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## Plan Overview

*A Data Management Plan created using DMPonline*

**Title:** User Experience research for Open Research Library Webpages

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**Template:** DCC Template

### **Project abstract:**

The project will use website user experience evaluation techniques to assess the current online support for open research provided by the University Library Online. The project will identify pain points for users with the current web offer and produce guidance for the future development of the site, including a taxonomy developed from direct user feedback.

Initial analysis of comparable websites from the UK HEI sector will identify good practice and gaps in our current service provision.

User experience research will present participants with a series of 'tasks' to be sorted, the objective of which is to inform the development of a new website taxonomy which supports the needs of our research community.

The project offers a direct response to the Northumbria Research Culture Survey by enabling the Library to 'offer better support to the research community as we seek to improve research culture' (a first focus for 66% of respondents). The aims of the project also align with feedback from internal research culture workshops which suggested the institution should reassess user need and do more to publicise the current offer.

The project will both inform immediate changes to the university-wide support offer and inform planning for future developments in Library support by providing valuable insight into the research community's understanding of open research terminology.

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# User Experience research for Open Research Library Webpages

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## Data Collection

### What data will you collect or create?

Name and email address, research experience level, (PhD student, ECR, MCR) and University faculty will be collected to aid interpretation of results. This information will be gathered in an initial form completed by participants to express an interest in taking part in the study.

This will be collected using Microsoft forms and stored on Excel.

Data resulting from the sorting exercise will comprise a website taxonomy from each participant. This can be displayed in a number of ways on the data collection tool on the Well Sorted website. When the data is downloaded it will be stored as PDF.

### How will the data be collected or created?

Data informing the study questions is drawn from information on publicly available websites.

Data from up to 15 participants will be collected initially through Microsoft forms, then through an online exercise run on the 'Well Sorted' website.

Raw data will not be shared with anyone other than the research team. To analyse the data, there is no need to use the personal details of the participants.

Personal details will be removed from dataset before analysis converted to a new format and will be deleted on completion of the project.

Name and email will be collected so participants can be provided with a voucher for taking part. This information will not be retained once the voucher has been provided.

Information for anyone who expresses an interest but does not take part in the study will be deleted.

Participant email address is collected by the test site in order to identify individual's responses and to enable participants to receive a copy of their responses. This information will be retained in the test site in a password protected area, only visible to the research group, for the duration of the study.

Once the anonymised data has been shared online, all information stored in the test site will be deleted.

## Documentation and Metadata

### What documentation and metadata will accompany the data?

A brief description of the project, references to public websites used to inform the survey questions. Documentation describing survey methodology and tools used.

## **Ethics and Legal Compliance**

### **How will you manage any ethical issues?**

Participants from the research community will be recruited to take part in an online card sorting task. During the exercise the previously identified 'tasks' will be sorted into a logical order as identified by the participant.

Raw data will not be shared with anyone other than the research team. To analyse the data, there is no need to use the personal details of the participants.

The collected data will be stored on a spreadsheet until end of the project. That can be an issue if the sensitive data (name and email address) is not secured as hackers can sell these details. All the provided information of the participants will be stored on the university secured cloud system, which can decrease the level of the risk.

The participants will be informed before they enter the task that the provided data will be handled and stored securely, in line with GDPR best practice.

### **How will you manage copyright and Intellectual Property Rights (IPR) issues?**

The participants in the task will work with predetermined information of the project that represents the intellectual property of Northumbria University, in this case it is not possible to occur any issues of copyright and Intellectual Property Rights (IPR).

## **Storage and Backup**

### **How will the data be stored and backed up during the research?**

Apart from the persons responsible for the acquisition and processing of sensitive data, no one else has the right to access them at any time. Also, all personal and anonymous information will be stored in the internal cloud system of Northumbria University, which ensures high security for data storage. Once the data is collected and transferred from the task provider platform all details will be deleted. Participants can start the task with a unique identification code, that they will receive as soon as they accept the consent of the data management policy. The study provider web platform is the "Well-Sorted.org" which was created by Heriot Watt University who ensure the data privacy during the collection process.

### **How will you manage access and security?**

The collected personal data cannot be accessed except by the research group involved in the project, once we have contacted the participants, the personal data will be deleted. The participants will be informed before they enter the task the provided data will be handled and stored securely. Personal data will be stored in Northumbria University cloud storage.

Data will be collected and held on the Northumbria University server and the task will be on the Well-

Sorted.org website. All detail will only accessible to the project team and store on password protected platforms.

## **Selection and Preservation**

### **Which data are of long-term value and should be retained, shared, and/or preserved?**

Raw data will not be shared with anyone other than the research team. To analyze the data, there is no need to use the personal details of the participants.

Only anonymised data will be shared and process during the analysis processes, since there is no need for the personal data of individuals from the point of view of the project's results. The goal of the project is to get to know the habits of the users through the grouping of possibilities defined in advance in the task. Taxonomy resulting from the survey task will be of value. Characteristics of participants may assist in analysis and will be retained in an anonymised form.

### **What is the long-term preservation plan for the dataset?**

Raw data will not be shared with anyone other than the research team. To analyse the data, there is no need to use the personal details of the participants.

Personal details will be removed from dataset before analysis converted to a new format and will be deleted on completion of the project.

Information for anyone who expresses an interest but does not take part in the study will be deleted.

Participant email address is collected by the test site in order to identify individual's responses and to enable participants to receive a copy of their responses. This information will be retained in the test site in a password protected area, only visible to the research group, for the duration of the study.

Once the anonymized data has been shared online, all information stored in the test site will be deleted.

Data to be retained will be converted to PDF for long term preservation and stored in Northumbria University Figshare.

Other data will be deleted following the end of the project.

## **Data Sharing**

### **How will you share the data?**

Anonymized data to be shared on the Northumbria Figshare data repository under a CC BY open license.

Participant consent to be collected at initial expression of interest.

### **Are any restrictions on data sharing required?**

Only restriction could be from participants who do not wish their data to be shared. Otherwise the data can be made open.

## **Responsibilities and Resources**

### **Who will be responsible for data management?**

Leah Maughan. Scholarly Communication Librarian at Northumbria University.

### **What resources will you require to deliver your plan?**

Data from participants will be collected through an online exercise run on the 'Well-Sorted.org' website.

All information of the tasks is provided by the Northumbria University Library site.

The analysed results of the dataset will be shared on the Northumbria Figshare data repository.