DataCite Open Hours: July 2019

Bringing the DataCite community together to learn, discuss, and share ideas
Open Hours: July 10, 2019

Agenda
- Introduction (Helena)
- DataCite’s Privacy Policy (Trisha)
- The new member form in Fabrica (Trisha)
- Communication and mailing lists (Helena)
- PIDforum (Mary)
Polling with mentimeter

We're going to be asking for your feedback with our new fun gadget, Mentimeter. Please go to menti.com and enter the code as indicated above.
Today: comms

• We have some channels to update you: Blog, website, newsletter, mailing lists, webinars

• We have some channels where we interact with you: PIDforum, public roadmap, twitter

• We have some channels where we hear from you: Support, Usersnap

Today we would like to update you on recent comms developments and get your input on next steps.
From the 2018 member survey

- 88% of members agree that DataCite’s activities promote data sharing.

- But only 50% felt that they know what DataCite is working on and 65% that when something changes, DataCite ensures they’re up to date.

- The mailing lists are currently seen as the most useful communication channel.

Which DataCite communication channels do you find most useful?

34 responses

- Blog: 12 (35.3%)
- Newsletter: 17 (50%)
- Twitter: 5 (14.7%)
- Mailing lists: 23 (67.6%)
- Open Hours: 13 (38.2%)
- Webinars: 20 (58.8%)
- Don’t know the difference between Open Hour and Webinars: 1 (2.9%)
From the 2018 member survey

There were some suggestions for comms improvements:

- ‘You send a LOT of emails’
- ‘As for your communication with me as an allocating member, I have a hard time navigating the channels: Allmembers mails, Allusers mails, newsletters and blog – but that’s probably just me…’
- ‘Could provide more advance notice of service changes’,
- ‘Better communication of technical changes and outages’
Current comms channels

- Blog
- Newsletter
- Twitter
- PID Forum
- Website + interactive roadmap tool
- Mailing lists
<table>
<thead>
<tr>
<th>Comms Channels</th>
<th>Suggestion</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>PID Forum</td>
<td>No</td>
<td>Slack</td>
</tr>
<tr>
<td>Slack/Zulip</td>
<td>No, I think those are fine.</td>
<td>No</td>
</tr>
<tr>
<td>The current list of comms channels works well for me</td>
<td>Well, Slack is a common app for this. It does have to be closely monitored.</td>
<td>Yes</td>
</tr>
</tbody>
</table>
We are currently trying to update you once a month through our newsletter, is that enough?

- Yes: 11
- Yes, but you can send me additional emails when the system is down: 5
- No, I would like to receive an additional email when there are service changes that affect my workflows: 1
- No, I would like to receive an email every time there is news: 0
Which topics would you like to be informed about separately (by email)?

- **planned downtime**
- **Strategic information:** When will changes come into effect.
- **Newsletter is enough.**

Emergency situations (unplanned downtime); scheduled major maintenance on shorter timescales than the newsletter can cover; requests that need a short-time response (to help test features, for example).
What would you like us to include in the report?

- Total DOIs: 0
- New DOIs: 3
- Repositories: 4
- Contact Information: 0
- Other: 3
How often would you like to receive reports

- Weekly: 0
- Monthly: 7
- Quarterly: 7
- Other: 1
Mailing lists

- Currently: allmembers and allusers

- With the new member form we’re collecting information about:
  - General organization email address
  - Service contacts
  - Technical contacts
  - Voting contact
  - Billing contact

- Proposed mailing lists:
  - Allmembers new > includes service contacts from all member organizations
  - Consortium leads > includes service contacts from consortium leads
  - Developers > includes all technical contacts
  - Governance > includes all voting contacts
  - Open list > Sign up for all interested people via website
Do you have suggestions for other mailing lists?
DataCite Community on the PIDForum.org

the PID Forum
<table>
<thead>
<tr>
<th>PIDForum.org</th>
<th>Support</th>
<th>Product Roadmap</th>
</tr>
</thead>
<tbody>
<tr>
<td>For user stories, to get help from the community, provide examples, share interesting and relevant content, meetings and conferences go to the DataCite Chat Room <a href="https://www.pidforum.org/c/datacite-chat-room">https://www.pidforum.org/c/datacite-chat-room</a></td>
<td>Contact <a href="mailto:support@datacite.org">support@datacite.org</a> or send us feedback via Usersnap if you want to report issue or have a technical support query</td>
<td>Specific product/service ideas or enhancements and feedback should be shared on the DataCite Roadmap <a href="https://datacite.org/roadmap.html">https://datacite.org/roadmap.html</a></td>
</tr>
</tbody>
</table>
What is the PIDForum.org?

The PIDforum was developed as part of the EU funded FREYA project as a “global information and discussion platform for all things PID-related” (Persistent Identifiers)

There are two levels
- **Categories**
- **Topics**

<table>
<thead>
<tr>
<th>Category</th>
<th>Topics</th>
<th>Latest</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>PID Graph</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>PID Best Practices</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>PID News &amp; Blogs</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>PID-related events</td>
<td>13</td>
<td></td>
</tr>
</tbody>
</table>

**DataCite**

FIND, ACCESS, AND REUSE DATA
Categories are displayed on the homepage, some are only visible if you are in a private group.
The DataCite Community Group and Chat Room

- The DataCite Community is a closed group. You have to be invited.

- If you did not already receive an email invite to the group, let us know! Contact support@datacite.org

- Once you are a member of the group, you can see and access the DataCite Chat Room https://www.pidforum.org/c/datacite-chat-room and start sharing...
Add a topic to the DataCite Chat Room...

What problems are you solving by using DataCite DOIs and services? Share your stories here!

<table>
<thead>
<tr>
<th>Topic</th>
<th>Replies</th>
<th>Views</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exploiting the DataCite schema and Elasticsearch for complex queries</td>
<td>4</td>
<td>35</td>
<td>5d</td>
</tr>
<tr>
<td>DataCite @ Stanford</td>
<td>3</td>
<td>34</td>
<td>26d</td>
</tr>
<tr>
<td>GBIF use case: assigning DOIs to downloads</td>
<td>1</td>
<td>86</td>
<td>Jun 1</td>
</tr>
<tr>
<td>✪ About the DataCite Chat Room category</td>
<td>0</td>
<td>35</td>
<td>Apr 28</td>
</tr>
</tbody>
</table>

There are no more DataCite Chat Room topics. Why not create a topic?
Your profile dashboard

Mary Hirsch

Summary

Stats
- 58 days visited
- 1h read time
- 1h recent read time
- 39 topics viewed
- 66 posts read
- 14 posts given
- 1 topic created
- 0 posts created

TOP REPLIES
No replies yet.

TOP TOPICS
- 19d
- Register for the upcoming PIDgraph Webinar

TOP LINKS
- zoom.us/webinar/register/WN_6zc09n3C0vi4YjvhVVW
- Register for the upcoming PIDgraph Webinar

MOST LIKED BY
- Maaike, Likes: 1
- Helena, Likes: 1

MOST LIKED
- Helena, Likes: 3
- amyhodge, Likes: 3
- rzepa, Likes: 3
Aims and objectives of the DataCite Community and Chat Room on the PIDForum.org

To be a place where the DataCite community can:

- share their user stories and experiences of how and why they use DataCite’s tools and services
- ask questions and get help
- provide examples
- share interesting and relevant content (e.g. publications)
- discuss upcoming meetings and conferences

The DataCite team will moderate the discussions and add comments where appropriate, but we would like everyone to get involved
Support v/s feedback v/s PIDForum?

- If you want to report an issue or have a technical support query:
  - Contact support@datacite.org or
  - Send us feedback via Usersnap

- If you have product/service ideas or enhancements and feedback:
  - Go to the DataCite roadmap [https://datacite.org/roadmap.html](https://datacite.org/roadmap.html) where you can add your idea and upvote existing ideas

- Use PIDForum for community discussion
Are you a Developer?

Check out the new PID Developers category, it’s open to all developers working with PIDs

https://www.pidforum.org/c/pid-developers

the PID Forum

About the PID Developers category
PID Developers is a category for developer discussions around persistent identifiers (PID)s: new tools, libraries or other newsworthy content related to PIDs feedback and new ideas for PID-related development work que... read more

There are no more PID Developers topics. Why not create a topic?
What topics would you like to see in the DataCite Chat Room?

- documentation
- doi consortia formation
Who would you like to interact with in the DataCite Chat Room?

developers

technical specialists

members seems appropriate

consortia leads

other members
Are you happy with mailing lists for 1-way and the PIDforum for 2-way communications?

Yes  sounds ok  yes.

yes  Reasonably.  Would like a less formal alternative, e.g. Slack
DataCite
FIND, ACCESS, AND REUSE DATA

Update you
- Newsletter
- Blog
- Website
- Mailing lists

Interact with you
- Roadmap
- PIDForum
- Twitter

Hear from you
- Usersnap
- Helpdesk
  [support@datacite.org]
Do you have any other comms suggestions for us?