

CLARIN K-centres Monitoring Report: 2019-2020

www.clarin.eu

Maciej Piasecki
CLARIN KSIC



Mikel Iruskieta
CLARIN KSIC





Pixabay: [Thomas Hendele](#)

Overview

- a) Introduction
- b) Services: coverage
- c) Examples of users
- d) Problems encountered
- e) Funding of the centre
- f) Collaboration
- g) Recommendations
- h) Feedback on the monitoring
- i) Final remarks and open discussion (15')**

Introduction

- Monitoring K-centres started in 2017
- In 2019 the KSIC decided to start annual reporting by K-centres.
 - To better understand K-centre work
- Period: 1 September 2019 - 31 August 2020
- Questionnaires were distributed to the 23 CLARIN K-centres in September 2020
 - Not compulsory for 3 centres that joined in 2020
 - The other 20 K-centres all answered the questionnaire.
 - <https://www.clarin.eu/content/knowledge-centres>

Services: sources of requests and coverage

- Channels of communication with users
 - Help desk accessible via a web form and e-mail address
 - Direct telephone number
 - Different forms of direct contacts (e-mails)
- Identification with CLARIN in the services provided
 - Most of the K-centres
- Everyone can ask and CLARIN answers
- Most services were successfully served
 - Extreme cases: 3500 and 5000 services
 - Normal cases: 1 to 110 requests
- Statistics are not collected systematically
- Non-served requests: 0-5 it is very small

K-centres and users

- **Types of request**
 - **immediate response**, guidance on accessing resources and tools, support in writing project proposals, training activities (short and long), adaptation or expansion of tools or services
 - **advice on teaching materials (increasing service)**
- **User feedback** is not collected systematically, but the centres are in contact with users
- **Proactive activities** by almost all centres: how-to-do documents, video recordings, FAQ list... provided with URLs
- **Annual report** - only less than half of the K-centres prepares and sends annual reports

Examples of users and requests

- Most centres did not provide examples
 - could be improved in the next version of the questionnaire
- Provided examples can be organized into four groups:
 - Access to or **advice on language resources** and, less often, tools, data formats, meta-data standards, existing repositories for data, methodological consultation
 - **Tutoring or training**, e.g. in relation to particular tools, hosting visits of MSc and PhD students
 - Limited **development**: fixing errors or improving and expanding some **tools**
 - **Actions**: curation of corpora, collaboration in preparing project proposals, development of tools and applications.

Problems encountered

- Requests going **beyond the areas of expertise**
 - all K-centres try to relegate such requests to other institutions or individual researchers
 - very rarely to a different K-centre
- Requests from **beyond the state of available LT**
 - further development of tools or systems would mean a higher workload
- Limited availability of **computing resources**
- Problems related to **IPR with materials delivered** or requested by the users.

Funding and Collaboration

- Diversified landscape
 - funded by national consortia, often very limited
 - support from projects or universities
- Controversial **issue of fees**
 - a few cases of annual fees
 - compatibility of this model with the general principle that CLARIN K-centres operate on a free of charge basis
- Collaboration among K-centres
 - **hard to find examples of collaboration among K-centres**
 - many K-centres are willing to collaborate with other K-centres
 - need for re-directing users to other centres
 - lack of awareness of the whole group of K-centres?
- Collaboration with CLARIN ERIC
 - **inadequate information** (or just lack of information) about other K-centres

K-centre Recommendations and Feedback

- **A single CLARIN K-centre access point** that would distribute user requests across the K-centres
- Ensure funding for non-CLARIN countries - "CLARIN-infected" users
- Good for CLARIN to have **a clearer route to reach resources**
- K-centre label has not changed anything in terms of recognisability → **K-centres more visible** in the CLARIN
- "To work more on reaching out, instead of only waiting for requests."
- Not clear to which extent **the monitoring questions are related to the services of K-centre or the host institution**
- A feedback from the KSIC on the basis of the monitoring report to a K-centre would be helpful for the centre



Discussion

- a) Final remarks
- b) Open discussion

Open discussion: questions for K-centres

- Do you think it is relevant to get an annual report?
- How would you count services of your K-centre?
- Where do you think K-centres could collaborate?
- How should be K-centres visible and accessible through the CLARIN central services?



wooclap

Your opinion matters, please, participate in Wooclap:
<https://www.wooclap.com/CLARINK>

Examples

1. corpus data curation
2. complexity measures
3. statistical analysis of a corpus
4. word frequency analysis
5. measuring polarity of adjectives
6. project proposal on research methodology
7. corpus analysis focused on COVID
8. image of marketing
9. a system for word association metrics for

Example 2: complexity measuers

Spanish CLARIN-K

- PhD in the Basque Center on Cognition, Brain and Language (BCBL)
- “My PhD work focuses on the amount of exposure to each language within bilingual contexts, and how it shapes language acquisition at a cognitive and neural level”
- Services: adaptation of tools and consultancy
 - [ANALHITZA](#)
 - <https://switchboard.clarin.eu>



<https://www.clarin.eu/blog/tour-de-clarin-interview-jose-perez-navarro>