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ATG Interviews Keith Webster, Dean of University Libraries, Carnegie Mellon and Daniel Hook, Managing Director, Digital Science

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ATG Interviews Keith Webster and Daniel Hook

Keith is Dean of University Libraries, Carnegie Mellon

Daniel is Managing Director, Digital Science

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ATG: Carnegie Mellon University and Digital Science made some big news recently. You have entered a development partnership. Can you tell us about the specifics? How did the partnership come about?

KW: As we implement our strategic vision of creating a library of the 21st century, we recognize a number of needs associated with the information aspects of the research process: helping faculty and students secure funding, showcase their work, track their impact, share their outputs. Several solutions exist in the marketplace, but we saw an opportunity to work with Digital Science to build an integrated ecosystem. I’ve known Daniel for a number of years, and a conversation with him demonstrated that we had a similar vision. We’re excited to partner — to bring top-notch infrastructure to a world-class university.

ATG: What’s in it for Carnegie Mellon? How will Digital Science benefit? Can we expect to see any new products for the broader market evolve from this partnership?

KW: As mentioned above, this is all about building towards our vision. Many of the Digital Science tools have been implemented successfully in countries in which I have previously been a library director/dean (UK, New Zealand, Australia) and I’m excited to see how they will function in the U.S. context — where we don’t have activities like national research assessment or centrally driven open access mandates. We’ll need to work hard to win hearts and minds on campus!

DH: Digital Science has always felt that it was close to the “coalface” of research as we have so many colleagues on the team who come from a background of either doing research or supporting researchers. Our relationship with CMU is a natural extension of our academic background, helping us to bridge the gap between our understanding of institutional and researcher needs with the practicalities of delivering that support in a world-class context. As Keith’s vision shows, we live in a highly dynamic period for research support as the very way in which researchers carry out research is changing with new tools and an increased focus on interaction with data in almost every field. I’m sure that our relationship with CMU will stimulate opportunities to develop Digital Science’s products more quickly and will lead to ideas for new separate innovations, but nothing to announce yet…watch this space!

ATG: As we understand it, Carnegie Mellon will create several research platforms to provide opportunities for interactive research among the university’s researchers. Can you give some specific examples? Where do Digital Science products fit into this effort? Which products?

KW: We’re really trying to adopt a lifecycle approach to this — our view is that we need to help the CMU campus community (faculty, researchers, students) focus on how they discover, organize, create, share and demonstrate impact. We’re implementing a core suite of tools from Digital Science, but we’re also continuing to work with other companies and developers to find the best solutions to meet our needs.

ATG: Aside from supporting collaborative research, how will this partnership benefit researchers in their individual projects?

KW: In a university like CMU much research is collaborative and interdisciplinary. To find the best collaborators, our faculty need to showcase their research and its impact. We hope that our implementation of Symplectic Elements will make this easy — collating citation counts, and altmetrics (from our parallel implementation of Altmetric) make it easy to expose their record of past work and its success. Our use of Dimensions will also help people identify who is awarding research funding and who in other institutions, is working in related fields. And of course, Figshare helps a researcher to contribute to the open science community — sharing publications, data, code, and other output of the research process.

DH: The products on which CMU has chosen to work with Digital Science are really a first step into what we hope will be an opportunity to discover and meet the needs of researchers as their needs unfold. In the longer term, we hope that this collaboration will help us to find new ways to meet the evolving needs of researchers. In the immediate future, through Symplectic Elements, CMU academics will have improved ways to meet annual reporting requirements and to maintain their academic profiles without rekeying data so that they are more discoverable on the web. They will also have faster routes to make their work available through open access channels and be able to share, get credit for and track usage of the research data that they make available with Figshare. Using Altmetric, researchers will also be able to discover quickly whether their work is being engaged with outside academia — in blogs, policy documents, news, clinical trials and other places that aren’t so easy to track as scholarly citations. By accessing Dimensions, researchers will be able to identify collaborators around the world by understanding which projects have recently received funding.

ATG: Does this partnership create a role for the library/librarians in researcher workflows? How will Digital Science products enable such workflow involvement?

KW: Until the mid-1990s, the scholarly record existed almost exclusively in print form, and researchers had to build their information workflows — keeping up to date, searching, and accessing — around the library. Today, the role is reversed; we in libraries have to build our services around the researcher workflow. To be successful we need to expand our traditional role of acquiring and distributing publications into services that have a more immediate impact on the researcher.

DH: From a Digital Science perspective, librarians are one of the key groups with whom we work. As Keith has noted, the
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role of a librarian has changed significantly over the last few years. The center of the new role that is emerging seems to be as the information expert. Each academic has his or her own specialization, for example: solution of particular types of equation, understanding a particular experimental approach or deep understanding of the social interactions of a particular civilization. But, the common element in research across all fields is understanding the tools needed to find and access relevant content and being able to determine whether this content is accurate. This is more important than ever in a world deluged by information, much of it contradictory or conflicting. No academic can be expected to be a master of all the information and all the correct tools of their own area any longer. The librarian should be an embedded partner who is able to efficiently guide the academic through the maze of information and tools. I think that it's a little reductionist to think just in terms of particular points in the workflow. Although that is clearly appropriate from a practical perspective. Librarians should think big...their skills are in high demand and there is an opportunity to reshape the library and the role of the librarian. This is why working with CMU is so exciting for Digital Science — we know that Keith and his team understand this.

ATG: Keith, you've said that "the library must provide a reimagined 'intellectual commons' for a campus community." What does that mean? How does this partnership advance that goal? How will Digital Science products contribute in reimagining the intellectual commons?

KW: For me, the intellectual commons is a concept — a way of articulating our important role in building a sense of academic community — allowing everyone to see us simultaneously as a physical presence and digital hub that connects people across disciplines and fosters conversations that can lead to new insights into the challenges facing society. In part, our rollout of the Digital Science suite is enabling our librarians to have deeper conversations with the faculty and researchers they serve. It gives them an opportunity to reinforce our role on campus, and to identify and build connections between people in different disciplines who may be working in similar fields. And it also allows them to engage students more closely with the research enterprise. In many ways, our students — from freshman onwards — are early career researchers. We want them to use the same tools, and engage with the libraries through that lens.

ATG: A key element of this effort is the capture of data from multiple internal and external sources, including citation and altmetrics data, grant data, and research data. How will it differ from existing services like Plum Analytics that rely on similar data capture?

KW: We've been able to implement our Digital Science tools through connections with campus identifier systems — so an individual can have easy and personalized access to their records — of publications and impact measures, and their research outputs. A big challenge in this work is disambiguating researcher identities in external data sources. We've spent a lot of time verifying individual identities in the tools which we've implemented, but that doesn't flow through to other services.

DH: I think that we're talking about the wider Digital Science portfolio beyond Altmetric here. However, to start with Altmetric: I think that it's important to start by saying that Altmetric has been highly instrumental in establishing these metrics not only as peripheral interest but as a mainstream indicator

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audience members to change their votes. Members of the audience had an opportunity to make comments and pose questions as well. I remember voting for Alison because I thought she did a great debating job! No hard feelings please, Michael! Plus, I think I was once again against the grain of the group.

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Moving right along, we decided to take the debate online as a Webinar this year and we had a huge registration (362) on the debate topic of Resolved: The Journal Impact Factor does more harm than good. Debating were Ann Beynon (Clarivate Analytics) and Sara Rouhi (Altmetric). I have to give big kudos to Ann, Sara, and Rick Anderson. The debates are Rick's creation. He acts as the moderator for each debate. We are planning for more webinar debates this year. Please send suggestions of possible resolutions to me, Leah or Rick! https://www.youtube.com/watch?v=567TeV-LKJxs

Several months ago, Tom Gibson and I were able to interview Andrea Michalek, Managing Director of Plum Analytics, to discuss its acquisition by Elsevier. Recently we learned Elsevier PlumX Metrics is integrating into its leading products, expanding access to these tools to the wider academic community. We are updating the interview even as we speak. Watch for it on the ATG News Channel and in the print issues of ATG.

Speaking of which, shocking us all, Elsevier has just acquired another U.S.-based business, bepress! WOW! Here is some of the press release. — Elsevier has acquired bepress, a Berkeley, California-based business that helps academic libraries showcase and share their institutions' research for maximum impact. Founded by three University of California, Berkeley professors in 1999, bepress allows institutions to collect, organize, preserve and disseminate their intellectual output, including pre-prints, working papers, journals or specific articles, dissertations, theses, conference proceedings and a wide variety of other data. The bepress CEO and employees will continue working with the company in Berkeley, California. The acquisition is effective immediately and terms of the agreement are not being disclosed.

Got a message the other day from one of my favorite people in the whole wide world — the amazing Scott Plutchak! Scott says that he is retiring from UAB, but not from the rest of his life. He and Lynn moved into Lynn's dream house 17 years ago, built with artwork and books, perched up above a pretty little lake with swans and great blue herons. Scott is still on the editorial boards of several journals. He will be able to spend more time on the Open Scholarship Initiative (OSI), a global collaborative effort between all major stakeholders in scholarly publishing to improve...