A user journey in OpenAIRE services through the lens of repository managers

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Abstract

OpenAIRE is the European Union initiative for an Open Access Infrastructure for Research in Europe[1] that aims to establish an open and sustainable scholarly communication infrastructure responsible for the overall management, analysis, manipulation, provision, monitoring and cross-linking of all research outcomes (publications, related datasets, software and services) across existing, planned and future repositories. In the new phase of OpenAIRE, among the project's goals, there is the one to repackage OpenAIRE services providing them as complete products to the final users.

This workshop puts forward an interactive session aiming to provide detailed information on the main services and tools targeting content providers and in which OpenAIRE team foresee to collect contributions from the repository manager's community to further develop the portfolio of services offered by OpenAIRE.

The workshop will provide an interactive demo of the dashboard for content providers tools (repositories registration and validation, collection monitor and content enrichments), detailing mainly the catch-all broker service functionalities, such as the metadata enrichments and the usage statistics service. Additionally, this all day workshop will introduce attendees the new content acquisition policy, the Guidelines for Literature Repository Managers version 4.0 and the OpenAIRE graph, aiming to gather feedback to better provide support and training targeting content providers managers around European research institutions and beyond.

Conference Themes

- Understanding user needs and user experience
- Discovery, use and impact
- Open and sustainable
- How can metadata and standards help our users?

Keywords

OpenAIRE, Repositories infrastructure network, OpenAIRE dashboard for Content providers, broker service

Audience

Repository managers, developers, data producers, librarians.

Background

This workshop aims to engage with the repository managers as the main users of the OpenAIRE dashboard for Content Providers, showcasing the services and tools available through the dashboard and collecting user feedback on the service functionalities.

OpenAIRE is working to bundle the current services into products to address specific stakeholders' needs and Product Management processes. Each product, such as the Content provider's dashboard, has an assigned product manager that foresees the development and implementation of the product and also communicates the vision and the functionalities to the stakeholders.

The OpenAIRE graph is a valuable source for repository managers to improve their repository collections and content, as it may feature information that is not otherwise available to them. Via the OpenAIRE dashboard for content providers, repository managers are able to acquire metadata that improves their collection of metadata records: i) Enrichments: enrich the records they already have with extra metadata information; Additions: add to their collection records that are "related with" the repository, i.e. they should/could be part of their collection. Repository managers can subscribe to the service to receive notifications about records "assigned to them" and specify topics and how and when to be notified.

The OpenAIRE Content Provider Dashboard is a one-stop-shop web service where data providers (repository, data archive, journal, aggregator, CRIS system) interact with OpenAIRE. It provides the front-end access to many of OpenAIRE's backend services with the following user value: i) Enhanced repository collections and content for more visibility and access; ii) Improved institution memory; iii) Better institution research assessment; iv) Compliance with funder rules.

The OpenAIRE Guidelines allow content providers to expose metadata about their research products in a uniform, broadly accepted format, thereby maximizing their accessibility, interoperability, findability, and support of reproducibility according to FAIR data principles.

Already, a significant number of content providers can expose and exchange their content in a homogenous way, thanks to the OpenAIRE Guidelines. The OpenAIRE Guidelines for Content Providers describe and expose different types of research artifacts, providing basic metadata, vocabularies, protocols, and illustrating best practices that come from the library world (proper description and curation), while covering the recent trends in research infrastructures. They are well fitted to bridge the interoperability gaps between research infrastructures at large, their implementation being the stepping-stone for a linked data infrastructure for research, providing a 3600 contextual view of research.

Session content and format

The agenda of this full day workshop, comprising a session with plenary presentations, live demos and breakout groups, will cover the following topics divided in two main blocks of content:

1st part:

1. OpenAIRE graph expansion: an academic graph aggregating all information required to deliver monitoring tools.
2. OpenAIRE content acquisition policy and the new terms of agreement for content providers.
3. OpenAIRE interoperability guidelines for Literature Repositories, for Data Archives, CRIS Managers, for Software Repository Managers, for Other Research Products.

2nd part:

1. OpenAIRE catch-all Broker Service for literature and data repositories
2. Dashboard for Content Providers: Open Science as-a-Service for repositories
3. OpenAIRE usage statistics service

Learning outcomes

Recognize the OpenAIRE graph growth and the content acquisition policy expansion.

Identify and use the main tools and services available in the dashboard for content providers.

Be able to identify and evaluate the main components of the usage statistics services.

Be able to distinguish the main interoperability guidelines specifications and the development's needs.

Understand the role of the OpenAIRE infrastructure services within the development of the European Open Science Cloud.

Length, format and number of attendees

- 6-hour workshop.
- 60-80 attendees.
- Interactive session with plenary presentations, live demos and breakout groups.

Requirements

- Technology and facilities required: video projector
- Attendees are expected to bring a laptop