A brainstorming session

Support Services for Scientists

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Support Services for Scientists | A Brainstorming Session

The Publication Cycle

- Creation
- Evaluation
- Publication
- Reuse
- Preservation
- Dissemination

Scholarly Publishing Lifecycle, courtesy University of Winnipeg
RESULTS OF INTERVIEWS

- Literature
- Language
- Graphics
- Statistics
- Review/Submission
- Public Relations
- ....
A structured brainstorming by van Aerssen and Kemeröz

INNOVATIONDIGGING

Van Aerssen and Kemeröz. *Innovationdigging*, (2013), BoD Norderstedt, 9783732207855
Engl. E-Book 9783738688887
METHOD

- new/hidden aspects of services and products can be identified
- groups get engaged in a topic
- all input is valuable (knowledge, experience, etc.)
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STEP BY STEP

Where to start?

Which services would be helpful for researchers?

Tasks

1) divide into groups
2) list touchpoints – verb + subject (e.g., submitting paper, formatting manuscript)
3) set them as line heads

about 7 minutes
STEP BY STEP

4) list dimensions for the users – adjectives/values (e.g., digital, quick, entertaining, easy)

5) set them as column heads

matrix of touchpoints and dimensions (e.g., quick formatting manuscript)

about 5 minutes
STEP BY STEP

6) find your golden square
   put yellow dots on each square that you find promising

7) find the group’s golden square
   count all the dots and define your winner

starting point for your innovation process

about 5 minutes
STEP BY STEP

8) brainwrite your ideas on how to make the process even worse (1 paper - 1 idea)

9) put them on one group pile as you go

about 7 minutes
STEP BY STEP

10) read all the papers out loud and make them visible

list of problems, risks, etc.

about 7 minutes
STEP BY STEP

11) turn the ideas into sth. positive, write it on a post it next to the idea

list of solutions, opportunities, etc.

about 10 minutes
STEP BY STEP

12) Discuss which one you would try for real

actions

about 4 minutes
SPOTLIGHT

- What is your group‘s golden square?
- What would be the worst thing that could happen?
- What would you like to put to action?
CREATE A REFERENCE LIST - THOROUGH

use MS Word only

TALK TO MANAGERS - PROVIDE THE REFERENCE FUNCTION FOR THE WHOLE INSTITUTION (ALL RESEARCHERS)

USE, WHAT THE CLIENT NEEDS

OFFER SOFTWARE THAT IS USED IN THE DEFAULT SETUP OF SERVING

OFFER MULTIPLE PROGRAMS

OFFER THE MOST USED SOFTWARE
CREATE A REFERENCE LIST - THOROUGH

Make the reference programs unavailable on the network.

Work with the IT department to have all programs work correctly.

Provide a campus licence.

Remove the option "filter" from the search engine.

Think about filters your area may need to use them.

Use complicated reference management software.

Help with filtering the search results.
CREATE A REFERENCE LIST - THOROUGH

- do not provide complete bibliographical data
- find answer to all questions
- delay when answering question
- provide feedback and info via different channels
- not providing the software
- provide the right software
CREATE A REFERENCE LIST - THOROUGH

- Comprehensive course on reference management
- 1 day course about how to write references list
- Offer a coffee lecture where you „tear“ certain functionality
- Lib-guide on reference management
- Force people to do reference management using MS NotePad
- Allow people to use reference management software
CREATE A REFERENCE LIST - THOROUGH

- Set up workshops on different reference managers and let researchers and students attend.
- Do not offer training nor support.
- Provide training on how to write a paper.
- Offer and lead trainings for different groups of users.
CREATING GRAPHS - VISUAL

SOFTWARE INTERFACE WITH WAY TOO MANY BUTTONS

RECOMMEND A COMPLICATED GRAPH CREATION SOFTWARE

EASY TO USE SOFTWARE, INTUITIVE

IDENTIFY SEVERAL GOOD, ACCESSIBLE OS SOFTWARES
CREATING GRAPHS - VISUAL

- Use proprietary software available for at most 2 operating systems

- No visual output, only audio description of all the graphs

- Suggesting hiring a designer

- Providing multiple graphical templates to choose from if you don't want to start from scratch

- Create confusion on file formats
CREATING GRAPHS - VISUAL

- Provide competent help on technical questions
- Recommend the most complicated software
- Easy switch between file formats conversion
- Explain file formats and resolution
- Recommend how to make graphs blurry with bad resolution
- Ability to modify graphs easily, even those already generated a while ago
- Shows how to manipulate bar charts etc in painting programme
CREATING GRAPHS - VISUAL

Only use the keyboard controls, no mouse

Provide PCs with the wrong graphic card.

Use touch screens and stylus

Provide right hardware

AUTOMATIC COLORS THAT YOU CANNOT CHANGE

easy to change colors,

don't allow for colors
CREATING GRAPHS - VISUAL

- Use/teach a reproducible workflow
- Non-reproducible
  - if something goes wrong
  - start all over again

- Provide accessible hardware
- Suspend access to computers

- Put your office in the top floor, without a lift
- Put your office in an accessible place
CREATING GRAPHS - VISUAL

Blocking graphs

Services on the institutional network

Provide the software standalone in a remote office

Give enough access to network.

Have enough online licenses to the software.
FINDING DATABASE – USER FRIENDLY
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FINDING DATABASE – USER FRIENDLY

Scare researchers
Drown them in technicalities from the beginning

Set IP recognition
Need a registration
Create Login
User ID + PW

Wrong links
Make instruction easy and relevant
SSO Single sign on
Fix links
FINDING DATABASE – USER FRIENDLY

- Bury the link online
- Link to database not working
- Don’t give training
- Provide user’s guide
- Make database guides
FINDING DATABASE – USER FRIENDLY

- Don’t let databases connect to referencing software (or export efficiently)
- Encourage users to search and give guidance
- Provide trainings
- Tell users that they are difficult to use and not very good
- Improve communication on changes
- Let people get used to how databases function, keep it consistent over time
- Get a referencing software
- Or make reference software let them choose
- Continue to change functionality in databases
- Or more reference software

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FINDING DATABASE – USER FRIENDLY

Not informing about the number of concurrent users.

Highlight available seats.

Not having restrictions on concurrent use.

Have a pop-up message explaining that this is why they cannot access (right?).

Not informing about the need for login and password.

Pop-up information for login & pw.

Licence.

Too expensive to license.

Only a demo version is available without all functions.
FINDING DATABASE – USER FRIENDLY

- NOT WORKING
- STOP THE SUBSCRIPTION
- Resolve technical problems
- Not compatible with your browser/ settings or needs plugins to be installed to function
- Link Resolver in the database
- Fix the links
- Consistent, updated link resolvers

- Troubly check if all resources and links are working in the URL, WEB

- Do not buy any licensed database
- Subscribe all the databases needed
- Keep databases that are required used
FINDING DATABASE – USER FRIENDLY

- Make it difficult to find the links to them on the library website
- Give them funny alias names
- Make publicity for the database on the library website
- Delete the access links from the library homepage
- Use e-mails from institution
- Catalog it
- Not listed on the library portal
- Easy access from library website or OPAC
THANK YOU FOR PARTICIPATING!

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