Research Services at DBS Library

Marie O’ Neill
Head of Library Services
Biography-

20 years experience in the library and information sector. Have worked in the libraries of:

- King’s Inns
- Dublin Institute of Technology
- South Eastern Health Board
- Welsh Office
- University College Dublin
- Oireachtas
- Head of Library Services at Dublin Business School for 9 years this coming November.
What is the Elephant in the Research Room?
Answer: Perceptions of Private Higher Education Colleges
Prevailing Misconceptions

- Private higher education colleges are teaching and learning institutions only.
- Faculty in private higher education colleges are not research active.
- There is no institutional commitment to research in private higher education colleges.
The reality is somewhere in between.
The DBS Library Research Story: Background Context

- **DBS Faculty** – Highly motivated about research. Publishing in a variety of publications—professional and peer reviewed including high ranking journals etc.


- **Changes in the Information Provision Landscape/Disruptive Technology**—Library users ‘unaffiliated global learners’ and ‘knowmads’ (see next slide!)
The Big Picture: the Future of Academic Libraries

<table>
<thead>
<tr>
<th></th>
<th>Historical</th>
<th>Emerging</th>
<th>Future</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Collections</strong></td>
<td>Just-in-case</td>
<td>Just-in-time</td>
<td>On demand, anytime</td>
</tr>
<tr>
<td><strong>Space</strong></td>
<td>Static, mostly for collections</td>
<td>Flexible, user-focused</td>
<td>Embedded in academic units, a collaborative space for Knowmads</td>
</tr>
<tr>
<td><strong>User Experience</strong></td>
<td>Unintentional</td>
<td>Experimentation with service design</td>
<td>Academic libraries as campus leaders in community engagement</td>
</tr>
<tr>
<td><strong>Reference</strong></td>
<td>In person, over the phone</td>
<td>Digital</td>
<td>Highly automated, mobile</td>
</tr>
<tr>
<td><strong>Users</strong></td>
<td>Students, faculty at their home institution</td>
<td>MOOCs, New majority learners, unaffiliated global learners</td>
<td>Community members, Knowmads</td>
</tr>
<tr>
<td><strong>Skills</strong></td>
<td>Master's of Library Science, subject specialists</td>
<td>Blended Librarians</td>
<td>Entrepreneurial Blended Librarians</td>
</tr>
<tr>
<td><strong>Teaching &amp; Learning</strong></td>
<td>Assist students and faculty with research assignments, drop-in sessions by request</td>
<td>Embedded in colleges, departments, and courses</td>
<td>Blended Librarians</td>
</tr>
<tr>
<td><strong>Demonstrating Value</strong></td>
<td>Collection size</td>
<td>Expanding partnerships on campus, create evidence for invisible services</td>
<td>Learning analytics</td>
</tr>
<tr>
<td><strong>Relationships with Faculty</strong></td>
<td>Limited, based on research needs</td>
<td>Co-creative, joint research projects</td>
<td>Partnerships with unaffiliated research entrepreneurs</td>
</tr>
</tbody>
</table>

Modern Day Library User

Library users are increasingly nameless and faceless:

- Self issuing stations
- Off campus access to online information resources
- Mobile information resources
- Instant messaging live chat services etc.
But We don’t Want the Machines to Take Over Entirely!
New Avenues to Root Users in the Physical Library

- Innovative library design (informal study spaces, cafes etc.)
- Information literacy programmes
- Students still want access to print collections/Library PCs/Wifi etc.
- Research support services for research active faculty and students- scope for face to face contact, personalised, tailored library supports etc.
Altruistic Motivation..

DBS Library wanted to bring to the fore the vibrant and robust research that was being conducted by faculty at DBS as well as encourage faculty who hadn’t published to publish.
DBS Library’s Strategic Plan- 2013


- Library set out its stall re a cohesive, systematic and dynamic approach to research support.

- The strategic plan was sent to senior management including senior academic management.
Aims of the Plan

- Less ad hoc - more cohesive approach to research support by the Library. The basic premise of the approach was to systematically
  - Collate
  - Disseminate
  - Promote and showcase

  Student and faculty research.
DBS Library’s Strategic Plan—Refers to Key Research Reports

- Institutional repositories increase the visibility of the institution and raise its research profile
- Libraries help researchers win research grants and contracts
- Good libraries help to recruit and retain top researchers
- Dedicated spaces provide a better work environment for researchers
- Easy access to high quality academic content is the key foundation for good research
- Libraries promote and exploit new technologies and new models of scholarly communication

Additionally..

‘Libraries have an opportunity to use their skills to help researchers improve the quality of their funding applications, and to increase the institution’s success in winning research income’

In 2010 DBS Library Set up the Institutional Repository eSource

- Student Theses
- Student CAs
- Faculty Publications
- Photography Projects
- And More
And then...a Change in Approach
Boutique Library Service

Andy Priestner and Elizabeth Tilly in *Personalising Library Services in Higher Education: The Boutique Approach (2012)* advocate for a new user-centric model that could serve as the foundation for any librarians seeking to maximise their resources and reach and usage. This model would respond to the widespread recognition that the individual is ‘king’, has higher expectations of service, expects their voice to be heard and responded to, and is freer than ever to create and access information.’ (p.2)
Boutique Library Approach

- Putting the user first
- Recognising the importance and value of individuality over uniformity and consistency
- Keeping abreast of change
- Investing in serious time with users where necessary to demonstrate function and value
- In tune with social media and web 2.0
- Promoting specific solutions rather than generic databases and tools
- Adopting all avenues of communication
- Not just collection based-subject based, not just cohort based but user based

Source: Andy Priestner and Elizabeth Tilly in Personalising Library Services in Higher Education: The Boutique Approach (2012) p.6
'One thing is clear however: researchers are not a homogeneous group: they are made of distinct groups who fall under this umbrella term. Given the diversity of researchers both in terms of disciplines in which they work and the levels at which they work, the nature of support that can be offered fits better with a boutique approach.'

DBS Library: Strategic Plan, Progress to date..
Some Completed Goals

- The job title and role of the Institutional Repository Manager Alex Kouker was changed to Research Librarian.

- A Research Office in the Library was established which is occupied by the Research Librarian.

- On-going library representative on the DBS Research Committee

- The Deputy Librarian, Jane Buggle now systematically collates and records the research output of all College lecturers via a Library maintained Register of Scholarly Activity.
Some more completed goals

- Faculty content on the institutional repository, eSource has increased ten fold in the last 12 months. (DBS Library using a boutique approach).

- The Library launched a suite of research support classes for faculty on getting published in the academic literature and measuring publication impact.

- The Library has produced research support guides and literature which are available in print and online.

- The Library can now produce research reports for Quality Qualifications Ireland and accreditation agencies.
The Library then produced a fancy guide to showcase new research supports for faculty!

Measuring your Research: Article Impact and Citation Analysis
DBS Library supports publishing researchers in measuring and tracking their research impact. Examples include:
- Understanding and calculating your h-index, which is one way of assessing your impact
- Generating citation reports for research publications
- Identifying journal quality and ranking in a given subject area
- Using specific tools such as Google Scholar Citations and Scopus/S Clarke Journal and Country Rank

The web-based resource Measuring Your Research Impact provides a wide range of training materials and is available at: [http://ndlr.ie/myri](http://ndlr.ie/myri)

DBS Library has produced a Citation Tracking tool-box for its database subscriptions [http://goo.gl/9voF8X](http://goo.gl/9voF8X)

Contact: Alexander Kouker, Research Support Librarian
Email: alexander.kouker@dbs.ie
Phone: 01/4170612

Share your Research: DBS eSource
eSource is a digital open access service for collecting, sharing and preserving your research output.
eSource facilitates scholarly communication and knowledge sharing and informs Teaching & Learning activities.
DBS Library provides support in uploading your work; guidance on copyright and individual usage statistics on archived works.

Web: [http://resource.dbs.ie](http://resource.dbs.ie)
Contact: Alexander Kouker, Research Support Librarian
Email: alexander.kouker@dbs.ie
Phone: 01/4170612

Reference Management Support: Zotero
DBS Library provides training in the use of Zotero Reference Management Software.
Zotero is freely available for the Firefox Internet browser and integrates with MS Word and OpenOffice/Neo Office.

Web: [http://goo.gl/5x1Kk2](http://goo.gl/5x1Kk2)
Contact: Colin O’Keeffe, Information Skills Librarian
Email: colin.okeeffe@dbs.ie
Phone: 01/4170611

DBS Library Research Support Service
Learning and Teaching is a conversation that depends on the work of others. Vital to this exchange of ideas is the accessibility of research, criticism, and other academic and creative work to the larger community of teachers and learners.

DBS Library endeavours to support academic staff and students in their efforts to create and share research output and make it available for open discovery and access.

Some of the resources outlined in this leaflet are available at: [http://bit.ly/1yQhB5p](http://bit.ly/1yQhB5p)
Establish your Research Profile in the Academic Community: ORCID & Google Scholar

ORCID: Open Researcher and Contributor ID is a persistent, unique researcher identifier and a transparent method of linking research activities and outputs to these identifiers.

- Identify authors through a unique 16-digit ID
- Include the ID in manuscript and grant submissions
- Improve author search
- ORCID operates independently from publishers
- Solve author name ambiguities within the research community

Find out more and register at: https://orcid.org/

Google Scholar Citations: Create a public profile to make it easier for people to discover all your research via a single web search.

Find out more and register at: http://goo.gl/38VTov

DBS Library Register of Scholarly Activity

DBS Library helps you keep track of your research publications.

Contact us to add your latest publication to our register.

Contact: Jane Buggle, Deputy Librarian
Email: jane.buggle@dbs.ie
Phone: 01/4170667

Workshops and more...

DBS Library offers a variety of workshops and individual consultations on request, including:

- Getting published
- Academic blogging
- Measuring your impact
- Copyright queries
- Literature searching
- Journal alerts
- And more...

Contact: Alexander Kouker, Research Support Librarian
Email: alexander.kouker@dbs.ie
Phone: 01/4170612

Other useful resources:
- DBS Research Committee: http://elearning.dbs.ie/course/view.php?id=1613
- DBS Ethics Committee
- DBS Teaching and Learning Committee
The Research Services that Got Away..

- Bibliometric services
- Providing support to faculty submitting research bids
- Both services are inter-dependent
- No research management system
Or did they?
Raising Awareness

- **Guest Speakers** - Dr John Donovan, Head of Research at DIT and Chair of the European Research Managers Association came in and talked to DBS faculty about research funds such as Horizon 2020.

- The Library delivers **classes on Measuring Research Impact**—bibliometrics/altmetrics to DBS faculty. See [http://esource.dbs.ie/handle/10788/2408](http://esource.dbs.ie/handle/10788/2408) by Jane Buggle, Deputy Librarian.

- The Research Librarian and I presented at the **annual DBS Research Day** (2014) on academic blogging and Horizon 2020 respectively.

- The Research Librarian produced a citation analysis Toolkit in the absence of Scopus and Web of Science. [https://sites.google.com/site/dbscitationanalysis/](https://sites.google.com/site/dbscitationanalysis/)
DBS Citation Tracking Tool

Citation Tracking tool-box

Professional & Applied Sciences  Social Sciences

Humanities  Health Sciences
DBS Citation Tracking Tool

Média Studies

**Note:**
The resources listed in the table below are limited to those that are either available through the library or are free. Search results will be limited to articles in journals published by the platform in question. Consider the author-name search tips. **indicates that you must be a DBS faculty, student or staff to access.

<table>
<thead>
<tr>
<th>Source</th>
<th>Search Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Search Complete <strong>(off campus access)</strong></td>
<td>Citation Searching: 1. Log on if off campus. 2. If visible, click ‘Cited References’ on toolbar OR click ‘More’ then ‘Cited References’ if necessary. 3. Enter search terms (partial data acceptable). 4. Click ‘Search’. Cited Reference record(s) display. 5. Click checkbox. 6. Click ‘Find Citing Articles’ for list.</td>
</tr>
<tr>
<td>Film and Television Literature Index <strong>(off campus access)</strong></td>
<td>Citation Searching: 1. Log on if off campus. 2. If visible, click ‘Cited References’ on toolbar OR click ‘More’ then ‘Cited References’ if necessary. 3. Enter search terms (partial data acceptable). 4. Click ‘Search’. Cited Reference record(s) display. 5. Click checkbox. 6. Click ‘Find Citing Articles’ for list.</td>
</tr>
</tbody>
</table>
Research Impact Evaluation? The Good, the Bad and the Ugly.

‘As scientometricians, social scientists and research administrators, we have watched with increasing alarm the pervasive misapplication of indicators to the evaluation of scientific performance.’

In the absence of a research management system, the Library has been busy tinkering with Excel to produce reports on the research activity of faculty to support new programme validation and revalidation.
Sample report- 265 publications by psychology faculty at DBS (section from the list). The full list would be inserted into documentation submitted to Quality Qualifications Ireland for example.
Excel produces useful tables for research reports - Example: DBS psychology faculty (categories informed by practices at the University of Monash)

<table>
<thead>
<tr>
<th>Faculty</th>
<th>Count of Scholarly Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>BA Psychology</td>
<td></td>
</tr>
<tr>
<td>Book</td>
<td>1</td>
</tr>
<tr>
<td>Book Chapter</td>
<td>12</td>
</tr>
<tr>
<td>Committee Membership</td>
<td>2</td>
</tr>
<tr>
<td>Conference Organiser</td>
<td>1</td>
</tr>
<tr>
<td>Conference Paper</td>
<td>159</td>
</tr>
<tr>
<td>Consultancy</td>
<td>6</td>
</tr>
<tr>
<td>Consultancy Report</td>
<td>1</td>
</tr>
<tr>
<td>Editorial</td>
<td>4</td>
</tr>
<tr>
<td>External Examinership</td>
<td>8</td>
</tr>
<tr>
<td>Journal Article</td>
<td>9</td>
</tr>
<tr>
<td>Journal Article (PR)</td>
<td>58</td>
</tr>
<tr>
<td>Research</td>
<td>4</td>
</tr>
<tr>
<td>Grand Total</td>
<td>265</td>
</tr>
</tbody>
</table>
Excel also produces some nice visuals... Example: scholarly publications of DBS psychology faculty by category
Some highlights from the past year...

- Establishment of a mandate for institutionally funded research to be deposited on the institutional repository eSource via the Research Committee.

- Migration from Enovation to @mire for eSource support reducing the annual support cost to a nominal amount. eSource is now hosted internally. Rebranding of the institutional repository eSource to match the main DBS Website.

- Dublin Business School introduced a number of research scholarships to provide paid research hours to faculty. These will be continued in the academic year 2015/2016.

- DBS Library secured several commendations during programmatic reviews and validations from Quality Qualifications Ireland for library services particularly in relation to research support.
Research Investment - Dublin Business School

- Research Librarian
- **ESource** and other research platforms
- The @mise migration re eSource
- Conference sponsorship via the Research Committee
- DBS Research Scholarships
- Considerable as not financed by research income.
The Last Year in Statistics

- 800 items on the register of scholarly activity across all categories of scholarly activity. Collation of faculty research is ongoing by the Deputy Librarian Jane Buggle.
- We now have 1675 deposits on eSource
eSource Traffic (eSource a standalone web site)

eSource sessions

<table>
<thead>
<tr>
<th>Year</th>
<th>Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>1341</td>
</tr>
<tr>
<td>2012</td>
<td>13979</td>
</tr>
<tr>
<td>2013</td>
<td>26409</td>
</tr>
<tr>
<td>2014</td>
<td>43268</td>
</tr>
</tbody>
</table>
In addition to being DBS branded, eSource is now on the main DBS Website.
Taking Stock- The SWOT Test
Strengths

- Faculty generous about depositing non mandated research output
- Highly skilled and knowledgeable research librarian Alex Kouker based in the Research Office in the Library
- Library maintained Register of Scholarly Activity
- Institutional repository: eSource
- Portfolio of research support classes for faculty
- Library representative on the DBS Research Committee
- DBS Research Scholarships
- Institutional funding via the DBS Research Committee
- Library’s research endeavours have been supported and funded by senior management of the College.
Weaknesses

- Lack of a research management system
- Research activity more developed and prolific in the Arts School than in the Business and Law School.
- DBS Library does not subscribe to Scopus or Web of Science
- No research income at present
Opportunities

- Establish institutional research themes
- Dedicated web space for DBS research
- Leverage of institutional research for marketing purposes
- RIAN- DBS Library has been in discussions with RIAN re eSource.
- Supporting faculty to submit research bids + bibliometric services
- DBS Orcid institutional profile
- Research data management
- More use of multi-media: Camtasia, Youtube etc.
- Research in addition to taught masters in private higher education institutions
- More collaboration between private and state funded institutions for research purposes.
Opportunities Continued

- Reference management classes for faculty (Zotero)
- Some faculty have requested editing and proofing services
- Digital literacy training for researchers (Jane Secker in Personalising Library Services in Higher Education: The Boutique Approach (2012) by Andy Priestner and Elizabeth Tilly)
- Subscription to Scopus or Web of Science.
- Research Postcards with PhD students (Michelle Blake and Nicola Wright, London School of Economics in Personalising Library Services in Higher Education: The Boutique Approach, 2012). 39 percent response rate the first year and a 50 percent rate of response in the second year.
- Librarian as publisher
Threats

- Small Library staff – 9 FT and 1 PT
- Lack of space- no dedicated space for researchers to study in. Research Office in the Library more for one to one consultations.
- Cohesive approach to research support institutionally is embryonic but developing.
- Methods for collation of scholarly activity not always successful
- Performance evaluation in higher education, see Towards a Performance Evaluation Framework: Profiling Irish Higher Education published by the HEA in 2013
Towards a Performance Evaluation Framework: Profiling Irish Higher Education published by the HEA in 2013

‘in recent years, there has been a concerted effort, both internally within the higher education authority (HEA) and, more broadly, among higher education policy-makers nationally and internationally, to develop a more comprehensive approach to performance evaluation’ (p.8)

- Premise: Institutional Performance linked to state funding

- No. of PhD Graduates per 10 Academic Staff
- No. of Web of Science Documents per Academic
- Relative Citation Impact
- Total Contract Research Income per Academic Staff
- EU Contract Research Income per Academic Staff
Question?

- In time will DBS need to think about the collation of a broader range of key research metrics?
Recent Developments-DBS Library Research Support

- Library of congress headings are being added to the Register of Scholarly Activity to identify institutional research themes.

- A Research Development Plan has been produced by the Head of Library Services for submission to the DBS Research Committee.

- A research section of a new DBS Library website with profiles of DBS researchers etc. is being introduced.

- DBS Quality Assurance Manual updated to capture recent research developments and processes.

- Individual Library staff members are publishing a new journal Studies in Arts and Humanities as part of a wider collaborative group with DBS School of Arts faculty and other universities.
Proposed Research Page for the New Library Website
And a First..

DBS Library- the first in Ireland to acquire PlumX software. The software is designed by Andrea Michalek and Mike Buschman. Andrea has extensive experience in designing and building systems to process big data and Mike has an extensive knowledge of librarians, researchers and other consumers of research.
PlumX

‘The research community still relies on Citation Counts and Journal Impact Factor to determine the most important and valued research even though those are lagging indicators in a world where timeliness is important. In late 2011, Mike and Andrea founded Plum™ Analytics to figure out more accurate ways of assessing research by analyzing the five categories of metrics:

- **Usage**- clicks, downloads, views, library holdings, video plays
- **Captures**- bookmarks, code forks, favorites, readers, watchers
- **Mentions**- blog posts, comments, reviews, Wikipedia links
- **Social Media**- likes, shares, Tweets
- **Citations**- Pubmed Central, Scopus, USPTO’

Source:
http://www.plumanalytics.com/about.html
Example PlumX at the University of Pittsburgh
PlumX at DBS: the Trial
Emergence of an egocentric cue guiding and allocentric inferring strategy that mirrors hippocampal brain-derived neurotrophic factor (BDNF) expression in the Morris water maze.

Citation data: Neurobiology of learning and memory. ISSN: 0361-3016. Vol. 89, Issue: 4, Page: 462-79
Publication Year: 2008
Researchers: Jonathan Murphy

Usage:
- Abstract Views: 50
- Readers: 21
- Link-outs: 2
- Exports-Saves: 1

Captures:
- Cited by: 15
- Cited by: 15
- Cited by: 4

Citations:
- Published Central
John Hyland, DBS Lecturer
Advantages of PlumX

- Broader, more dynamic picture of research impact.
- Inter-operability with other software such as dSpace. PlumX analytics will be provided at item level on eSource.
- Platform to showcase to current and prospective students as well as to quality assurance agents institutional research activity and impact.
- PlumX trial popular with DBS faculty. They feel plugged in to the wider academic community.
- Builds collaboration between institutions to conduct research and make research bids.
Horizon 2020

The EU Framework Programme for Research and Innovation

What is Horizon 2020?
Find Your area
How to Get funding?

Horizon 2020 Programme

Latest news and events
Viagrad 4 for Secure Data: Contribution of V4 to H2020 R&I effort in data security
Event date: 28/05/2015
Brussels, Belgium
The V4 countries (Czech Republic, Hungary, Poland and Slovakia) have issued a common position for a Digital Single Market based on digital economy and cyber security. If the V4 countries want to deal with these challenges then they need to support the research and innovation activities in this area as well as improve the business environment. Read more...

Graphene Workshop in European Parliament
Event date: 02/06/2015
Brussels, Belgium

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Project Stories

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PlumX- Connects Researchers Globally
Research Drivers at DBS

- The passion, drive and dedication of DBS faculty
- DBS Library using a boutique approach
- DBS Research Committee
- DBS Research scholarships
- Higher Education Colleges Association (HECA). We now have a HECA Library Committee.
- Education Wide Developments- National Forum for Teaching and Learning
- Collaboration/dialogue with research personnel/groups within the higher education environment.
- New research software and products
- Quality assurance and accreditation criteria
DBS Library Research Support to Date

- Strategic Plan/Research Development Plan
- Research Support Materials/Suite of classes
- Boutique Approach
- Institutional Repository (dspace sofware)
- Impact software PlumX
- Research Librarian/Research Office
- Register of Scholarly Activity
- Future Opportunities
It’s good to talk..

- DBS Library delegation took a visit to see Julia Barrett, Research Services Manager, UCD and Michael Ladisch, Bibliometrics Librarian.

- Dr John Donovan, Head of Research at DIT provided a talk on site to DBS faculty re Research Funds.

- Julia Barrett spoke on the wonderful Irish Social Science Data Archive to DBS faculty and students.

- We would like to contribute to the general conversation in academia about research, with relevant committees, groups etc.
Happiness is being one of the gang.
Bibliography

- Sayer, D Five Reasons Why the Ref is not fit for purpose Guardian, 15/12/2014