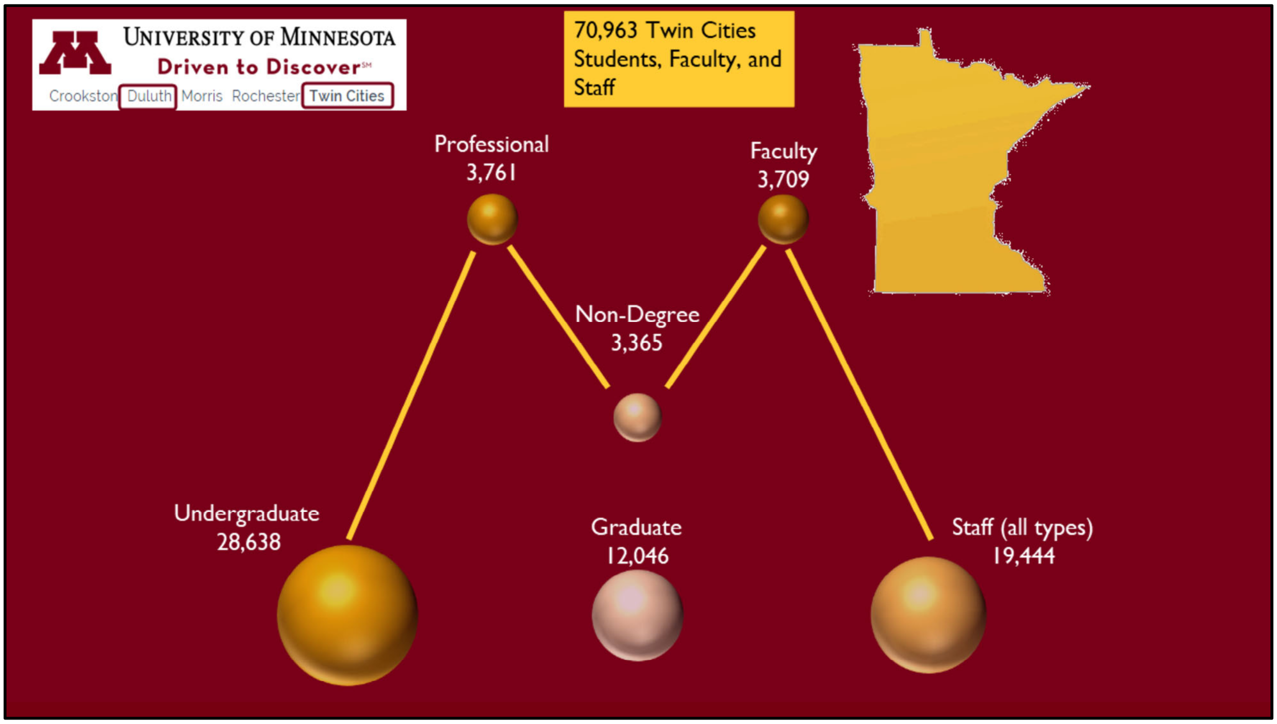
RESEARCH INFORMATION MANAGEMENT AT THE UNIVERSITY OF MINNESOTA

EXPERTISE DISCOVERY TO SYSTEM OF RECORD (AND BACK AGAIN)



The University of Minnesota is a Carnegie Research One institution, with large numbers of undergraduates, graduate students, and faculty members. We also have a sizeable number of professional and non-degree-seeking students and, of course, staff members of all types.

We're a land grant institution, here to serve the citizens of the state as well as our direct affiliates.

In an institution that big, we're always looking for ways to both keep track of what the many entities and individuals that make up the University are doing, and to tell the stories of that work to the whole community.

Experts@Minnesota is our implementation of Elsevier's Pure. We currently have about 7,000 profiles include faculty, researchers, and a lot of staff members like me who publish research in our fields of expertise but are not strictly researchers.

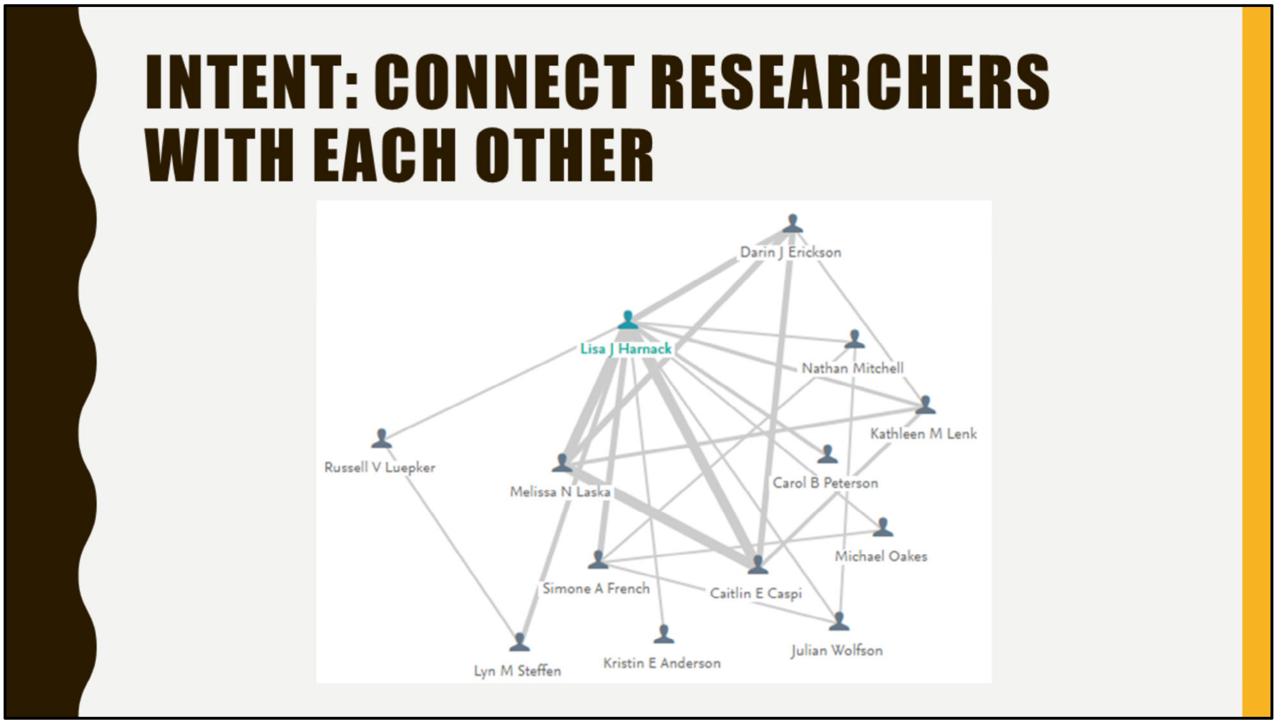
STRUCTURE

PILOT (THREE YEARS)

- Requested by Deans
- Just Twin Cities
- Funding by VP for Researcher, Libraries, and individual colleges
- Administered by Libraries
- Regular communications from VPR and Dean of Libraries

NOW

- Twin Cities + Duluth (others to be added soon)
- Centrally funded
- Administered by the Libraries
- Due to staff changes, limited involvement from OVPR
  - We still consider them our partners
- E-mail communications and marketing by Libraries



When we first launched Experts@Minnesota, we had one goal in mind: We wanted to help researchers at the University of Minnesota put together teams made up of other U of M researchers, ideally across disciplines.

Now, when you start with a goal in mind, it's nice to have some way of assessing whether you are meeting that goal. In this case, I can't say that we do. We don't really have a measure of how readily people were finding each other before 2012 versus now, and we only have anecdotes to tell us that people have used Experts@Minnesota as one tool to use when identifying collaborators.

WHAT DO WE KNOW?

- We've collected bibliographic information on 265,000+ publications and other research outputs for 8200+ current and former UMN researchers
- We have details like
  - Author names, University IDs, and department affiliations (for virtually all)
    - So we can derive inter- and intra-discipline collaborations
  - Publication
    - And with that we can often get Open Access status, SHERPA/RoMEO color, etc.
  - Citation counts and alternative metrics
    - So we can get a sense of what's "trending"

AS THE DATA IMPROVES…

USE GROWS AND USE CASES EXPAND

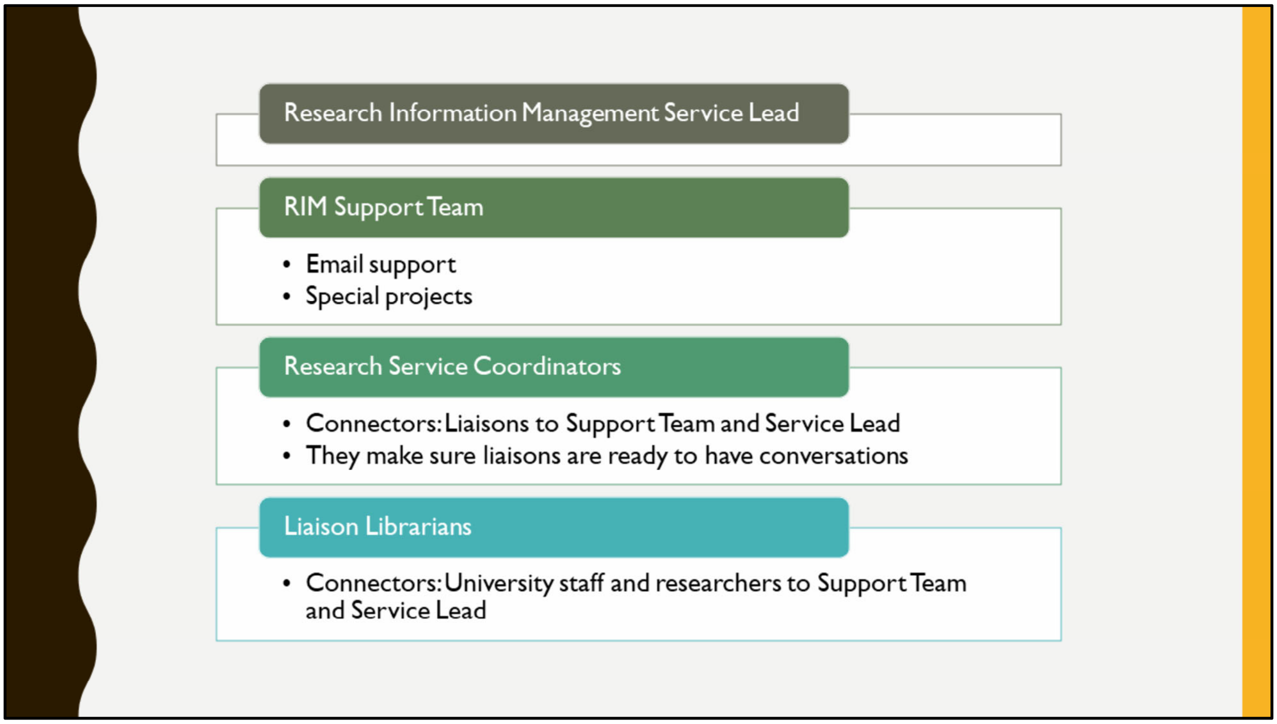
CURRENT CHALLENGES

FINDING OUT WHAT PEOPLE ARE DOING (AND HELPING THEM DO EVEN MORE)

SPREADING THE WORD TO THOSE WHO AREN'T DOING IT YET

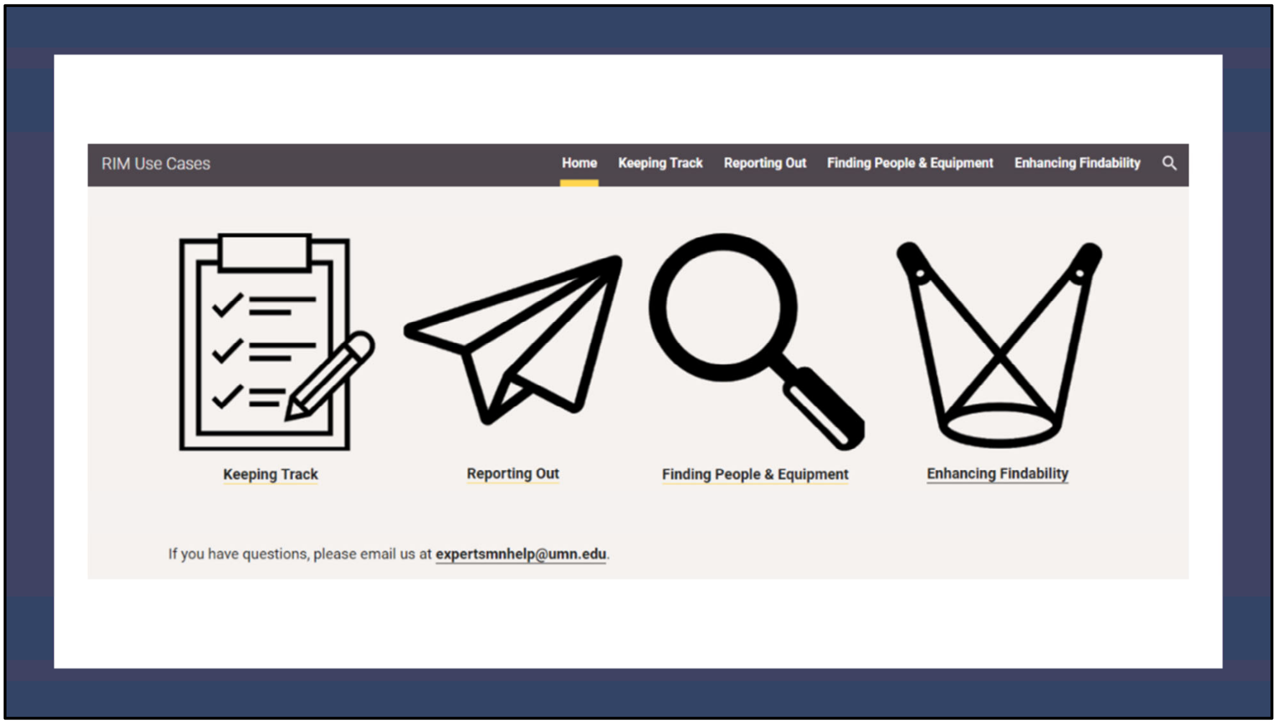
LUCKILY WE HAVE A SECRET WEAPON

Luckily we have a secret weapon. These are our liaison librarians. They each support several academic departments or programs on campus. They understand the scholarly communication practices of the disciplines they support, and they have good personal relationships with both faculty and support staff throughout their departments.

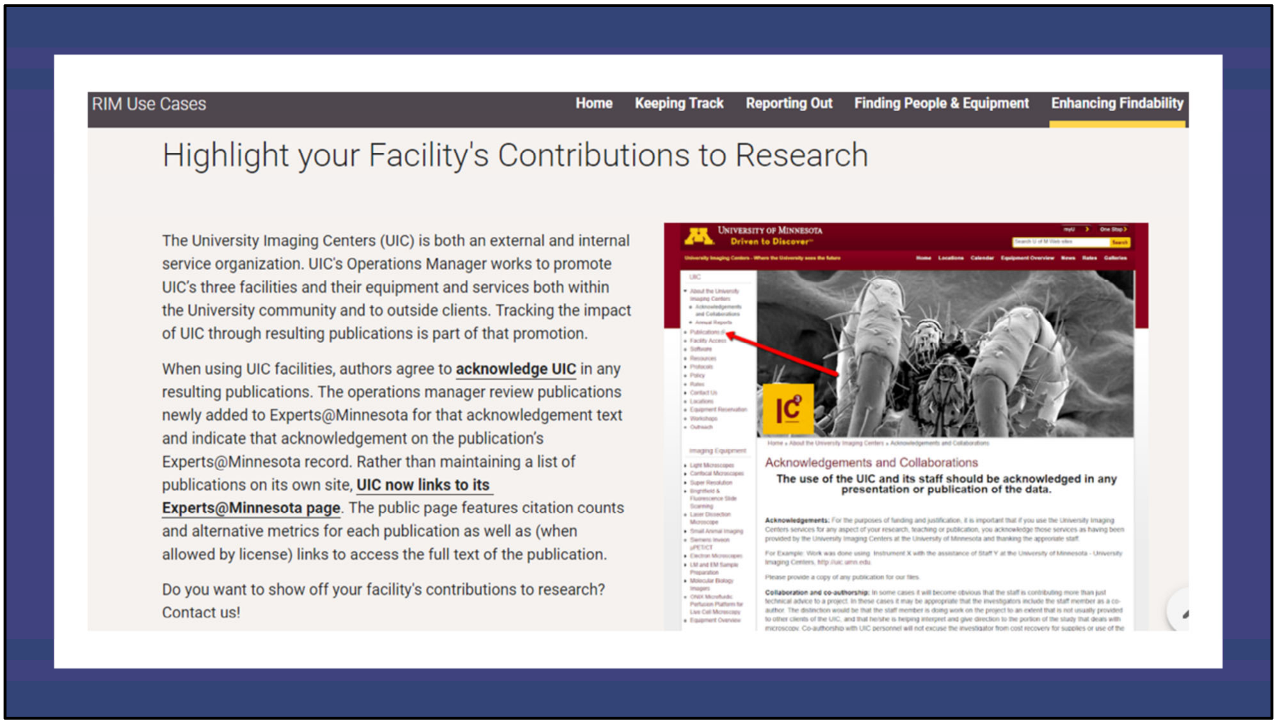


After a few years of the service lead fielding all the questions and comments we got on Experts@Minnesota, we broadened our support team considerably. It's still the case that RIM is no one's full time job, but there are a lot more of us who work part-time in RIM. I'm the service lead, and we do have a developer working with the integration aspects of Pure: Getting data from our PeopleSoft HR system to Pure and from there to the Experts Data Warehouse. The RIM Support Team is our first line of support. Emails become ServiceNow tickets that are assigned to the group, and four people rotate responsibility for fielding questions for a week at a time. They've also gotten to know Pure well enough that they can be tapped for special projects, like associating a set of publications with a center. The Research Service Coordinators group is made up of liaison librarians with "Research Services" in their job descriptions. There's one for each of our main disciplinary areas, and they make sure liaisons are equipped to connect faculty members, researchers, and University staff with library services, including Experts@Minnesota. The liaison librarians themselves are often the ones making the connection, but usually not the ones who do the work of setting up, for example, a new center in Experts@Minnesota.

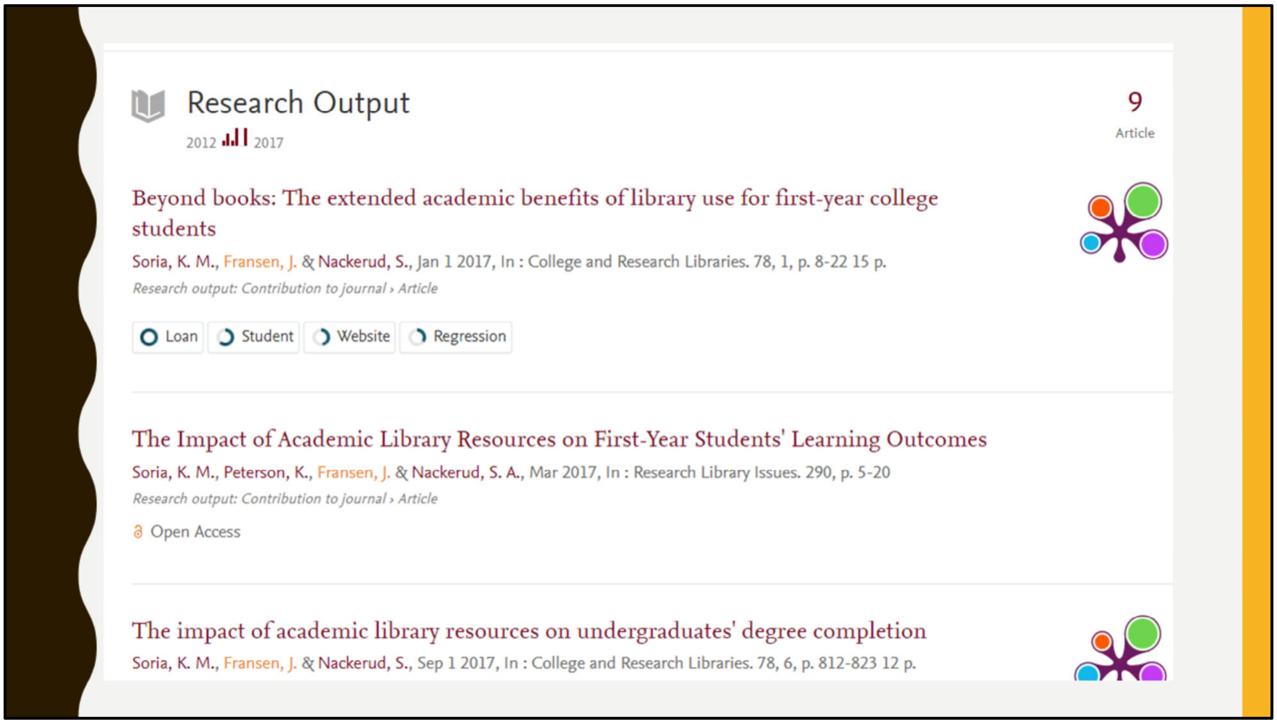
We have an event coming up on Monday that the Research Service Coordinators have put together. We've decided to do a concentrated outreach effort to centers and institutes, starting with the largest ones on campus. At the workshop on Monday we'll be helping the liaisons to those large centers get comfortable with what our RIM system can do, and we'll be having conversations about what research outputs and impacts look like from one discipline to another.



My colleague Jenny McBurney and I have been working on a website that pulls together different examples of how we've helped people use research information.



Each of the four areas you see at the top has several short use case summaries that state the problem and the solution, usually with an image and links to more detail. The Contact Us call to action will go to the Experts email address for now, but I envision an intake form people can use to tell us more about what they're looking for and help us standardize how we approach different kinds of requests.



One of the use cases we're excited to highlight comes from a frequent and deceptively simple request: How do I put the list of publications I see at for my organization's Experts page on my organization's website? It's not all that hard to do with the Pure Web Services, but the problem was that most of the people asking were web designers, not web developers. They could make attractive sites, but they had no experience using APIs.

Here’s a test site that we just brought up last week. It’s exactly what I just described: A list placed at an arbitrary location on an arbitrary webpage.

```
<!-- Code Embed v2.3.2 -->
<div id="experts-widget-root-embed"> </div>
<script>
   var EXPERTS_WIDGET_RENDER_TYPE = 'organization';
   var EXPERTS_WIDGET_ID = 'a6bfaa1e-53d6-49ae-952b-62b78aef7c70';
   var EXPERTS_WIDGET_FORMAT = 'apa';
   var EXPERTS_WIDGET_HEADER_TEXT = 'Publications';
   </script>
   <script src="/experts/experts-widget-0.0.1.js"></script>

<!-- End of Code Embed output -->
```

Adding it to that WordPress site required just this little bit of code. As long as you can upload the JavaScript file to a place where your page can find it, implementation is trivial. Details like API key and security are taken care of out of the web designer’s sight.

TIME FOR CONVERSATION

…AND QUESTIONS AND COMMENTS