



Post Forum Report

WAGUL Research Forum 2016

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WAGUL Research Forum 2016

Executive summary

The 2016 WAGUL Research Forum was held on Tuesday 28th June at Murdoch University. The theme for the day was based on the National Innovation and Science Agenda.

On the whole, the evaluation feedback was positive, with high praise for the keynote speaker; the interesting program in general garnered the most comments. Many positives have come out of the day, including some suggestions for refining the Forum program, and suggestions for next year's event.

The Working Group was made up of one representative from each University, but none had been involved with organising the event before. As a result, the group noted a number of factors that would have facilitated planning and implementation of the Forum. These are submitted as suggestions for WAGUL to consider implementing for future Forum Working Groups. The new WAGUL website would be a convenient location for storing and accessing these documents.

Summary of Working Group suggestions

1. WAGUL provide Terms of Reference for future Research Forum Working Groups.
2. That the hosting institution nominates at least two people to join the Working Group.
3. For continuity, that membership of the Research Forum Working Group includes at least one member of the previous year's Working Group.
4. That WAGUL develop design guides on use of the WAGUL logo and create/supply graphic packages for use in online and print material.

Background

The WAGUL Research Forum (the Forum), one of three professional development events sponsored annually by WAGUL, provides an opportunity for WA academic and research librarians to participate in, and contribute to, a forum which focuses on a topical research theme. Re-envisioned from a full day event to a half day forum in 2015, this successful format was adopted again in 2016. The Forum, held on 28 June 2016, was planned, developed and implemented by a Working Group with representatives from each of the five Western Australian universities supported by regular liaison with WAGUL.

Working Group members:

- Helen Fitzgerald (Murdoch) - Convener
- Merrilee Albatis (UWA)
- Janice Chan (Curtin)
- Maureen Couacaud (ECU)
- Jackie Stevens (Notre Dame)

The Forum program was developed around the National Innovation and Science Agenda (NISA) with particular focus on the potential impact on research and library services supporting research. The program is attached as Appendix 1.

The Forum was attended by 90 people including guest researchers, research office staff, university and CSIRO librarians, library technicians, library officers, LIS students and a representative from ANDS.

Forum costs were contained to catering and speaker gifts as all presenters, including the keynote, were local to Perth. This also enabled the Working Group to raise the maximum attendance per university from previous years. Costs were covered by Murdoch, the host university, and are detailed in Appendix 3.

Planning and implementation

Planning commenced at the end of February 2016, an acceptable timeframe for an end of June event. Scheduling the Forum during the semester break, while beneficial logistically, enabling attendance by more library staff than would be free during the semester and facilitating venue bookings, did not suit researchers. Many researchers approached for the panel session expressed interest in the Forum and willingness to participate, but were unavailable due to commitments or vacations. Consequently final speakers were only confirmed a few weeks before the event.

Members of the Working Group were new to the task of organising this particular event and drew heavily on colleagues, past Working Group members and WAGUL to ascertain the parameters in which to operate. The Working Group considered that Terms of Reference would have facilitated Forum planning.

Suggestion 1: That WAGUL provide Terms of Reference for the Research Forum Working Group, which may include:

- Purpose
- Membership (Composition and continuity of the Working Group)
- Scope including criterion for the keynote speaker



- Budget parameters (as this figure may change year on year, it may be that the amount is nominated at the first WAGUL meeting)
- Attendance limits, if applicable
- Reporting guidelines

Suggestion 2: That the hosting institution nominates at least two people to join the working group.

Suggestion 3: For continuity, that membership of the Working Group includes at least one member of the previous year's group.

Four planning meetings of 60 – 90 minutes duration were held at Murdoch University, and two online (Webex) meetings. Much of the finer detail around the event was organised via email.

Summary of planning activities:

- Develop the program
- Identify potential speakers
- Contact and liaise with guest speakers
- Organise the venue, catering and guest parking
- Liaise with university representatives/staff members
- Define and promote Twitter hashtag
- Design event posters
- Purchase speaker gifts
- Develop event running sheet, task allocation spreadsheet and order of proceedings document
- Evaluate the event, including develop an online evaluation form and analyse the results
- Share the Forum program and slides via the WAGUL Events page¹
- Prepare and circulate the post forum report

Planning documents including a task list, running sheet and program planning documents have been compiled with a view to saving them as templates in Google Docs² to assist future Working Groups.

Planning tools

Working Group Collaboration	Webex, Google docs and Google sheets
Evaluation	LibWizard Surveys
Promotional material	Canva, Adobe Illustrator and Photoshop

¹ WAGUL Events <https://wagul.library.curtin.edu.au/events/>

² Google Docs template folder <https://drive.google.com/drive/folders/0BzKBa7z-znTUdHJ0RmlTejV5LU0>

Program

The Forum theme, the NISA and its potential impact on research and library services to support research, underpinned the Keynote and Researcher Panel sessions while the presentations provided a broad sample of innovative and successful library research support services. The theme, nominated by WAGUL was further developed by the Working Group members who all contributed a rich and interesting array of ideas to the planning process. The program, attached as Appendix 1, was finalised and circulated in early June. There was a late change to the program with Winthrop Professor Bob White unable to attend and Dr Toby Burrows joining the Researcher Panel.

Session 1: Keynote

The criterion for the keynote speaker was ‘a person in, or related to the tertiary sector who was considered a leader or expert on the Innovation Agenda and could speak with considerable experience on this topic’. The Working Group explored numerous options around keynote speakers, including inviting interstate presenters, and provided a short list of speakers to WAGUL. The Forum’s keynote was Professor Chris Hutchison, Director Research and Innovation Office (Murdoch).

Session 2: ResBaz – a worldwide festival promoting the digital literacy emerging at the center of modern research³.

With an eye to providing an example of innovation in the research space which could involve library collaboration/input Professor Andrew Rohl, Director, Curtin Institute for Computation and Professor of Computational Science, Department of Chemistry was invited to speak about ResBaz.

Session 3: Research support across WA academic/research libraries

This session was inspired by VALA Keynote speaker Karen Lauritsen’s one minute ‘research snapshot’ videos and the Freshscience sparkler challenges⁴, ‘where early-career scientists reveal their discoveries, presenting their work in the time it takes a sparkler to burn out’. The session challenged Librarians to hone their pitching skills and present an innovative research support service in three minutes with a maximum of one PowerPoint slide. Presenters rose to the challenge and showcased the diverse range of research support services offered by Academic and Research libraries in WA including:

- Curtin Research Journeys: Identifying touch points along the way (Jaya Ralph)
- Research Online Supporting ECU Researchers (Maureen Couacaud)
- Research support at Murdoch University: A story of emerging relationships (Joanne Richards)
- You can lead a Researcher to water...what will help them drink? (Jackie Stevens - UNDA)

³ ResBaz 2016 <https://feb2016.resbaz.com/>

⁴ Freshscience event Perth <http://freshscience.org.au/events/western-australia>

- Workplace: A powerful, cross-platform workflow framework that enables collaboration and software reuse (Sue Cook – CSIRO)
- Partnering with researchers (Kylie Black – UWA)

Session 4: Researchers Panel

Inclusion of a researcher panel focusing on the Forum theme was based on feedback from the 2014 WAGUL Research Day report which indicated that attendees highly valued having researchers share their experiences. Composition of the panel represented STEM and HASS researchers, early career and experienced researchers, and research undertaken in partnership with industry as well as research supporting clinical practice. The Researcher Panel included Professor Andrew Rohl (Curtin), Dr Toby Burrows (UWA) and Dr Janet Richmond (ECU) with Constance Wiebrands (University Librarian ECU) as Moderator. Panel members were provided with discussion topics and potential questions prior to the Forum. The moderator was also provided with a series of potential questions for the panel in the event that audience questions were not forthcoming.

Promotion

Information about the Forum was communicated via Twitter #WAGULRF16, on the WAGUL website event page and via internal university communication channels. The WAGUL blog also provides a forum to catch up and continue discussion after the event.

As the Research Forum is a WAGUL event the Working Group undertook to use WAGUL branding rather than that of the hosting institution. Availability of design guidelines including logo usage and logos in appropriate format would facilitate this process.

Suggestion 4: That WAGUL develop design guides on use of the WAGUL logo and create / supply graphic packages for use in online and print material.

Evaluation

Feedback was collected via an online evaluation form (using LibWizard) distributed to attendees following the session. 52 responses were received, or 65% of attendees, generally considered an excellent response rate. Feedback was sought on:

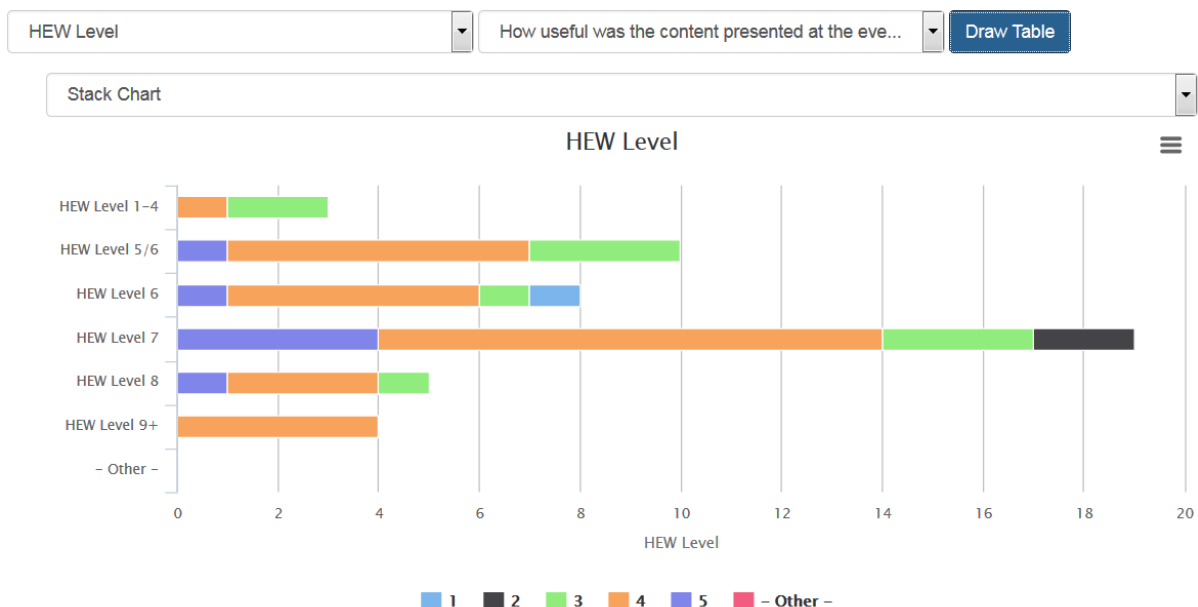
- the usefulness of the content presented at the event;
- what attendees found most beneficial;
- suggestions for future Research Forums; and
- additional comments

Detail and analysis of responses is provided in Appendix 2.



Survey responses reflected the anecdotal feedback received by the Working Group on the day of the Forum and was articulated eloquently in the following *'It was a very informative and enjoyable event. All presenters were very competent in their field, engaging and entertaining. The atmosphere was relaxed and convivial and the morning tea hard to beat! Thank you Murdoch Colleagues and the Committee for organising this seminar.'*

The Forum theme was recognised as topical and an important consideration for academic and research libraries as they develop their research support strategies and consolidate services. Forum content was found useful by respondents from all levels of the library sector, with 73% rating the content as extremely useful or very useful.



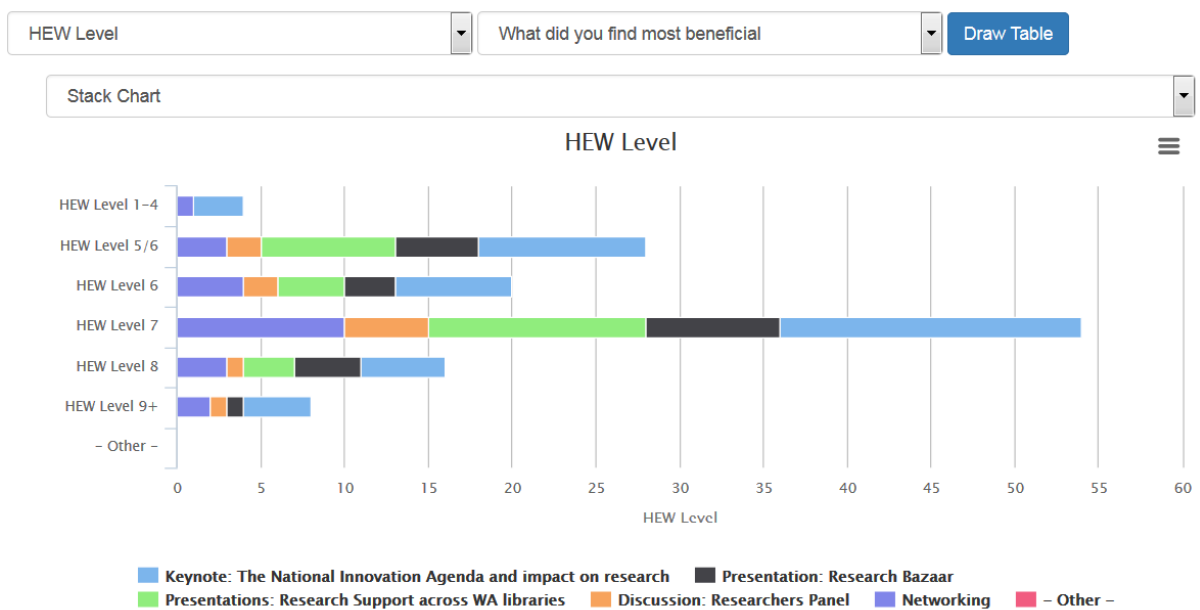
Most respondents (96%) found the Keynote address beneficial with attendees saying they were 'energised' by the session and that it was 'exceptionally good'. After the keynote, the most 'beneficial' session was the presentation by Academic and Research Librarians (54%). However the quick pitch format of these presentations was met with a mixed response with comments ranging from *'a great way to showcase initiatives without taking over the entire day'* and *'... really great. We were left wanting to know more'* to *'3 minutes wasn't long enough to get a good understanding'* and *'Some of the presentations were overloaded with information which was difficult to digest in 3 minutes'*.

Networking opportunities provided by an extended morning tea break and the posting of discussion topics around the venue was also seen as beneficial (50%).

The ResBaz presentation generated considerable enthusiasm and a sense that this event was touching on something new and very interesting to Academic Libraries. The concept of workshops

for librarians focusing on the carpentries (library, data and software) gained traction following the Forum with attendees from several universities pursuing up-skilling options through the ALIA Academic and Research Librarians WA community.

The Researcher Panel, seen as beneficial by 20% of respondents, was the least well received session. The panel session promised to be an enriching and enlightening discussion and was keenly anticipated by many attendees. However feedback indicated that the lack of interaction between panel members and limited opportunity for the audience to pose questions and initiate conversations disappointed some attendees.



Participant suggestions for future forums

The need for up-skilling in technical support services was frequently expressed and was summed up in the following survey response suggesting ‘A ResBaz for Librarians with hands on how to or introduction to -- software carpentry; data carpentry; data mining; understanding metadata for research; how to up skill or keep up-to-date with the ever changing data environments - link data; open data; best practices.

Respondents provided a thoughtful and comprehensive range of suggestions for future forums, provided in full in Appendix 2. Central themes for future Forums:

- Data skills
- Interactive conversation between researcher panel and audience
- Librarians and researchers working together
- Librarians' experiences of doing original research and promoting a research culture in librarianship.

Appendix 1: Program

9am - 9.15am

Welcome by WAGUL Chair Constance Wiebrands

9:15am - 10:15am

Keynote Speaker

Professor Chris Hutchison

Director of Research and Innovation, Murdoch University: *National Innovation agenda and impact on research (providing insight into the role of academic/research libraries within the new innovation environment) – includes Q&A session*

10.15am - 10.45am

Morning tea

10.50am - 11.45am

Presentations

i. ResBaz – a worldwide festival promoting the digital literacy emerging at the center of modern research.

Professor Andrew Rohl:

Director, Curtin Institute for Computation

Professor of Computational Science, Department of Chemistry

ii. Research support across WA academic/research libraries: Presentations by WA University Library staff and CSIRO - *includes Q&A session*

11.45am - 12.45pm

Researchers Panel

Professor Andrew Rohl (Curtin), Winthrop Professor Bob White (UWA) and Dr Janet Richmond (ECU) with Constance Wiebrands as Moderator.

How the new Innovation agenda affects stages within the research journey, pain points, and the role for libraries in supporting these stages?

Includes Q&A session

12.45pm - 1.00pm

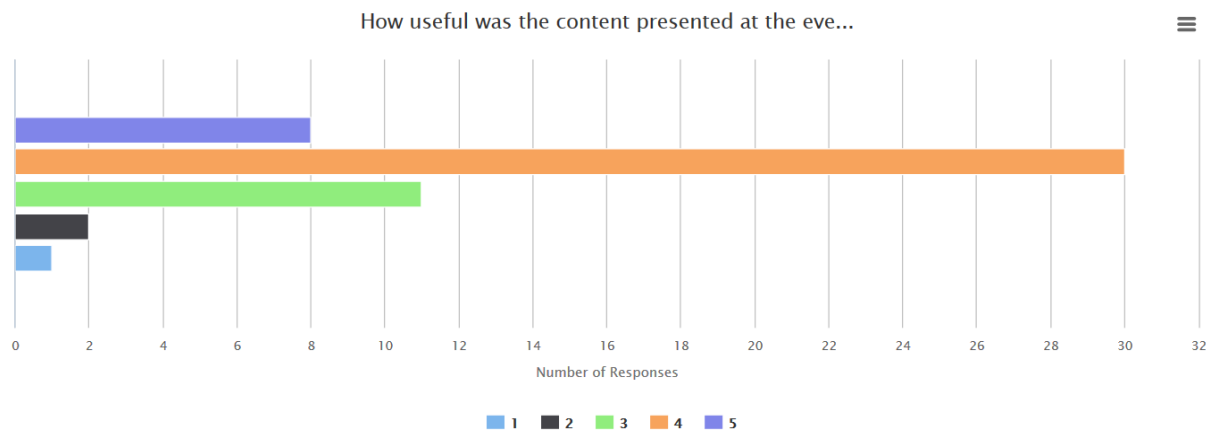
Closing statement by WAGUL Chair Constance Wiebrands



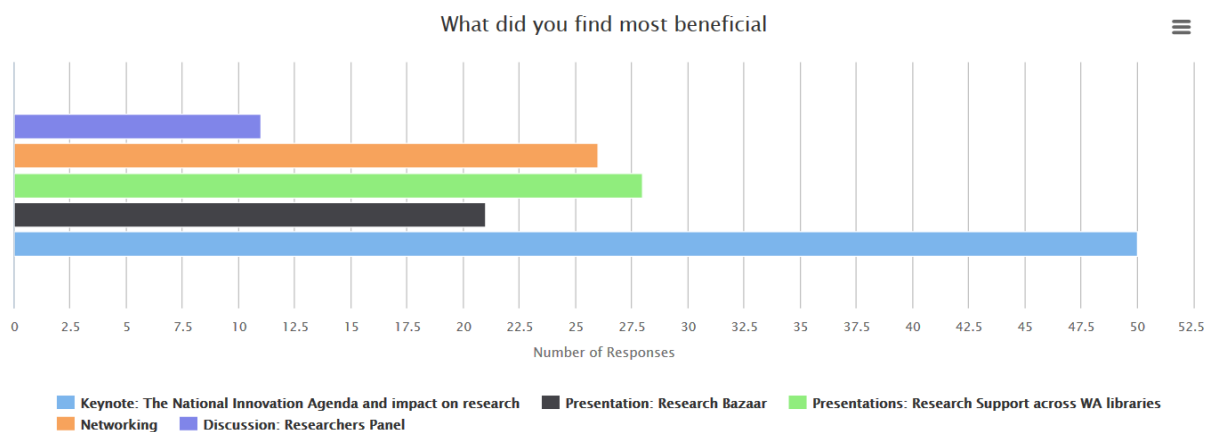
Appendix 2: Analysis of survey responses

Total number of respondents: 52

How useful was the content presented at the event? (Where 1 is "Not very useful" and 5 is "Extremely useful")



What did you find most beneficial? (Tick all that apply)



Comments related to the sessions were:

Keynote:

The majority of people felt engaged by the Keynote address.

- *I really felt energised by the Keynote and wanted to explore some of what was raised with colleagues at a time when they weren't distracted by the morning tea!*
- *I thought that the keynote speaker was exceptionally good.*

Presentation: Research Bazaar

Comments indicated that the ResBaz speaker was touching on something new and very interesting to Academic Libraries.

- *Libraries have come a long way over the last 5 years and we really need to be pushing out the edges. The ResBaz presentation was great because it provided ideas about how we might push further out and that's the kind of thing that I find interesting and useful.*

- *Resbaz sounds awesome however it did reveal the increasing level of technology skills we as Librarians now require. Perhaps we should have a ResBaz for Librarians particularly if we are required to train researchers in these tools.*

Presentations: Research Support across WA libraries

Mixed feelings about the length of time allotted to each speaker. Most respondents that mentioned it felt they should have been given longer, though there was some support for “short and sweet”.

- *I found 3 mins wasn't long enough to get a good understanding of the WAGUL research support projects. Perhaps make these presentations 10 mins long in future.*
- *I really like the mix of content - the three minute presentations are a great way to showcase initiatives without taking over the entire day*
- *The presentations of research support across WA libraries may have benefited from a longer time allocation. Some of the presentations were overloaded with information which was difficult to digest in 3 minutes.*
- *The 3 minute limit on the research support presentations was really great. We were left wanting to know more.*
- *Perhaps a little more time for the library speakers on Research Support across WA libraries - although I thought the short and snappy taster was better than some previous longer presentations.*

Networking

Mostly very positive reactions to the time allocated to networking.

- *It was great to have a long morning tea for networking.*
- *I thought the time allowed for morning tea/networking was excellent, as it allowed participants to speak with more than one person/group. The networking opportunity was invaluable*
- *The timing of the morning didn't quite work out, although the long morning tea was certainly great for networking but I would have liked to have heard more from the keynote speaker.*

Discussion: Researchers Panel

Reactions to the Researchers' Panel drew the most comments. Most gave negative feedback around how long it was, that the researchers spoke off-topic, and that there should have been more time for audience questions.

- *Biggest concern was that panel discussion did not meet my expectations in that there was no/very little interaction between panel members and between panel members and the audience, and also the comments didn't closely with the topic set. Questions were left to the end rather than used to guide and initiate conversations.*
- *I was looking forward to the last session with the researchers. However, I found that it veered off topic - or at least the one that was advertised. I would have like the panel to speak more about how they saw that researchers and librarians could work together - it mainly concentrated on the commercialisation of research. This was of some interest, but the format did not allow the audience to change the course of the discussion.*
- *Forum was well run and it was useful to have the researchers' point of view on the research process and library involvement.*

Do you have any suggestions for future WAGUL Research Forums?

- *Bearing in mind how busy most researchers are, I would be keen to hear from researchers of varying types (ECR, long-term career researchers) about how they prefer to interact with library staff and what would they would most like library staff to be able to do for them.*
- *It was well run - it may be interesting to have some more in-depth examples of how librarians and researchers work together, or what libraries are doing.*
- *More time for networking in breakout sessions - take Jackie's networking topics idea and formalise it a touch.*
- *The Researchers Panel needed to have been much more controlled. Ideally if it had been called "The Conversation" and been run as an interactive conversation between panelists and between the audience and the panelist we would have been able to better tap into their experience, their expertise and how we as librarians could best support them.*



- *Librarians' experiences of doing original research and promoting a research culture in librarianship. Also, practical skills we need to learn to support researchers.*
- *... more out of the box 'periphery' stuff in the future would be great.*
- *How universities are showing research Impact.*
- *Perhaps we should have a ResBaz for Librarians particularly if we are required to train researchers in these tools.*
- *Hands on more how to or introduction to -- software carpentry; data carpentry; data mining; understanding metadata for research ; how to upskill or keep up-to-date with the ever changing data environments - link data; open data; best practices.*
- *Data management, standardization ; altmetrics & their everyday use for librarians ; Research strategies for upskilling library staff ;*
- *My suggestion would be to incorporate Data Carpentry training or the like as a forum or workshop, but if this is an annual event we may have moved on from that. The next big agenda item could be Open Educational Resources?*
- *Online discussion component so there is a forum to catch up after the event, post relevant links, etc.*
- *Open Access Data as a Follow up to the "23 Things" developed by ANDS*
- *Increasing engagement and involvement of researchers with university libraries - marketing partnerships in research*
- *Questions for any panel members be submitted in advance (and asked by audience members in the event of there not being many questions on the day).*

Additional comments

- *Forum was well run and it was useful to have the researchers' point of view on the research process and library involvement.*
- *It was well run and organised. Congratulations on an effective event.*
- *It was a very informative and enjoyable event. All presenters were very competent in their field, engaging and entertaining. The atmosphere was relaxed and convivial and the morning tea hard to beat! Thank you Murdoch Colleagues and the Committee for organising this seminar*

Additional Working Group suggestions

- *Identify 1-2 relevant/topical articles on the lines of the event theme and distribute to attendees so that they can frame their knowledge and ideas and come to the event armed with background and possibly questions*
- *Ask for questions from attendees to be submitted to event organisers prior to the event so that they can be drawn upon at question time.*
- *There is a strong appetite for continuing the 2016 Forum conversation. Participants would like permission to extend and explore topics further in the WAGUL community, e.g. collaboratively up-skill using relevant research tools (Library carpentry), mentor research librarians across institutions.*
- *Consider the relative merits of the half day vs. full day format. The half day format potentially allows more staff to be relieved from business as usual activities and attends. While reverting to a full day event allows capacity to include interactive and collaborative activities and explore ideas raised during key sessions.*
- *Removing the attendance per university cap to allow proportionally equitable attendance by the larger universities.*



Appendix 3: Forum budget

	Estimated costs	Actual costs
ATTENDEES		
Library staff	75	85
Presenters (Chris Hutchison, Andrew Rohl, Janet Richmond, Toby Burrows, Sue Cook)	5	5
CATERING		
Estimated catering cost (GST excl.)	\$1,010	\$1,068
GST	\$101	\$107
Total estimated cost (GST incl.)	\$1,111	\$1,174
PRESENTER GIFTS		
Oxfam voucher (@\$50 per session guest)	200	191
Total estimated gift cost	200	191
Contingency 10%	\$131	
Total forum cost	\$1,442	\$1,365