RDM Service Delivery Model
Version 5; 14 January 2016
Prepared by ULS RDM Working Group

Research Data Management Service Delivery Model for the ULS

Executive Summary

This document presents three levels of participation and expertise around Research Data Management (RDM) services at the ULS. It outlines membership at each service level, level competencies and activities, and organizational support for service providers.

Level 1 – Basic RDM Service Providers: Includes all public-facing ULS staff. This service level is characterized by an awareness of key issues and drivers around RDM and an understanding of ULS RDM services. Library staff at this level are likely to be the first point of contact for researchers with RDM-related reference questions. They will be able to describe the services that the ULS offers around RDM and refer researchers to additional resources and staff who can provide these services.

Level 2 – Advanced RDM Service Providers: Includes library staff who are part of the RDM Specialist Track and select staff. Advanced RDM Service Providers will be equipped to respond to anticipated RDM-related reference requests that patrons bring to the ULS. Staff at this level will possess tailored disciplinary knowledge related to RDM and be able to provide guidance about these disciplinary considerations to the patrons they serve.

Level 3 – Specialist RDM Service Providers: Includes select staff with explicit data-related responsibilities. Specialist RDM Service Providers have in-depth competencies related to one or more aspects of RDM (e.g. data management planning, metadata for datasets, data storage) and have explicit position responsibilities around research data. Staff at this level have a deep understanding of the research data landscape locally, nationally, and internationally.

About this document

In this document, we use the term "staff" to refer to both librarians and staff members within the ULS. The term "patrons" is inclusive of faculty, staff, students, and researchers.

This document is a deliverable of the ULS RDM Working Group, which runs from January 2015 to January 2016.
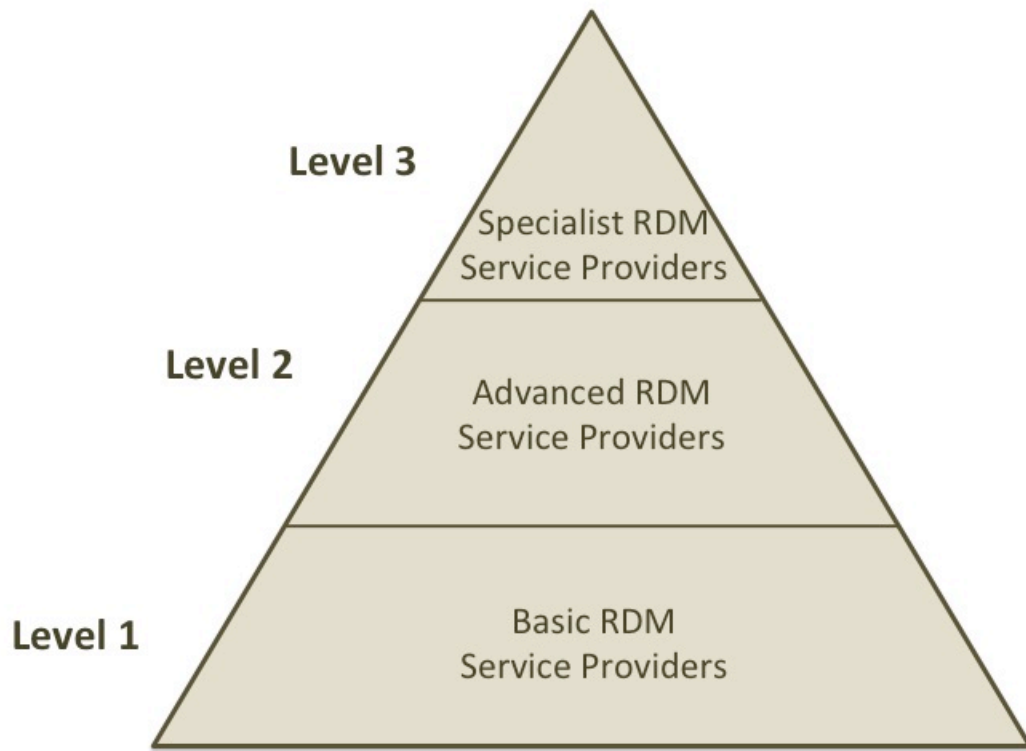
A visualization of the ULS RDM Service Delivery Model. This model draws upon the University of Queensland's bibliometrics service delivery approach. See Thomas, Amberyn. "Providing a Library Metrics Service: A Perspective from an Academic Library within an Australian University." Presentation to the University Library System, University of Pittsburgh, May 22, 2014. http://d-scholarship.pitt.edu/21657/2/1405_Metrics_for_Pitt.pptx

Level 1: Basic RDM Service Providers

Members: *All public-facing ULS staff (including staff in RES, departmental libraries and regional libraries).*

This service level is characterized by an awareness of key issues and drivers around RDM and an understanding of ULS RDM services. Library staff at this level are likely to be the first point of contact for researchers with RDM-related reference questions. They will be able to describe the services that the ULS offers around RDM and refer researchers to additional resources and staff who can provide these services.

Basic RDM Service Providers will develop and possess the following competencies:
- Basic understanding of what research data management refers to and understanding the main drivers around RDM (particularly in research universities)
- Basic understanding of the notion of a research lifecycle and how research data management applies to various stages within it
- Knowledge of ULS RDM services
- Familiarity with ULS web-based resources on RDM and ability to navigate resources to assist users
- Understanding of tiered service model related to RDM
- Knowledge of ULS staff associated with service model and how to contact them

Basic RDM Service Providers will be able to perform the following activities:
- Promote ULS RDM services when relevant
- Appropriately respond to and refer to reference questions from patrons about ULS RDM services
- Point patrons to ULS webpage outlining RDM services and RDM LibGuide and assist them with navigation

Organizational support for Basic RDM Service Providers will include:
- Introductory training session on RDM (a deliverable of the ULS RDM Working Group)
- Annual offering of the introductory training for new staff
- Annual refresher training on RDM
- LibGuide on the training sessions that staff can use as a reference

Level 2: Advanced RDM Service Providers

Members: *Library staff who are part of the RDM Specialist Track and select staff.*

At this level, active delivery of RDM services begins. Advanced RDM Service Providers will be equipped to respond to anticipated RDM-related reference requests that patrons bring to the ULS. Staff at this level will possess tailored disciplinary knowledge related to RDM and be able to provide guidance about these disciplinary considerations to the patrons they serve.

Advanced RDM Service Providers will develop and possess the following competencies:
- Competencies outlined in Level 1 of service delivery model
- Understanding of research workflows in disciplines served
- Awareness, in disciplines served, of funders' research data management requirements
- Familiarity with DMPTool and ability to help users navigate the tool
- Familiarity with relevant disciplinary data repositories
- Familiarity with good practice around file formats, file naming conventions, data storage, and data documentation

Advanced RDM Service Providers will be able to perform the following activities:
- Activities outlined in Level 1 of service delivery model
- Help researchers to locate funder requirements related to research data management
- Promote DMPTool
- Assist users in navigating and using DMPTool
- Help researchers to locate information about storage and backup options at the University of Pittsburgh
- Point researchers to information on file formats and file naming conventions
- Make recommendations to ULS Coordinator for Collections Development for data to purchase and license
- Make recommendations to ULS for data stewardship opportunities
- Assist users in depositing data in D-Scholarship
- Work with specialists to develop and deliver customized RDM training for departments/targeted researcher groups
- Guide patrons to disciplinary repositories for locating and depositing/publishing datasets
- Advocate for open data
- Act as DMPTool Resources Editors and Template Editors
- Refer users to RDM Service Specialists as appropriate

Organizational support for Advanced RDM Service Providers will include:
- Introductory training session on RDM (a deliverable of the ULS RDM Working Group)
- Disciplinary specific RDM training session(s)
- Annual offerings of the introductory and disciplinary-specific training sessions for new staff
- LibGuides on the training sessions that Advanced RDM Service Providers can use as a reference
- External educational opportunities, such as webinars and relevant institutional or regional seminars, workshops, and lectures
- Inclusion on ULS RDM distribution list for sharing resources, experiences, and questions
- Quarterly meetings with other Advanced RDM Service Providers Specialist RDM Service Providers

Level 3: Specialist RDM Service Providers

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Members: *2-3 select staff with RDM expertise and assigned responsibilities*

Specialist RDM Service Providers have in-depth competencies related to one or more aspects of RDM (e.g. data management planning, metadata for datasets, data storage) and have explicit position responsibilities around research data. Staff at this level have a deep understanding of the research data landscape locally, nationally, and internationally.

Specialist RDM Service Providers will develop and possess the following competencies:
- Deep understanding of competencies outlined in Levels 1 and 2 of service delivery model
- Understanding of current state of affairs around RDM and academic libraries' role
- Ability to articulately communicate current RDM landscapes, drivers, practices, and values with respect to the research lifecycle
- Familiarity with RDM stakeholders across the university and the region
- Ability to draw upon and collaborate with these stakeholders to advance RDM support and capabilities
- Ability to draw upon and collaborate with these stakeholders to support patrons
- Expertise in one or more aspects of RDM (e.g. data management planning, metadata for datasets, data storage)

Specialist RDM Service Providers will be able to perform the following activities:
- Activities outlined in Level 1 and 2 of service delivery model
- Assess institutional needs around RDM and maintain relevant services and resources to support these needs
- Organize and deliver internal education to support Level 1 and 2 competencies and activities
- Organize and deliver education to departments/targeted researcher groups alone or in partnership with relevant ULS staff
- Liaise to other RDM stakeholders across the university and region
- Consult on metadata for datasets
- Consult on documentation for datasets
- Coordinate local customization of DMPTool
- Consult on content of data management plan
- Provide guidance to patrons selecting data repository, preparing data for deposit, and depositing data
- Consult and assist patrons with locating and depositing/publishing datasets in disciplinary repositories
- Identify strategic relationships and opportunities for the ULS related to RDM
- Bring RDM strategic options to the ULS planning process
- Participate in campus-wide RDM groups
- Maintain and update LibGuide and web-based resources related to RDM
- Act as DMPTool administrators

Organizational support for Specialist RDM Service Providers will include:
- Quarterly meetings with Advanced RDM Service Providers and other Specialist RDM Service Providers
- External educational opportunities, such as webinars and relevant institutional or regional seminars, workshops, and lectures
- External networking and conference opportunities, such as the International Digital Curation Conference and the Research Data Alliance
- Inclusion on ULS RDM distribution list for sharing resources, experiences, and questions