Engaging researchers with RDM services

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Common issues

Image CC-BY-ND ‘A thorny issue’ by Neville Nel www.flickr.com/photos/nevilleslens/15551236112
Build it they will come?

- Various papers question success of institutional repositories
- Lots of use of third-party services
- Offer poor tailoring to user needs
Low use of university services

Do researchers use university services to support data management and sharing?

Results from 2016 DAF surveys

www.slideshare.net/JiscRDM/daf-survey-results-research-data-network
Need to listen and respond to user needs

“Please, individualise the support. Workshops are useless, emails with information are useless, brochures are useless, posters are useless.”

Quote from 2016 DAF survey results
Tailor arguments to audience

What will drive one group to act could cause another to disengage

Top down
Compliance driven
Firm mandates
Single solution

Image CC-BY-NC-ND ‘Angry’ by Justin www.flickr.com/photos/jp3g/6238543889
Researchers respond to benefits

- More exposure for your work
- Practitioners can apply your findings
- Higher citation rates
- Taxpayers get value for money
- Compliant with grant rules
- The public can access your findings
- Your research can influence policy

Researchers in developing countries can see your work

http://doi.org/10.5281/zenodo.154352
Engaging researchers

Image CC-BY-SA by Dawn Manser www.flickr.com/photos/dawnmanser/3532598208
Advice from Cambridge Uni

➤ Be collaborative and encourage co-ownership
➤ Build trust by understanding researchers’ challenges
➤ Never dismiss - be open to all questions
➤ Focus on what you’re asking and why to avoid wasting time
➤ Empower researchers to shape service delivery

https://zenodo.org/record/154352#.WH-ETIOLSUk
Researcher-led RDM services

- Critical role in providing requirements
- Researchers co-designing and testing services
- Senior academics leading working groups to ensure services are fit-for-purpose and get adoption
- Useful to have a senior academics in your corner – hold sway with other researchers and influential in university decision-making processes
Jisc co-design approach

- Developing a research data shared service
- 15 pilot institutions feeding in requirements and testing services
- Several external contractors to deliver services and broker sector-wide deals

www.jisc.ac.uk/rd/projects/research-data-shared-service
A democratic, open approach

Creation of the RDM Project Group at Cambridge

Become a member of the Research Data Management Project Group

Who can apply to be a member of the Group?

- Any member of the University of Cambridge with interest in research data management and sharing who is willing to work together towards improving RDM practices at the University

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<td>Members of the Group:</td>
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<td>Leader of the Group:</td>
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<td>Description of issue(s)</td>
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<th>Quick win(s)</th>
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<th>Long term solution</th>
<th>What is the long term solution?</th>
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RDM champions or community leaders

How to make the most of early adopters / advocates?

▷ Several UK unis establishing RDM champions programmes
  » Network of local data experts who can support colleagues in their discipline
  » Agreed responsibilities e.g. deliver disciplinary training
  » Acting as a catalyst for ideas and change

▷ Others developing a data community, network or data forum
  » Enables exchange of ideas and engagement with colleagues
  » Recognising those who have embraced RDM
  » Discuss issues/opportunities of RDM and put forward recommendations

https://gitter.im/rdm-discussions/champions
Don’t think the job is done

- Repeat requirements gathering and gap analysis
- Know your user community
- Continual advocacy, awareness raising, training...
- Monitor trends / changes in landscape
  - More open data policies
  - Transition to FAIR data
What is success?

Measure impact, not just usage stats. Focus on a relationship with services and what you help users to accomplish.
Suggestions for data supporters

» Learn from researchers:

  » Why do they prefer one service to another? “I’m used to it” is a common answer, but is it enough?

  » Do you have an “embedded researcher”? (Wageningen University)

  » Researchers embedded in library roles – CLIR fellowship

  » Can service-savvy researchers act as ambassadors/multipliers/guinea pigs in a pilot study/ ... ?

  » Use non-standard services as a way of recruiting researchers for case studies – University of Amsterdam
Engagement driving services

➤ You don’t need to have a full overview of available services, but

» you want to have an understanding of what’s current

» You want to know which problems a service can solve. And when your institute is lucky enough not to have those problems, the service may not be urgent for you...

» You want to have some personal (and hopefully institutional) preferences: why do you prefer Zenodo to B2Share, for instance?

➤ Information management: which questions did you get (and answer) last year, and how do they drive your service development?
Sharing responsibility

▷ Scoping and stakeholders: why should the library/IT department be responsible for providing service XYZ, when XYZ is very discipline-specific?
  » Share/divide responsibilities
  » And if you do provide that service, make the costs visible

▷ And why should your library/IT department ...?  
  » Visit the neighbours and benefit from their lessons learned
  » Which expertise and services are or can be provided nationally or disciplinary
Responding to researchers’ concerns


RDNL video on answers to possible worries researchers may have about sharing their data; select HD quality for the best viewing experience.
Thanks for listening!

DCC guidance, tools and case studies:  
www.dcc.ac.uk/resources

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