



# Relationship Building and Advocacy Across the Campus



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# What can we offer?

- To build relationships we must have something to offer
  - Relevant services – what does the research community want? What are their daily frustrations and top concerns? How do we know?
  - Save researchers' time e.g. integrate into workflows
  - More visibility and impact
  - Neutrality
  - Coordinating role – bringing together fragmented / scattered services
  - Collaborating role – expertise / resource sharing



# Analysis of queries; articulate use cases

- Can you host my research centre's website?
  - I'm applying for an IRC grant and would like to include deposit to the Digital Library as a means of strengthening my application
  - I've been awarded a grant – can you help me with the metadata aspects of my project?
  - Can you tell me what my H-Index is? I need it for a grant application.
  - How can we in this School increase our research impact?
  - Who are we collaborating with, internationally?
  - I'm doing a PhD and creating a dataset – can you store that in the Library?
  - Who else is using Drupal on campus?
  - I'm confused about open access – is there a charge?
  - Am I breaking copyright if I put my articles into the Repository?
- We want to create a temporary online exhibition – can the Digital Library help?



# Digital Library use cases

## App. 3: Use Cases

All collections need to be considered in the context of the criteria outlined in the collection development policy.

USE CASES	LEVELS OF SUPPORT / SERVICE Decide which we can support now and which we need to move towards, i.e. Core v. Developing
<b>INTERNAL</b>	
Existing digital collection that could come into the Digital Library	<p>Infrastructure                      Preservation                      Added functionality e.g. geospatial, linking to related collections                      Access / Showcase</p> <p>Advice / consultancy on metadata, workflows (if the collection is to be added to)</p>
Website on platform such as Drupal	<p>Advice / consultancy on metadata, copyright, etc.</p> <p>What we CANNOT do is host this website. However we CAN advise on who in UCD can provide storage (Research IT). And....if at a future time actual collections come (e.g. RTE recordings), then we can create a DL collection and they can use DL's APIs to bring them into their Drupal site.</p>
<p>Individual academic's physical/digital collection/s</p> <p>May need to work with identified academics prior to deposit/retirement, to ensure the capture of as much detail as possible</p>	<p>Infrastructure                      Preservation                      Access</p>



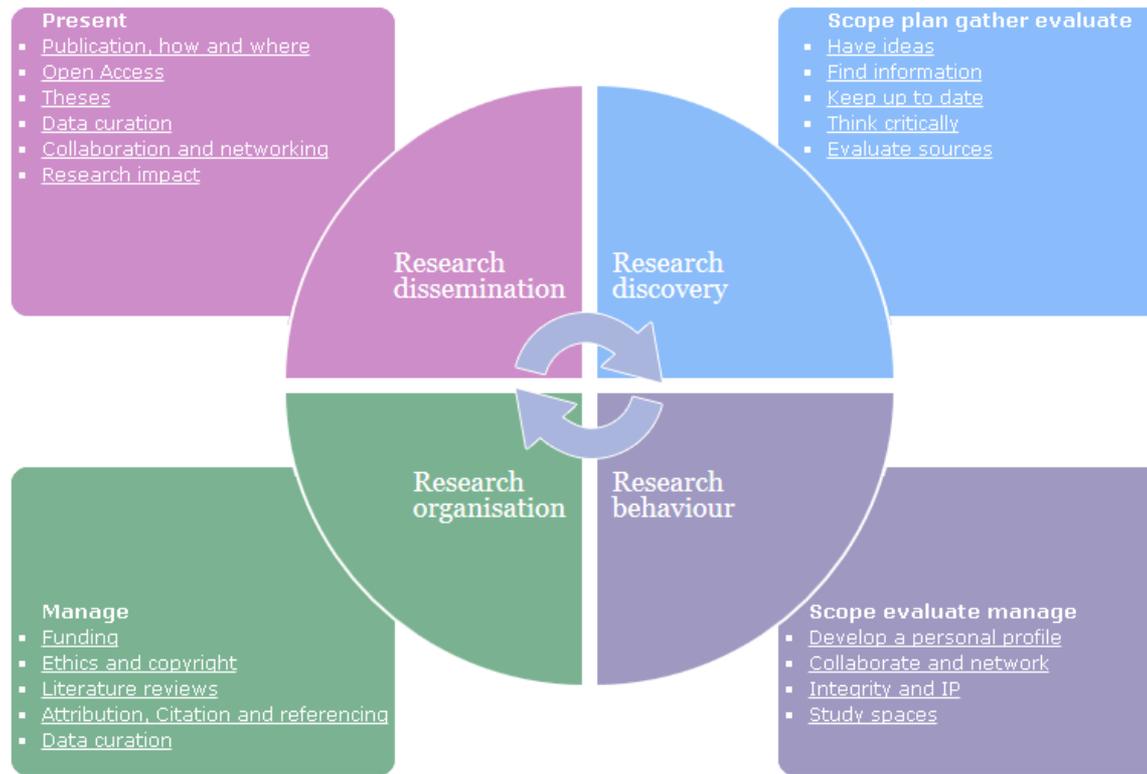
# Moving from collections to services and solutions

Collection	Receipt of	Metadata & documentation	Infrastructure	Services and Solutions
<b>Repository</b>	Copyright Name authorisation  Repository Librarian	Dublin Core  Repository Librarian	DSpace Eprints  Programmer / Developer	Researcher/School/College - Funding application, visibility and impact, stats Researcher - Copyright, metadata, infrastructure, compliance Research - Access, infrastructure, preservation Funders - Compliance - Reporting back to funding agency, stats
<b>Data Archive (e.g. social sciences)</b>	Data quality, anonymisation, decryption  Data analyst (e.g. CSTAR, postdoc from relevant discipline)	DDI Codebooks Questionnaire  Metadata Librarian	Nesstar, other infrastructure  Programmer / Developer	Researcher/School/College - Funding application, visibility and impact, stats Researcher - Permissions, metadata, RDM, compliance, infrastructure, Research & Teaching - re-use, secondary use, validation, reproducibility, access, infrastructure, preservation, quant. tools Data producers - Usage stats, visibility
<b>Digital Library</b>	Collection profiling Data modelling File processing  Digital Library team	MODS EAD Dublin Core, etc.  Metadata Librarian	Fedora  Programmer / Developer IT Services	Researcher/School/College - Funding application, visibility and impact, stats Researcher - Metadata, infrastructure, workflows Research & Teaching - New insights, APIs, data visualisation, etc.

# Using Lifecycles: coordination of services and where we fit

## The Informed Researcher

[Download Vitae's Informed Researcher booklet](#)



- Help explain processes (graphically)
- Demonstrate connections and relationships between parts and the whole
- Provide a framework to develop services and support, in conjunction with others
  - <http://www.ncl.ac.uk/library/research-support/informed-researcher/>



# Where and with whom do relationship building and advocacy activities take place?

- Within the Library
  - IT (development)
  - Specialist e.g. GIS, data, bibliometrician (development, service and advocacy)
    - Economies of scale in a small institution
  - Metadata (development, service)
  - Liaison Librarians (advocacy)
  - Outreach (promotion)
- Research office, research managers, data managers, IT services
- Academic unit, researchers
- Archives and repositories e.g. Special Collections, College Archives
- Committees e.g. Research Strategy Board, College Research Committees



How do we know?

# Issues

- Credibility
  - How to establish / obtain expertise
  - How to keep expertise
- Lateral communication lines required
  - Multiplicity of units involved in the design and delivery of specialist services
  - Library structure?
- Rationalisation of possible multiple points of contact between Library and its users
  - What is the degree to which services are project-based or mainstreamed? Role clarity important
- In partnering with key non-library areas (e.g. Research office) there needs to be clarity around respective roles
  - optics
- In partnering with an academic unit / repository / archive there needs to be clarity in relation to respective responsibilities (MOU)
- How do we get our voice heard with VP for Research, on key University Research Committees?



# Different models

- Employ specialists
  - Share across units?
  - Data Manager post across Conway Inst., Charles Inst. & Systems Biology Ireland
  - GIS Analyst across Library, ITS and Earth Institute
- Short-term contracts to get something up and running
  - Moving to a new environment
  - Investigate a new service e.g. establish the use of ISSDA datasets in a geospatial environment; train relevant staff, provide documentation etc.
- Contract out / service contract with specialist company
  - DSpace - @Mire
- Embed library staff in a research team
- Adhoc assistance with specialist queries
  - Quantitative data queries
  - CSTAR or post-doc model (retainer) – need role clarity



# CSTAR template

- General observations
- Suitability for deposit to ISSDA (e.g. data quality, anonymisation, provision of contextual / descriptive information for users):
- Specific actions to address above two points (where necessary):
- Agreed turnaround time: 2 weeks



# Examples of types of relationships: Collections

- Widen scope of School Collection Policies to include Digital / Data collections, Repository, etc.
- Helps to move such collections into the mainstream
  - School level
  - Library level
- Opportunity to highlight such collections
- Opportunity to discuss future collections / existing collections within School (e.g. datasets, unique print collections) – relevancy, visibility



# Research impact and bibliometrics

- Assist a wide range of stakeholders (including authors, Schools, research institutes, research administration) to track research impact
  - Promotion
  - Quality reviews
  - Grants / funding applications

- **Single cross-campus framework available at point of need, within workflow, and from a logical place**
- **Advise on appropriate indicators**
- **Advise on presentation of indicators (e.g. in a CV, in a report, data visualisation)**



# Quality Review Framework



## Impact - Framework of Research Information Available

1. Quality of Publications (Bibliometrics) and Impact factor	<p><a href="#">Library Support</a> Click <a href="#">here</a> for information and <a href="#">here</a> for sample reports available from the library.</p> <p>Contact Info: Michael Ladisch Phone: +353 (0)1 716 7530 Email: <a href="mailto:michael.ladisch@ucd.ie">michael.ladisch@ucd.ie</a></p>
2. Publication Downloads	<p><a href="#">Research Repository download metrics</a> Examples of School metrics - <a href="#">Research Repository download metrics</a></p> <p>Contact Info: Julia Barrett Phone: +353 (0) 1 716 7356 Email: <a href="mailto:Julia.barrett@ucd.ie">Julia.barrett@ucd.ie</a></p>
3. Public Engagement	<p><b>Information which can be collated by the school. Some larger schools have used surveys to capture this type of information.</b></p>
4. Esteem Boards, Committees, Editorial, Awards, Distinctions (UCD News)	<p><a href="#">Awards, Boards and Committees</a> <b>Reports on Boards and Committee, membership are available from RMS Profiles.</b></p> <p>Contact Info: Liam Cleere Phone: +353 (0)1 716 4058 Email: <a href="mailto:liam.cleere@ucd.ie">liam.cleere@ucd.ie</a></p> <p><b>Stories on major awards, prizes etc. can be found on the UCD Research website</b></p>



# Similar approach for funding support service



Find a Funding Opportunity



Prepare a Proposal



Getting an Award Started



Manage a Research Project



Research Outputs



Research Commercialisation

Library mentioned only in relation to the Institutional Repository

Need better integration into workflows, at point of information need (e.g. application, award granted, at end of project)

Need to consider all information channels e.g. website, documentation, information sessions

## Horizon 2020

### Research and Innovation Actions UCD Help Pack

One mention of the Library:

*"In addition to laboratory equipment, you should also detail the IT Resources and Library resources and collections that are available".*

Not mentioned under:

- Impact
- Dissemination
- Data management plan
- Communication activities

Etc.

# Institutional Repositories

- Mainstreaming of repository advocacy to frontline library staff
  - Knowledge and confidence
- Researchers
  - How easy is the system?
  - How do we educate around tricky areas like copyright
  - Why would I use it when I have all my publications on ResearchGate?
- Research Centres /; Institutes
  - Different type of relationship....research administrators
  - May have interoperability solutions (e.g. Insight)
  - Bulk upload options
- Partnering with Research Office to provide seamless integration from author profiles to Repository
  - How seamless is it really?
  - Mismatch between fields
  - How is assistance provided? At point of need? (e.g. how do I get a new journal added?); clear who to go to for what? What is the service orientation?



# Mechanisms

- Liaison Librarians
  - Discuss upcoming sessions
  - Invite feedback – helps to inform and feeds into new approaches, FAQs
  - Regular meetings to update, share and discuss tricky areas – build knowledge and confidence
- Researchers
  - Videos, visual examples (e.g. correct / incorrect versions), FAQs, benefits, wow factors (statistics), compliance
  - Understand things from the researcher's perspective (e.g. why do they use ResearchGate)
  - Help them save time and increase visibility
  - Tell them what is/isn't possible and alternatives
  - One Helpline?
- Research Office
  - Regular, scheduled meetings with Research Office
  - Position yourself; be proactive in your approaches; be prepared to negotiate



# Data Services

- RDM: Coordinating role – bringing together scattered services
  - IT Services
  - Research Ethics
  - Corporate and Legal
  - Research Office
  - IP
- GIS: Collaborating role – sharing of expertise and resources to provide more streamlined & coordinated services
  - Earth Institute / IT Services and Library – GIS cross-campus service
  - Activity and expertise exists in pockets; fragmented across the campus



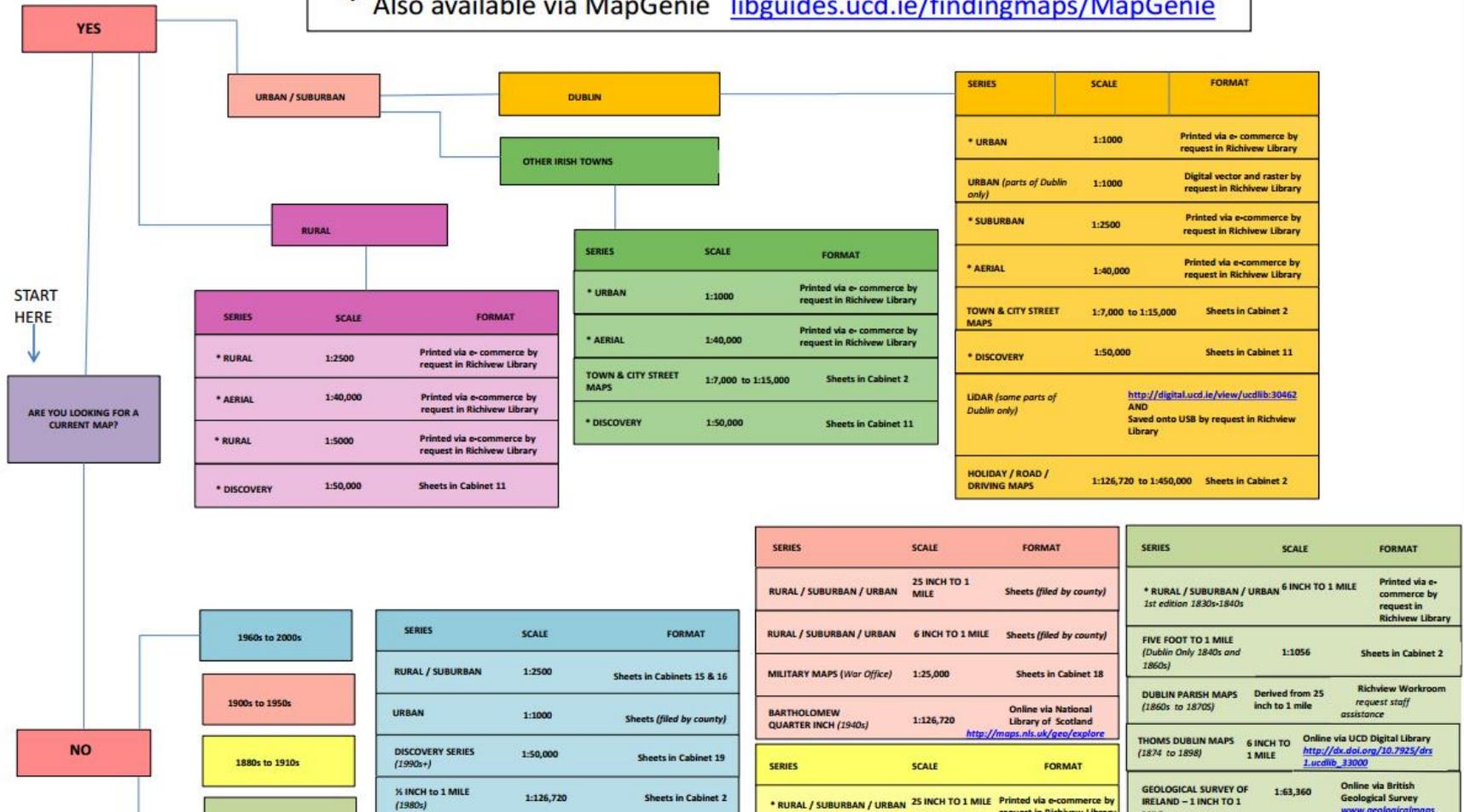
# Define what is possible: Research Data Service, Storage Tiers (QUB)

Need	Solution
<p>“Currently working on local workstation. Local workstation out of disk space. Need to move or “park” data to clear space”.</p>	<p><b><u>Tier 1 – Short term storage</u></b>            0.5 PB            Share project/folder between users.            No versioning</p>
<p>“Just published my research. No requirement to make externally visible”.</p> <p>“Just published my research. Funder requirement to make externally visible.”</p>	<p><b><u>Tier 2 – Published data</u></b>            0.5 PB            Protection against user modify and delete            Split between internal-only access and external access            Metadata capture            Access via PURE            DOI generated</p>
<p>“Finished with my data but want to keep it, may need it in the future”.</p>	<p><b><u>Tier 3 – Cold storage archive</u></b>            1 PB            Protection against user modify and delete            Metadata capture            Quotas enabled            Access via portal            Data will migrate to offsite tape backup in time</p>
<p>Categorisation of need – helps to define parameters of service</p> <p>Move to provision of defined services by ITS</p> <p>Need to collaborate with other units e.g. Library (Metadata, DOIs, Repository)</p>	

# Provide guidance – help explain difficult areas

## Finding a Map Flowchart

\* Also available via MapGenie [libguides.ucd.ie/findingmaps/MapGenie](http://libguides.ucd.ie/findingmaps/MapGenie)



# Channels of help

- **Q. I'm having problems trying to understand this dataset – can you advise?**
- **A.** Please check the following:
  - Codebook, data dictionary, survey
  - Any other documentation provided by ISSDA
  - Project's own website
  - Your MA / PhD supervisor
  - Consider whether data may be missing due to anonymisation
  - Consider whether data may be missing because you are looking for a derived variable
- If you are still having problems please contact ISSDA at [issda@ucd.ie](mailto:issda@ucd.ie) – we will pass your specific query on to the original research team for you.



# Define what is not possible: Vector data

## Access to the Digital and Lidar Data

-  [Richview Library Mapping Service Form](#)  
This form has options for choosing digital mapping (where available) and for mapping printed from the OSi e-commerce system.

Digital and lidar data is available to obtain, for free, in Richview Library. It is strictly for educational use by staff and students of UCD.

Terms and conditions for use of OSi material must be adhered to when using this data.

## Digital Mapping Data

Some areas around Dublin city centre, Belfield and Dun Laoghaire are available as follows: Vector data at 1:1,000 scale, Raster data at 1:5,000 scale, Discovery data in raster format at 1:50,000 scale, Aerial data in Raster format.

Bring your USB with you and Richview Library staff will copy the digital maps you need onto it.

You will need to complete the **Richview Library Mapping Service Form** above. The Terms and Conditions of Use are explained [here](#).

## Vector and Raster Data

-  [OSI VECTOR and RASTER DATA available from UCD Library](#)

This document gives brief definitions of vector, raster, and Lidar data. It lists all of the tiles available from Richview Library in these formats. It also gives details of how to apply to the OSi for digital data in situations where Richview Library does not have the data required.

## MAPPING THAT UCD LIBRARY CANNOT SUPPLY

OSi is no longer in a position to fulfill requests made by UCD for 1:1000, 1:2500 or 1:5000 vector data.

Data can be purchased directly from the OSi. Information about purchasing mapping at the academic discount rate is available here:

<http://www.osi.ie/Education/Third-Level-Academic/Guide-to-Academic-Discount.aspx>

A sample of the discounted pricing is included in this application form

[http://www.osi.ie/OSI/media/OSI/Education%20PDFs/Academic-Licence-\(2009\).pdf](http://www.osi.ie/OSI/media/OSI/Education%20PDFs/Academic-Licence-(2009).pdf)



# Digital Collections: Collaborating role

Iberian Books

About ▾

Maps

News

Help

## Iberian Books

<http://iberian.ucd.ie/>

Enter search terms



### The Iberian Book Project

Iberian Books (IB) is an ongoing research project based at the [Centre for the History of the Media](#) at University College Dublin. It is funded through a generous grant from the Andrew W. Mellon Foundation under their Scholarly Communications and Information Technology Scheme. The objective of IB is to produce a foundational listing of all books published in Spain, Portugal and the New World or printed elsewhere in Spanish or Portuguese during the Golden Age, 1472-1700.

[Read more »](#)

### News and Events

Iberian Books Project confirms two new appointments (August 2014)

The Project are delighted to announce the addition of two new appointments to the team: Dr Alejandra Ulla Lorenzo and Dr Alba de la Cruz

[Read more »](#)

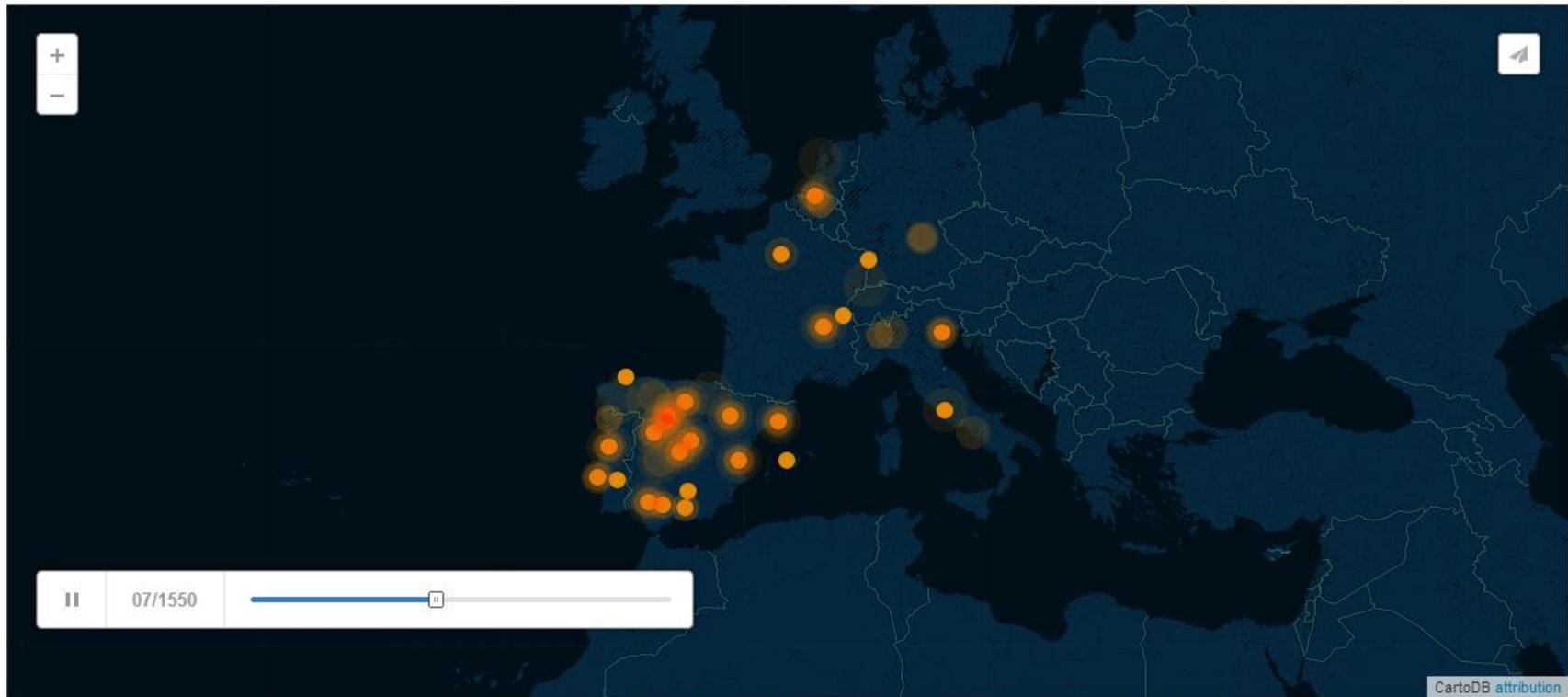


# Place / time visualisation

## Can you do this for our research project?

### Maps

Places of publication 1472-1650, year to year appearance



# What to consider in advance of a digital project proposal

- What do you want to digitise?
  - Number of items; range of physical dimensions; formats...
- What do you want to do with these items?
  - Page through a volume like a book; search for text; view like an online exhibit; add to existing digital collection...
- What value does the collection offer to the Library?
  - Collection development policy
- What is the condition of the originals?
- What metadata do you have?
- What are the rights / permissions of the items?
- What funding options are available to help support any aspect of the project?
  - E.g. digitisation; image processing; annual server costs...

<http://www.lib.umich.edu/digital-library-production-service-dlps/starting-digitization-project>



What other support is available?

- Staffing, equipment

# Other Partners

- The library as curator of institutional identity: possible partners are Archives, Office of the President, Buildings, Communications/PR
  - Uses Library's neutral, central position to coordinate with several units on Campus to bring together relevant material.
  - Assists in building relationships with powerful non-academic units – political dimension
  - Helps to demonstrate Library expertise in creating both accessible and curated digital collections.
- Partner with internal Repositories
  - Archives, Special Collections
  - Unique historical collections
  - Link to anniversaries for maximum impact



# Building trust and credibility

- Systems and procedures
  - Initial contact – collection profile document: initial description
  - Temporary custody form
  - Memorandum of understanding – establishes the relationship and clarifies respective roles
  - Deposit procedures; templates
- Expertise
  - Getting collections into a Digital Library
  - Helping users with the creation process
- Equipment
- Build relationship by giving back e.g. digital copy of collection, statistics on usage



## Service dimension

- Dealing with queries

# Bringing it all together in a suitable place

<http://www.scholarslab.org/>

**SCHOLARS' LAB**

about research fellowships makerspace events blog people

Collaborate → Iterate → Discuss

At the University of Virginia Library Scholars' Lab, advanced students and researchers across the disciplines partner on digital projects and benefit from expert consultation and teaching. Our highly-trained faculty and staff focus on the digital humanities, geospatial information, and scholarly making and building at the intersection of the digital and physical worlds.

About Us

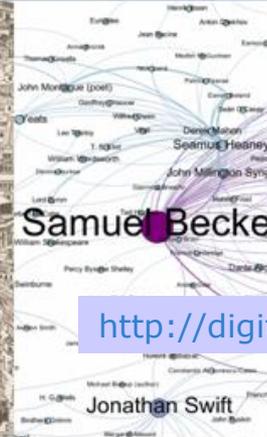
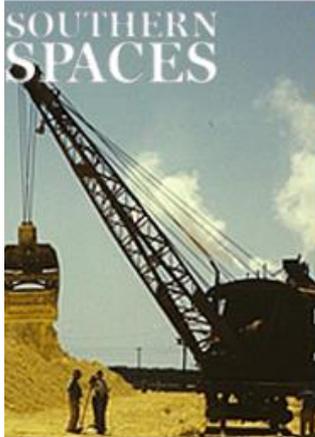
Featured Projects

Research Data Services

Collections

Teaching Services

Partner with Us



<http://digitalscholarship.emory.edu/>

The Emory Center for Digital Scholarship (ECDS) in the Robert W. Woodruff Library provides consultation and support for digital teaching, research, preservation, publishing, and exhibiting.



# Spaces

- Moving from collections to services
  - Digital / GIS labs, workstations
- Development
  - Library staff: brainstorming / innovation



# Advocacy

- Overall coordination important
  - Liaison Librarians
  - Referral to specialists
  - Coordinated approach in relation to different specialists
- Tailored approaches important
  - Appreciate disciplinary differences
  - Be explicit and sympathetic about caveats (e.g. bibliometrics in humanities)
  - Different types of support are needed
- Integrate services into researchers' workflows



# Advocacy

- Consider a multiplicity of channels
  - Workshops and checklist follow-ups
  - Online tutorials
  - Embed into Graduate and PhD programmes
  - Work with supervisors and PIs
  - Proactive approaches at key moments in a research project e.g. grant award
- Get the message out to where the researchers are
  - Research Centre's own website
  - Centre's information session
  - Centre's newsletter
  - Centre's social media channels
  - Etc.



# Overall

- Better alignment with overall College research strategies; own research strategies
- Be clear about our positive role in terms of coordination, collaboration and partnering – networking and offering specialist services which in some instances build on traditional library services (e.g. cataloguing)
- CONUL role in supporting collaborative approaches e.g. MyRI, LibGuides (CONUL LibGuides?)
- Infrastructure is key – shared approach?
- Understand the needs of researchers – national survey?



Proactive, opportunistic and strategic approach but must manage expectations – start small / pilot