



**EXPERT FINDER SYSTEMS**  
INTERNATIONAL FORUM 2023

# EXPERT FINDER SYSTEMS INTERNATIONAL FORUM 2023 EVENT REPORT

University of Miami | Coral Gables, Florida | April 5-6, 2023

[expertfindersystems.org](https://expertfindersystems.org)

## Introduction

The International Forum on Expert Finder Systems 2023 brought together 114 attendees to enjoy dynamic sessions consisting of keynote addresses, best practice presentations, and panel discussions. This year's theme was "Connecting the Dots." The forum, which took place at the University of Miami in Coral Gables, Florida, included the following:

- 3 keynote presentations
- 12 best practices presentations
- 9 vendor/sponsor presentations
- 1 networking/brainstorming session
- 36 speakers

## Program

- The keynote presentations reflected three areas of emphasis in expert finder and research information management (RIM) systems: academic research, academic libraries, and economic development.
- Presentations and panels targeted topics such as:
  - Implementation and management of RIM systems
  - Strategies for successful platform launch and buy in across campus
  - Use of persistent identifiers in RIM systems and faculty information systems
  - Training and support for users
  - Reporting and data visualization services
  - Making the most of scholarly data from faculty activity reporting systems and other RIM systems
  - Research on researchers' scholarly profile maintenance activities
  - Use of expert finder systems to promote economic development
  - Use of RIMS for internal and external communications and institutional reputation activities

## Attendees

- There were 114 attendees from a total of 8 countries: Brazil, Canada, Denmark, France, Italy, Netherlands, United Kingdom, United States.
- Attendees came from 26 states in the U.S. (plus the District of Columbia): Arizona, California, Colorado, Delaware, Florida, Georgia, Idaho, Illinois, Kentucky, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Indiana, New Jersey, New Mexico, New York, North Carolina, Ohio, Oklahoma, Pennsylvania, Texas, Utah, Virginia, Washington DC, Wisconsin.
- 68 attendees were affiliated with universities or other academic institutions. 12 were affiliated with organizations that are engaged in research or promote research and economic development based on research expertise. The rest were affiliated with providers of systems, software, and support in the expert finder and research information space.

## Sponsors

The forum's steering committee is grateful to the following organizations for sponsoring this event:

- Gold & Reception Sponsor: Elsevier
- Gold Sponsor: 4Science
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## Attendee Event Evaluation

Attendees were asked to respond to an event evaluation survey. Selected results include the following:

- Respondents gave the forum an overall average event rating of 4.67 on a five-point scale.
- Respondents gave the networking opportunities at the forum an average rating of 4.79 on a five-point scale.
- In response to a question about how likely they were to attend this event in the future, respondents gave the event an average rating of 9.25 on a ten-point scale.
- Respondents also had the opportunity to rate individual sessions, provide open-ended responses related to their ratings, and suggest future session topics. This information will be used in planning future events. Open-ended responses to selected questions are provided in the appendix on page 3.

## Learn More/View Recordings

To view the program, speaker profiles, or other information about this event or to view recordings of the presentations, visit [expertfindersystems.org](http://expertfindersystems.org). You may also visit the EFS Forum Repository at: [efsrimsrepository.expertfindersystems.org](http://efsrimsrepository.expertfindersystems.org).

## Appendix: Open-ended Responses to Survey Items

Attendees were asked to respond to an event evaluation survey. Open-ended responses to two of the prompts are provided below.

1. Selected Comments Related to Event Evaluation
It was great to hear that everyone was having the same sorts of problems, but I didn't feel like a came away with any new solutions
It's a little wide ranging.
Would love to see the conference grow and see more diversity of presentations and perhaps separate tracks based on interest.
I am taking some action pens back with me. If I'm successful in moving the needle at all, it will be worth it to come again. If it's just one roadblock after another, without any discernible success, then I'm unlikely to return or recommend anyone else attend.
Someone from our company will definitely attend, I just may need to give someone else a chance :)
The conference was well organized, the content and networking opportunities were very good.
Depends on my institution's plans and decisions
It's a very good conference.
Great community
I enjoyed the conference. Many of the sessions were relevant to the work we're doing currently with our RIM and FAR systems, and also provided inspiration for future projects. The networking component of the conference was incredibly valuable.
Would have rated 6a as a 10, but this year we had 3 of my team members attend and a fourth colleague that was unable to join last minute. Next year, would hope to attend, but will have to see what other conferences come up and what budgets look like.
Awesome to have an event that caters to my specialization.
Conference like this (focused on a specific area) are essential.
The organization is developing into a robust community of practice.
Useful information, an enjoyable experience, great networking
This was everything and more I was hoping to get out of this event. So so so wonderfully helpful!
My first time attending but definitely interested in coming back. Got so many good ideas and contacts

I learned a lot
I enjoyed hearing about other universities' struggles or successes with RIMS products, especially the homegrown ones.
This had been the most informative conference I've been to in years. I am going back home with a ton of ideas I can implement in both the near and middle future.
Learned so much. Great networking
Essential
I've been trying to find a space to talk about RIMS and this conference covered systems and services related to my work and the work that my institution wants to contribute to.
Liked seeing and hearing from people from different sectors
Great content. Extremely helpful case studies. Great vibe
The quality and diversity of the talks was excellent. The format encouraged learning and mingling with our peers, as opposed to being a passive audience. The mood was inquisitive, supportive, and authentic.
Thought the sessions were informative, built my professional network, and enjoyed the overall collaboration of all attendees and presenters. It was a great meeting.
This conference was fantastic and provided everything I was hoping it would!
Great meeting, would like to see it grow in order to hear more unique voices in the program.

<b>2. Suggestions for Additional Topics/Sessions/Enhancements</b>
Break out groups showing how people implementing a tool/strategy
Would like to see a little more technical-based presentation, i.e. "how EXACTLY I executed X data collection/interoperability/etc"
I'd like a "nuts and bolts" webinar about the barriers in implementing and maintaining a RIMS and how to overcome the hurdles. How to convince HR to link data, get IT to help with the integration, etc. Also a frank conversation about things the vendors are not doing so they can hear how to amend their own systems and setup
It was included, but I anticipate research security being a more fleshed out topic in future years
Data tools tutorial
RIMS failures and lessons learned

involve media relations and public affairs
Would like to see presentations from academics using esploro or academic analytics
Continuing to broaden the audience, including research officers and VPRs - understanding the decision making that is taking place using our data
Responsible research evaluation--often times RIMS are used to collect data that are then used for Promotion and Tenure processes and evaluation--but are those metrics responsible or are they biased in how we evaluate research success.

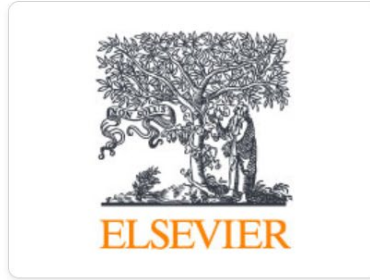
<b>3. Other Feedback</b>
Share delegates list with delegates. A listserv would be great
Include the name of the system (Pure, DSpace, Esploro, etc) in the presentation description
Loved this! Can this stay at UM?
This would be good as an annual conference. Perhaps, have some specific topics like policies affecting EFS (not just "how" we did but why).
This was eye opening and extremely helpful in attempting to repair or replace our vendor RIMS that was only half implemented in 2019.
Would have liked to see more engagement with the posters
Breakout sessions
It was a little odd to have the committee AND moderators, as they only read blurbs that could be available online.
More student and faculty members involvement and perspectives would be informative.
Bravo! And thanks for organizing this event! I would like to sponsor the event next year.
List of participants
Wonderful job on this conference. The format and content were really well done. There were a lot of small touches that really made a difference (e.g. Rebecca's table exercises were an outstanding way for us to interact and learn from each other.) We're looking forward to supporting and attending next year's conference!

<p>Having the meeting in a location on-site with the hotel is preferred. Being away from the hotel wasn't all that bad and the space worked--just easier for all. Although, I recognize that hotel conference space is probably much more expensive.</p>
<p>Letting presenters' control their presentation. The current process doesn't work well for presentations that include demos.</p>
<p>Open the conference hotel block for the day after the conference as well, especially if the conference doesn't end until later in the day.</p>
<p>Finding a way to keep the conversation going between annual conferences, ideally using tools we already engage with. Possibly as a LinkedIn Group?</p>
<p>breaks were kind of short and felt rushed. I wished we had a few more minutes between sessions.</p>
<p>Longer breaks!</p>
<p>I have a few people who asked to reach out to them on LinkedIn (they didn't have business cards) so a list of attendees (without contact info) would be very helpful.</p>
<p>The term RIMS only barely has traction in the US. There are too many slightly different terms floating around, which makes this space even more confusing and inaccessible to those who aren't in the middle of it (e.g. university leadership, other stakeholders). You should just claim the term RIMS for the conference. The conference and its promotion will then help to propagate and standardize the terminology, which itself would be a service to the community. And that way you'll also remain at the center of this important subject matter. Be the focal point of the community.</p>
<p>Ideally a new branding would reference research expertise discovery, analytics and management. While "management" of research information might not be as exciting a term as "analytics" or "discovery" – it is key to describing that RIMS are operational (management) systems and not simply analytical/discovery layers. Branding is challenging. Interested to learn what the planning team decides regarding branding for this event and community going forward.</p>

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