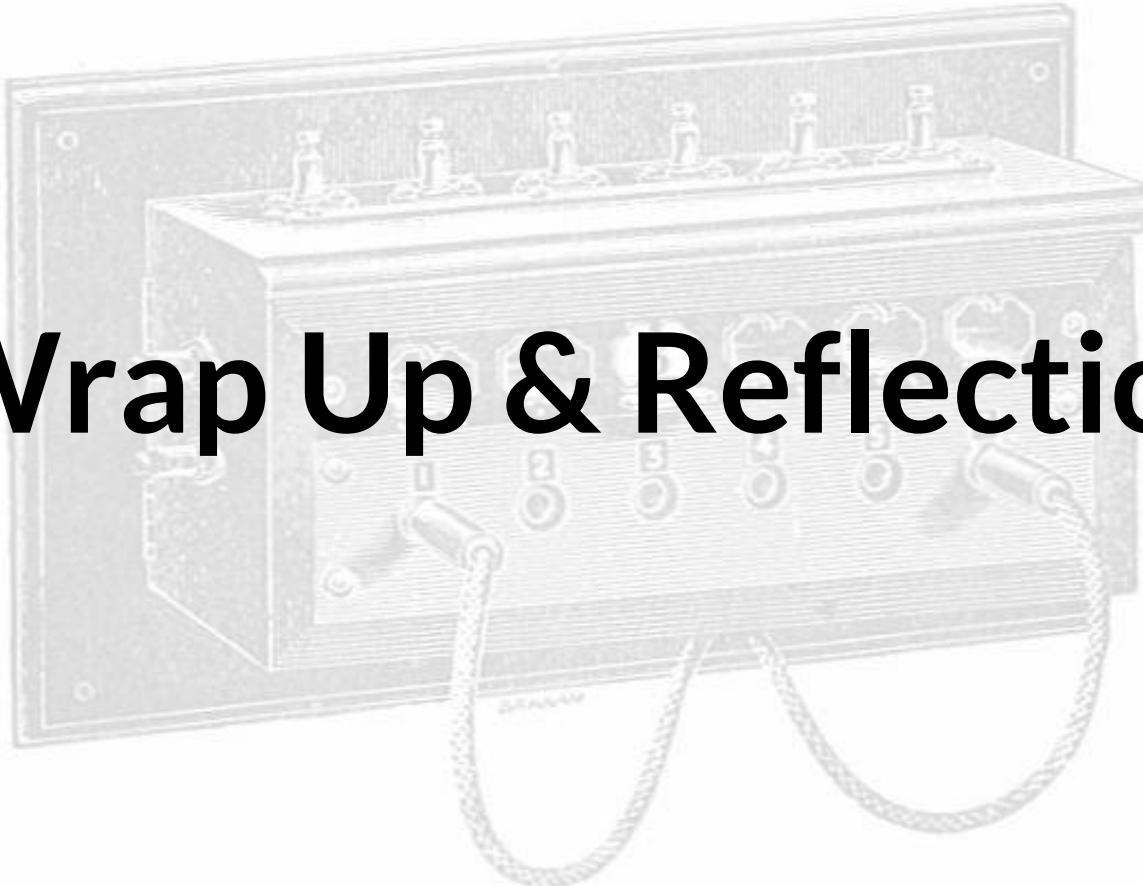
**Write on a post it and put on flip chart paper by coffee.
You may +1 to ideas you like.**

After coffee and snacks, we will announce the groups.



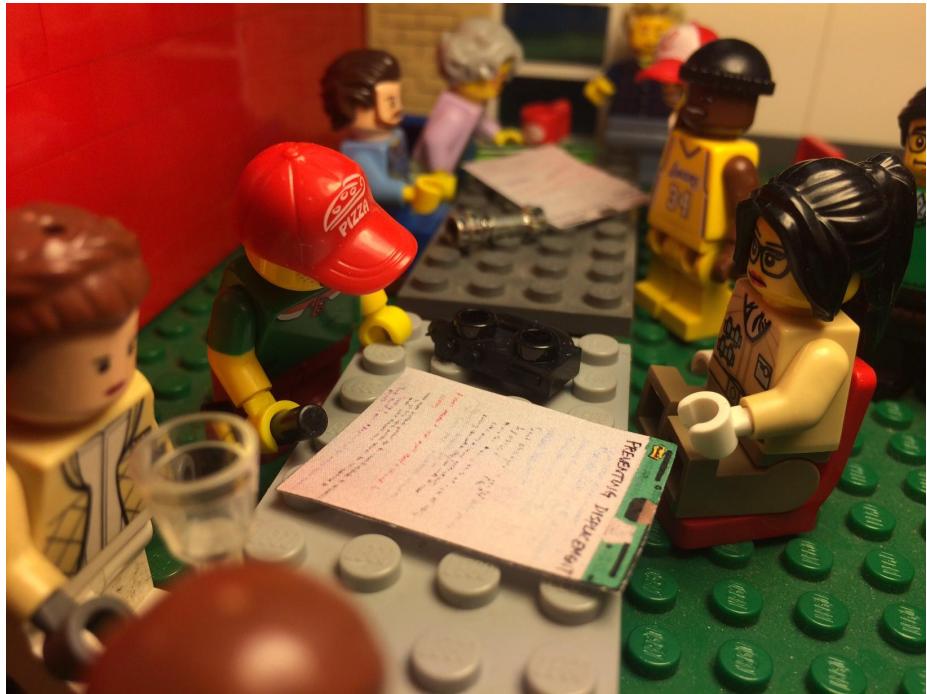
Announcing the Birds of a Feather Groups

Wrap Up & Reflection



Reflecting on Today

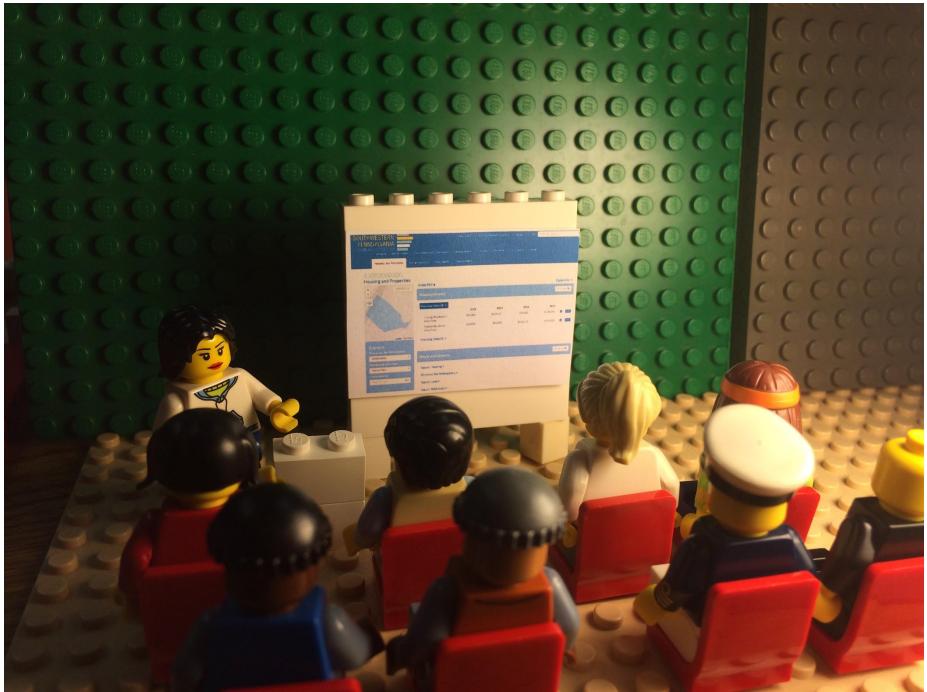
- What did this exercise teach you about your community's data ecosystem?
- What areas are still vague or unclear?
- What will you take back to your colleagues?
- What would you like to do next?



Evaluation: Help Us Help You

Fill in the blanks:

- “I like...”
- “I wish...”
- “I wonder...”



Upcoming Opportunities



Tell Your Friends About our Next Workshop!

October 14, 2018, Las Vegas, NV

[About](#)[Events](#)[Resources](#)[Groups](#)[Opportunities](#)[Contact](#)[Join DLF](#)

DLF in the Desert?

our 2018 Forum, just outside Las Vegas





Thank You!