Framing and Implementing Researcher Services at the University of Pennsylvania

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Case Studies

Copyright Guidance

The Penn Libraries provides workshops, training sessions, individual assistance, and other guidance on copyright matters [1]. Faculty members can additionally choose to have their publications included in Penn's institutional repository, ScholarlyCommons [2], which offers a full permissions service. For each publication, the ScholarlyCommons staff assesses copyright, publisher policies, and seeks permission from the publisher as needed on the faculty member's behalf.

Data Management Advice

The recent deployment of DMPTool at Penn by the Library initiated a major outreach effort across all of its 12 schools. This outreach helped the Library position itself as a player on advising researchers on how to manage data in order to prepare it for its eventual publication. Online guides take researchers over the research lifecycle and points out resources along the way [3]. In addition, ScholarlyCommons has boilerplate text connected to Penn's instance of DMPTool for researchers who choose to use Scholarly-Commons as part of their data management plan.

Grant Support

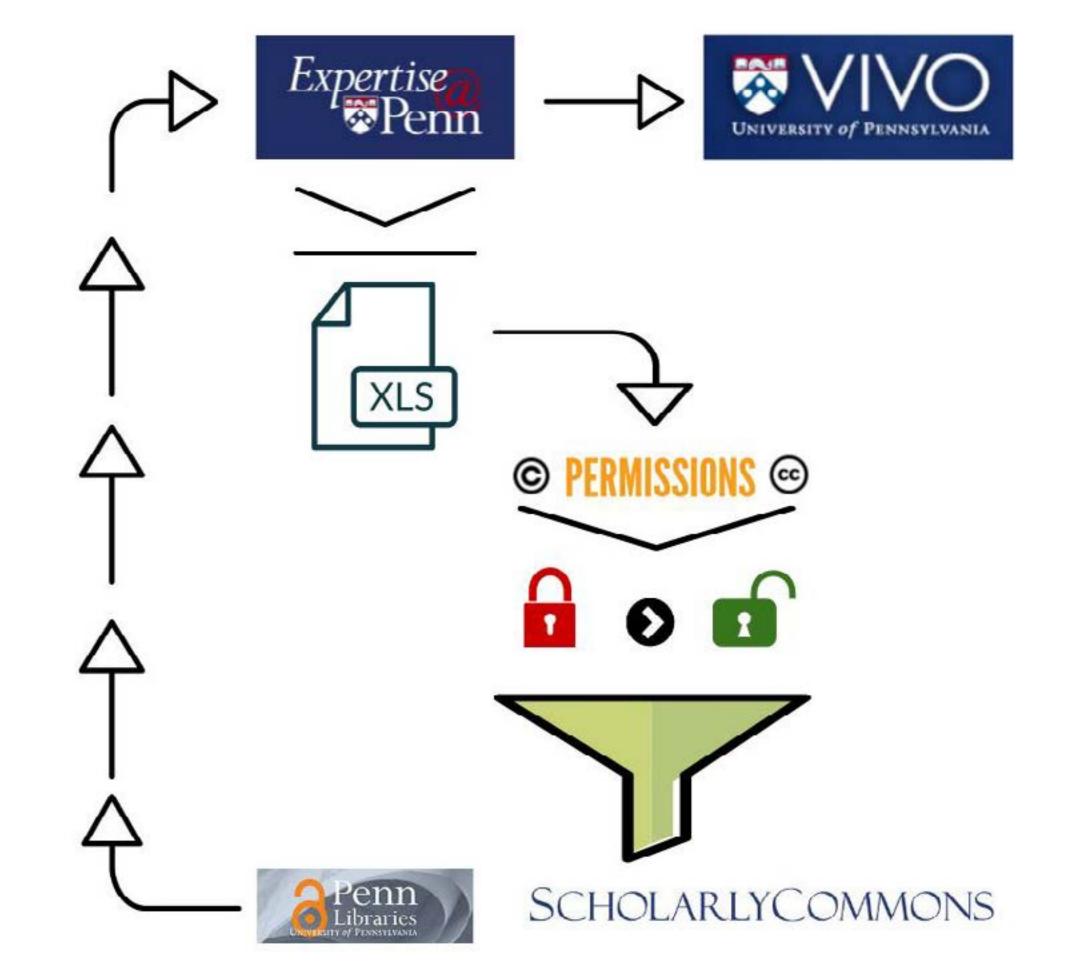
The Library has deployed several systems to facilitate grants application, and compliance after being funded. Besides those already mentioned, training sessions on using NIH's MyNCBI and NIHMS for faculty and administration assistants have been highly successful. This training supports the federal government's open access initiatives and helps the university be compliant with NIH's policies to secure continuous funding. Throughout delivering these services, the Library is now considered a go to resource for troubleshooting compliance issues.

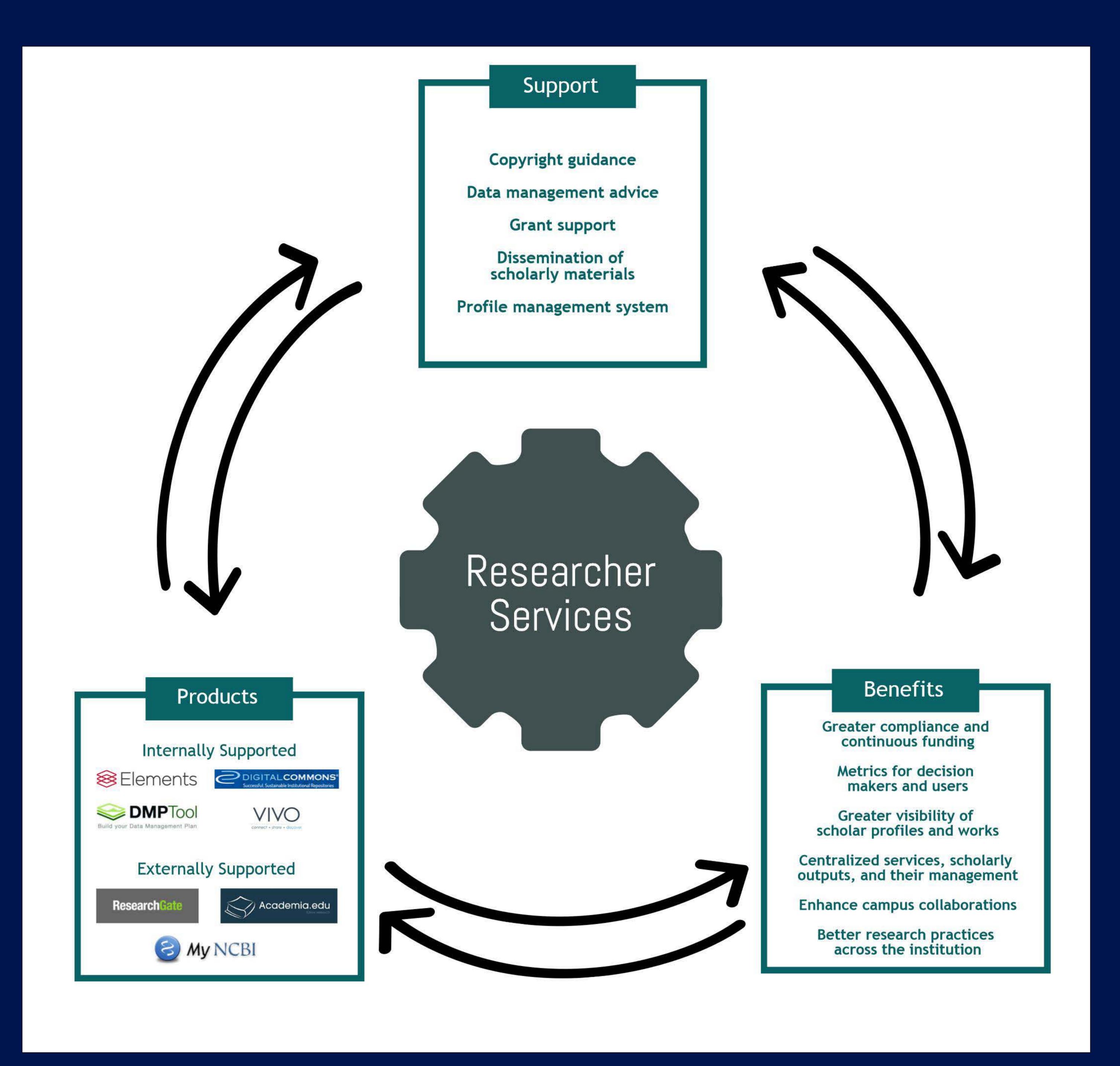
Dissemination of Scholarly Materials

The Penn Libraries offers services and advice for internally and externally supported products which researchers can use to disseminate their scholarly materials. To make their works openly accessible, faculty members can choose to have their works included in Penn's institutional repository. Because all of publications undergo a permissions check before being included in the IR, the researchers can use these results to further disseminate their materials through externally supported products, such as Research-Gate, Academia.edu, and other personal websites. The Libraries also provides guidance to researchers in finding a repository for datasets associated with a publication, as required by certain journals.

Profile Management System

The Libraries is currently deploying a comprehensive management system of scholarly products for researchers. This service is branded Expertise@Penn and will consist of the deployment of Symplectic Elements [4] and VIVO [5] instances. The former is an internal system while the latter is a front-end platform making research outputs and expertise public and easily discoverable. Together, these tools will enable the efficient management of researchers' portfolios, the generation of reports of great value for institutional research and for compliance of large grant awards, and enhanced collaboration opportunities across the university. In addition, the ScholarlyCommons department has been developing a workflow to use Elements to assist in ingesting materials to the IR and also improve the existing records in Expertise@Penn.





Acknowledgements

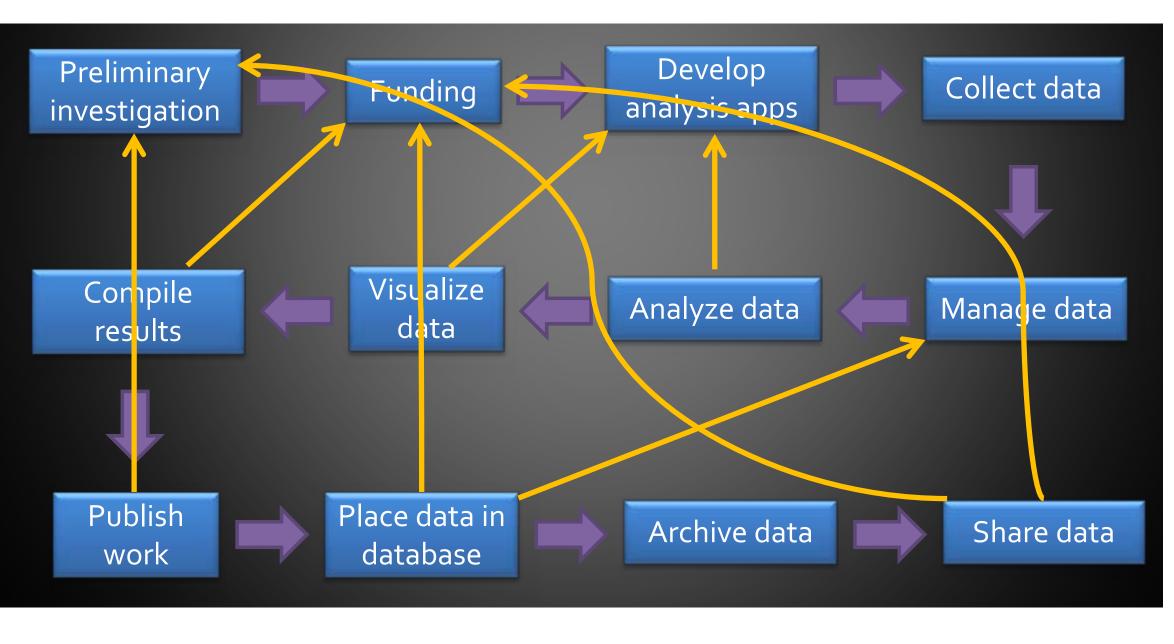
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Bibliography & Resources

- [1] Copyright Guide: http://guides.library.upenn.edu/copyright
- [2] ScholarlyCommons: http://repository.upenn.edu
- [3] DMPTool Guide: http://guides.library.upenn.edu/dmp
- [4] Expertise@Penn Guide: http://guides.library.upenn.edu/expertise
- [5] Penn VIVO: https://vivo.upenn.edu/vivo/
- [6] University of Pennsylvania Libraries Strategic Plan for 2015-2017: https://project.library.upenn.edu/confluence/display/libstratplan/Welcome

Background

Scholarship Workflow





Penn Libraries Strategic Plan 2015-2017 [6]:

"The Library will be known for a well articulated portfolio of researcher services."

Lessons Learned

Establishing clear governance:

- Roles and responsibilities
- Clear expectations for the service

Assessing needs and communication:

- Determine what is essential in roll out vs. important but implementable later
- Identify key decision makers involved
- Internal discussions on systems updates and functionality

Optimizing workflows:

- Implement project management
- Determine key personnel in making the system useful and comprehensive
- Thorough understanding of the systems out of the box
- Support easy propogation of information and integration of related systems

Training:

- Group training for scalability
- Divide users according to their roles

Challenges

- Decentralized institution with varying needs
- Negotiate through legacy systems capabilities
- Implementing system changes affecting the whole institution vs. school/departmental needs
- Creating a central support that routes issues to the appropriate parties
- Shift in culture from supporting products of scholarship to supporting processes of scholarship
- Getting buy-in from both users and administrators
- Engage more the Digital Humanities librarians as the majority of these initiatives are in STEM disciplines.