



UniSA

# Scripted solutions to solving our bibliometric nightmare

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## First there was RQF...

### **The University asked for citation counts**

- All Supported Researchers for their whole career
- But each citation count is searched individually
- No mechanism to store the data for future requests

### **The Library wanted a software system**

- Enabled aggregation of data from disparate sources
- Facilitated editing and data cleansing
- Able to export data for reuse

### **Why not use an existing system?**

- *arrow@UniSA* – in early development
- *Research Master* – did not meet needs & outside of Library control



## Then our nightmare took form

### PHASE 1 initial data collection

- all librarians within the library involved
- data store not ready
- set citation count alerts (for later updating)

### PHASE 2 data entry of citation counts

- data store Citation+ deployed
- pre-populated with Research Master references
- added citation counts to existing records
- identified inaccurate references

### PHASE 3 data enrichment, cleanup and problem solving

- verify and correct references
- add standard numbers (ISSN, ISBN, DOI)
- add records where none exist
- flag problems for follow up (duplicate records)

## Our nightmare took form

314 researcher lists  
73 references per list  
22949 references in total  
initial collection took 1670 hours

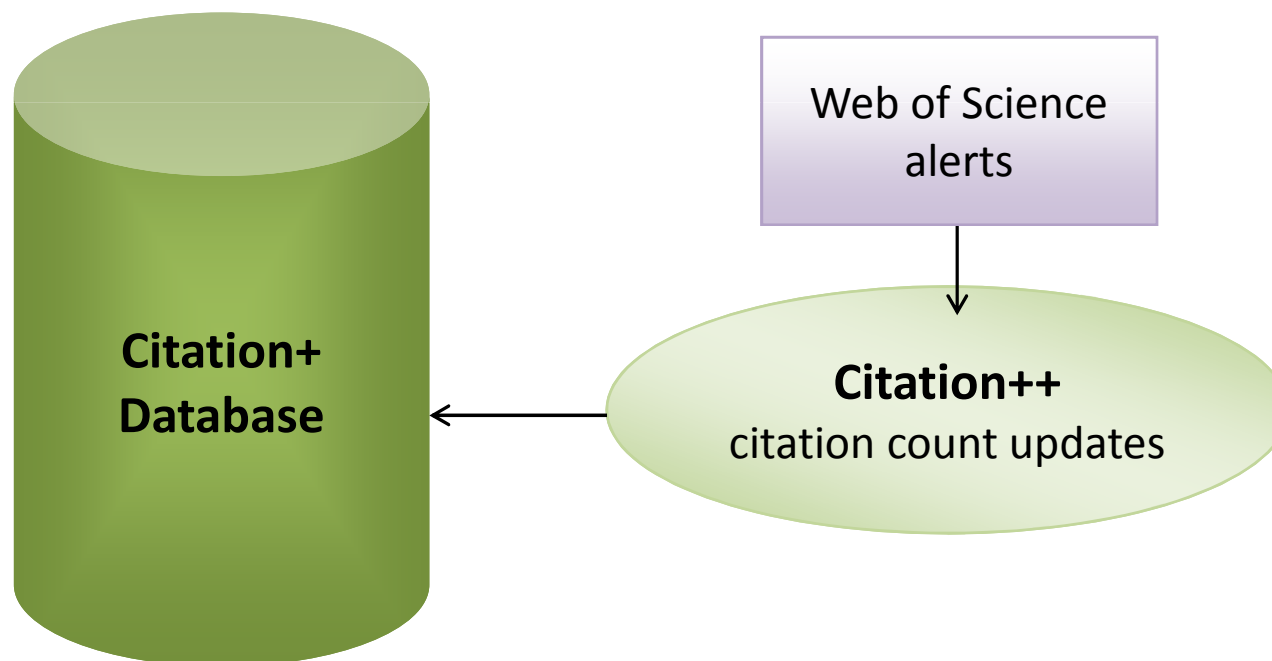
*Citation+* statistics  
23420 references  
10056 verified by library

- 7964 (2008)
- 2092 (2009)

14% of records added by Library  
27% of verified records added by Library

## Success!

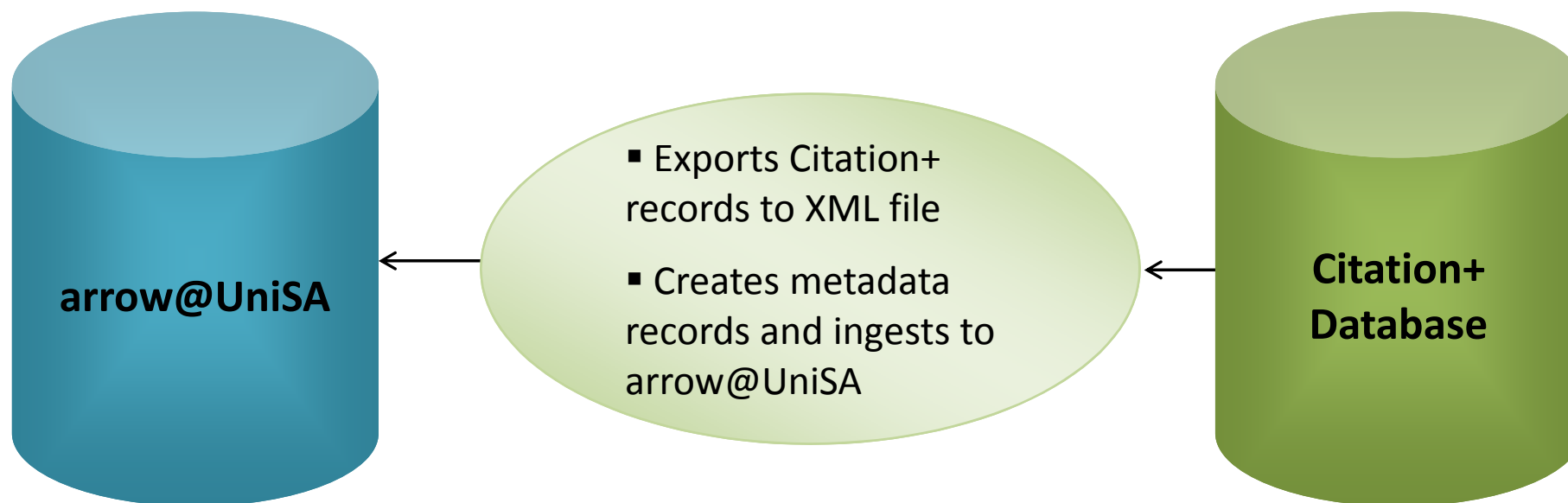
Updating the citation counts using *Citation++*



## More success!

Populating our repository

- Metadata harvested from *Citation+* for ingest into *arrow@UniSA*
- Tracking digitisation of 2007 HERDC publications



## Challenge 1 – Human factors

- Communication
  - between the project team and the Library
  - between members of the project team
  - between the project team and Library management
- Resistance to the project
  - competing priorities
  - dislike of the work
- Improved working relationships
  - cross collaborative team
  - using core librarianship skills
  - Librarians build technical knowledge and skills
  - Developers increase their understanding of librarianship
- Interaction with management

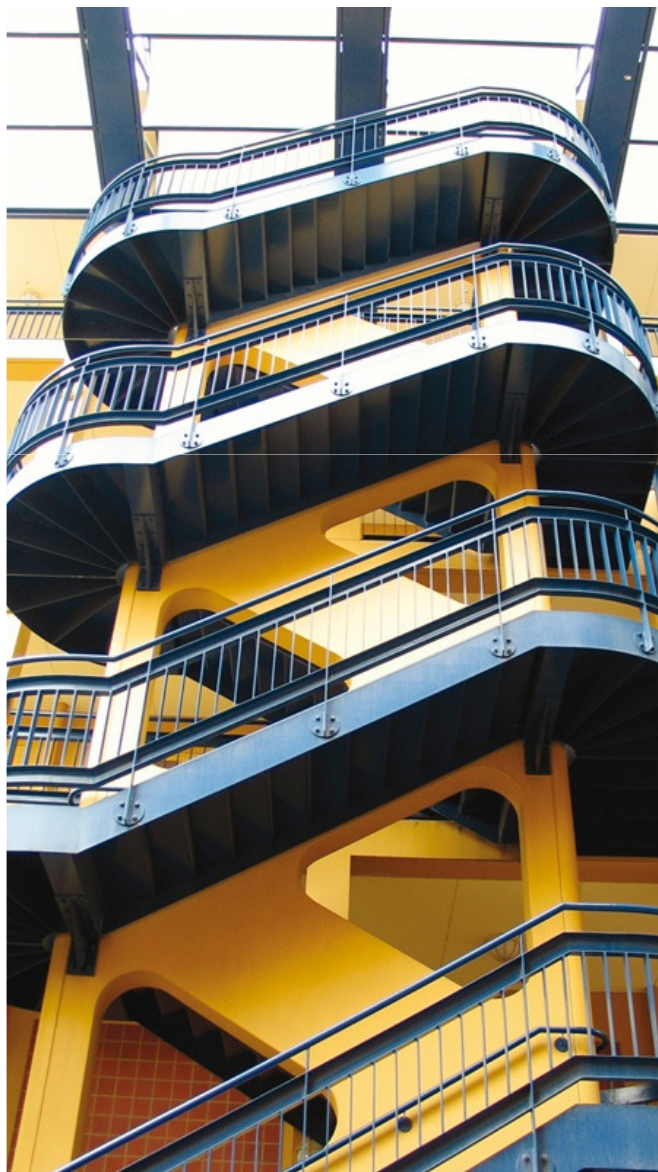




## Challenge 2 – Moving goalposts

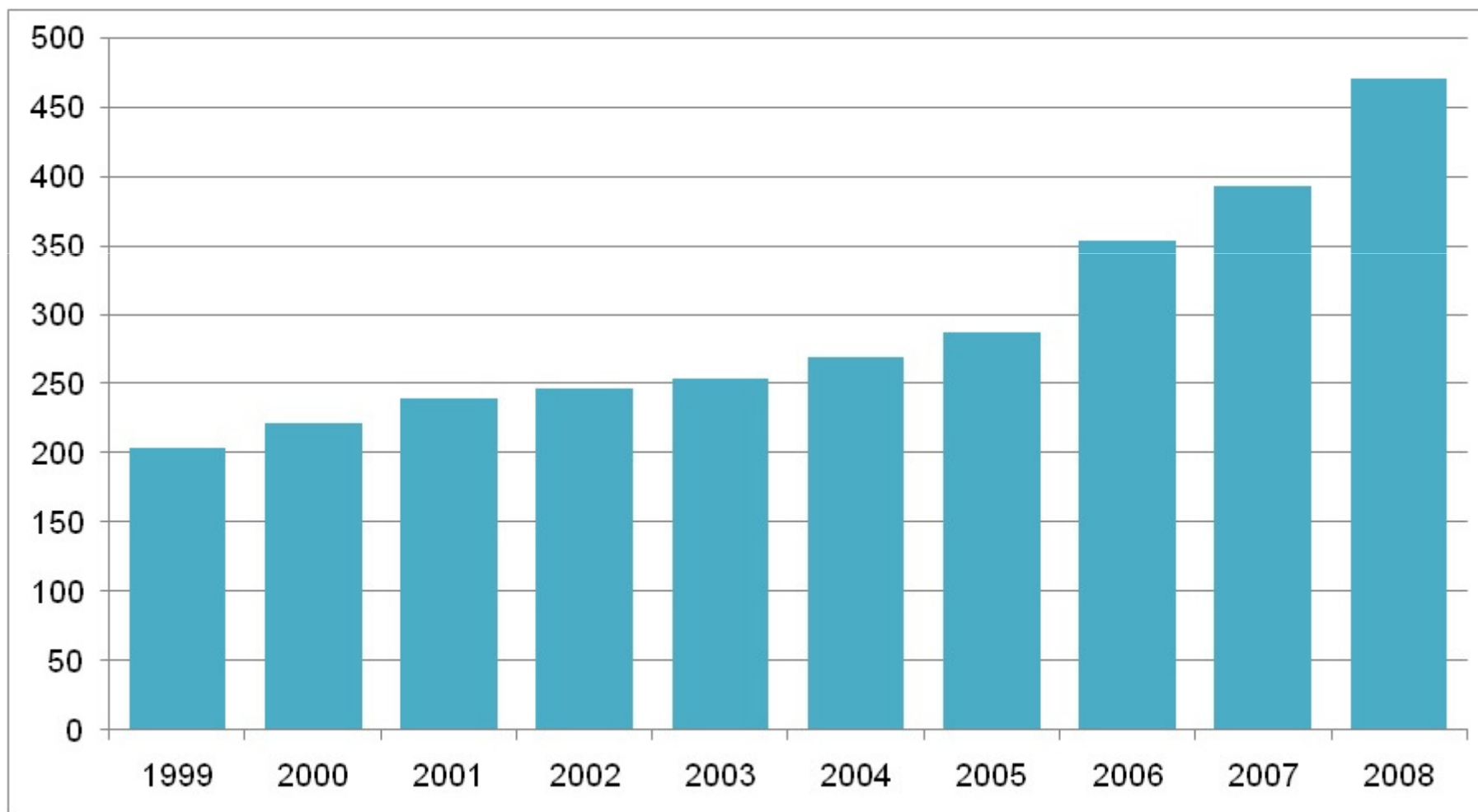
Ever changing priorities, questions and parameters

- Changing Federal environment when RQF became ERA
- Evolving repository community and systems
- Conflict between what we want *arrow@UniSA* to be and what we are being asked for right now
- Continuously changing list and numbers of UniSA Supported Researcher





## Total number of UniSA Supported Researchers



# The ever changing nightmare

2008 only  
134  
researchers

2005, 2007 &  
2008  
9 researchers

2005 & 2007  
7 researchers

2009  
???

2007 - 2008  
72 researchers

2007 only  
41 researchers

2006 & 2008  
14 researchers

2005, 2006 &  
2008  
14 researchers

2006 - 2007  
17 researchers

2006 - 2008  
59 researchers

2006 only  
32 researchers

2005 & 2008  
3 researchers

2005 - 2006  
30 researchers

2005 - 2007  
23 researchers

2005 - 2008  
165  
researchers

2005 only  
36 researchers

## Challenge 3 – Data quality control

### Author names

- Establishing who wrote what
- Changing names
- Indexing under initials
- Variations in given names e.g. Elizabeth, Liz, or Beth
- Names that vary from forename or family name e.g. Megh Mallavarapu
- Transliterated names from non-Roman scripts

### Bibliographic control

- Conferences – confusing conference name and publication title
- Grey literature – can lack details
- Details changing between submission and publication
- Papers submitted to more than one conference and/or published in more than one journals



## Much still to do...

### Filling gaps

- New Supported Researchers
- Sourcing metadata as outputs are published

### Making content available

- Establishing copyright processes
- Sourcing full text (published, pre/post prints)
- Activating full text as permitted by copyright

### Management information reporting

- Corporate
- Government
- Local and individual





**The Library has strengthened and grown  
who would have thought...**

**we'd thrive on the horror!**