Digital Repository Concierge @ Your Service

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Digital Repository Concierge @ Your Service

NEFLIN Hot Topics Conference

July 24, 2020
Presenters

ERAU Scholarly Communication Team (SCT)

• Anne Marie Casey, Library Director & SCT Lead
• Chip Wolfe, Scholarly Commons Administrator
• Debra Rodensky, Scholarly Communication Librarian (Faculty/Student Support)
• Cassandra Konz, Scholarly Communication Librarian (OER/Textbook Affordability)
• Jesper Jensen, Scholarly Communication Technician
Agenda

• Brief Background and History
• Conferences and Journals
• Faculty Support Team
• OER and Textbook Affordability
• Research Data Management
• Takeaways
• Questions
Embry-Riddle Aeronautical University

Three campuses
- Daytona Beach – ca. 7,000 residential students
- Prescott, AZ – ca. 3,000 residential students
- Worldwide – ca. 9,000 (FTE) distance learners

Two libraries
- Hunt Library in Daytona Beach (serves Daytona Beach and Worldwide)
- Hazy Library serves Prescott
Our Digital Repository

- Scholarly Commons
  - ERAU institutional repository, launched May 2013
  - Open access to the creative works of ERAU faculty, students, and staff
  - University collaborative primarily maintained by the Hunt Library SCT

- A little data
  - 24,284 contributions (7/20/20)
  - 2,726,313 downloads (7/20/20)
Concierge customer service isn't just for hotels; it's a white-glove level of service designed to elicit next-level customer loyalty. Once exclusive to five-star hotels and luxury retailers, concierge-style customer service is something today's mainstream businesses aspire to deliver.

https://www.customercontactweekdigital.com/customer-experience/articles/concierge-customer-service
Why a Concierge Service?

Institutional repositories very novel concept at ERAU in 2011

Prior research

Successful predecessors offered mediated services

Customer service has always been the top priority of the Hunt Library

Faculty are busy and are challenged to learn one new technology
Students are busy and don’t always recognize long-term benefits
Conferences and Events

- 30 Conferences hosted in Scholarly Commons
  - Scholarly in nature
- 9 Events
  - Creative or K-12
Conferences and Events

What we offer for Conferences and Events

• Site builds
  • Agenda publishing and updating
  • Supporting HTML pages (CFP, directions, sponsors, etc.)
• Training and support for power users to manage their own site
• Publishing of proceedings
• Expandable platform for reoccurring annual events
Journals and Magazines

• 7 Journals
  • 4 Professional faculty run
  • 2 Undergraduate
  • 1 Creative
• 5 Magazines
  • Alumni
  • Research
  • Philanthropy
Journals and Magazines

What we offer for Journals

- Site build
- Site management and updates
- Peer Review tools
- Publishing of issues (in some cases)
Journals and Magazines

What we offer for Magazines

- Site build
- Publishing
- Document optimization
- Archiving
Faculty Support Team (FST)

• Who we are:
  • Members of the Scholarly Communication Team and the Research Department.

• What we offer:
  • Outreach to all ERAU faculty, staff, and students to encourage participation.
  • Concierge service to efficiently publish faculty, staff, and student output.
Faculty Support Team
Concierge Service

• What we offer:
  • Copyright Checks
  • Harvesting Citations
  • Metadata Input
  • File Uploads
  • Personal research page set-up
Faculty Support Team

Our Collections
Total = 223
Open Educational Resources (OER)

- OER is part of a larger textbook affordability initiative
- What we offer:
  - Assistance finding materials
  - Education and training
  - Publishing OER
  - Hosting course materials
OER Assistance and Education

**Process:**
- Meet faculty where they are
- Tailored solutions
- Provide tools and hands-on assistance
- Find ways to make the process easier
Leveraging the IR for OER

- Publishing and hosting platform
- 3 sections to meet different needs
  - Coursepacks
  - Textbooks
  - OER
- Continually evolving
Research Data Management (RDM)

What we offer:

- A site to host their datasets
- Open access availability
- Concierge support throughout the process
RDM Foundation

- Research Data
  - No universal definition
  - Differs by discipline
  - Anything collected during a research process
- RDM Lifecycle
  - Consist of 8 components
  - Library's involvement
    - Describe
    - Preserve
    - Discover
Our RDM Process

- Started in 2018
  - We currently host 8 datasets
  - An RDM Support Team was formed in 2019
- Request from the researcher(s)
  - A site is built
  - Metadata added
  - A DOI is generated
  - Data published
  - Support throughout the process
Takeaways

• Collaboration across the organization is very important
• Empower scholarly communities
• One-on-one communication is important
• Meet your community where they are
• Adopt a servant mindset
Questions
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