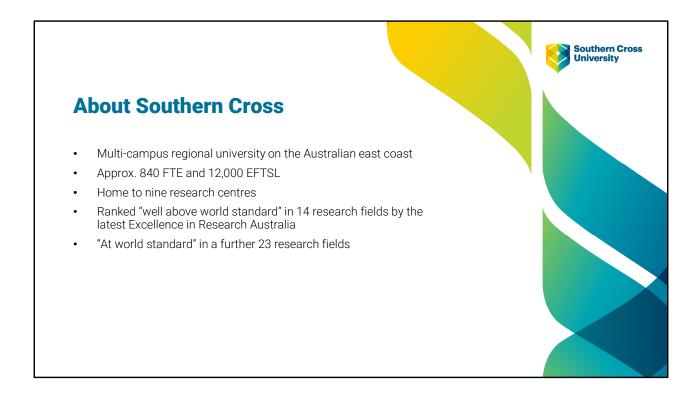


Hi I'm Margie Pembroke, Library Systems and Copyright Librarian at Southern Cross University Library. In this presentation I will tell you a bit about Southern Cross, the scope of our Esploro implementation and our early adopter experience. I'll talk about our drivers for adopting a new repository, the change management tactics we adopted and how we managed our stakeholders. I'll finish off with some tips and tricks and if we get time after questions and the panel discussion a brief look at the researcher profiles and the self submission process.



Southern Cross is a multi campus regional University on the East Coast Australia We have three main campuses located at Coffs Harbour, Lismore and the Gold Coast stretching across about 300km....from the forest to the sea

There are also teaching sites at Sydney, Melbourne and Perth and three hotel schools. In Brisbane, Sydney and Melbourne.

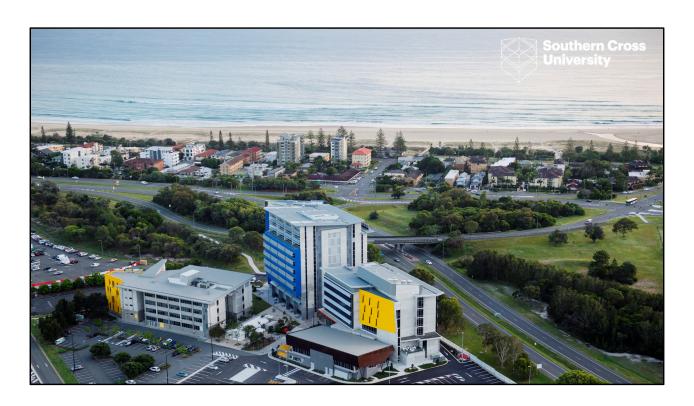
Our region boasts a great deal of natural beauty and ecological diversity and our research centres reflect this.

We have Research centres in marine biology and ecology, organic agriculture, natural medicine, plant and geoscience, flood mitigation, forest science and a centre for children and young people.

We are ranked in the world top 150 universities under the age of 50 by the Times Higher Education World University campus.

We achieved a "well above world standard" in 14 research fields and "at world standard" in a further 23.

For a relatively young, regional university we punch above our weight as far as research goes.



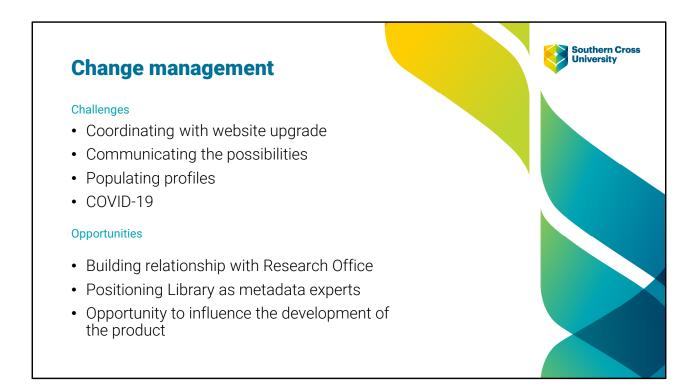
Just to give you an idea of what our campuses look like here is the Coffs Harbour campus, Lismore Campus with the Library in the background and the Gold Coast campus with the waves of Kirra Beach in the background. And yes some staff and students go for a surf at lunch time. Why wouldn't you?



The scope of our Esploro implementation was to replace our existing Digital Commons repository and profiles. Unlike Keely and Meredith, we were not looking to replace our research management system but we were wanting to be to be able to export data to the Office of Research and replace our existing OAI-PMH exports to Research data Australia and Libraries Australia. Once the Office of Research had seen the system they realised there was potential to replace their existing research publications submission process, which was entirely manual and relied on the researcher completing a PDF form, with the online submission form on the profiles supplemented by auto harvesting provided in Esploro. Scheduled reports can also be provided to the Heads of School, Research Centres and the Office of Research from Alma Analytics. We also wanted to implement an ingest of data from the Southern Cross HR system combined with identifiers that were stored in the Technology Services Data Warehouse to automatically give access to the researcher profiles to Southern Cross staff.

Southern Cross Drivers University Technological Ability to integrate Part of existing system Auto harvesting – in beta · Datacite integration • ORCiD two way integration Export to IRMA Metrics Comprehensive metadata Comprehensive asset types · Same sign on **Aesthetic** · Look and feel Fase of use

Esploro represents an integrated next generation repository system that leverages of the existing Library Management System (LMS). So our drivers were both technological and aesthetic. Our Digital Commons Repository was not integrated with any other Southern Cross system and provided little to no integrations points. Esploro provides integrations with datacite, so we can mint doi's from within the system. Previously all our doi's were manually minted. An integration with ORCiD is on the roadmap for later this year. This will eventually be a 2 way integration, saving researchers and staff responsible for data entry time and effort.



Change as always provides challenges and opportunities and even though we thought we had communicated clearly the capacity of the API to generated Research Profile data on the website Marketing were keen to push ahead with a website upgrade that focussed on Academic profiles. They subsequently requested that staff make sure that their research profile was up-to-date but pointed them to the old system about a week before we were launching the profiles. We were able to leverage off the website upgrade after a few phone calls and emails. So we began targeting the Academic and Research units that were next on Marketing's upgrade list.

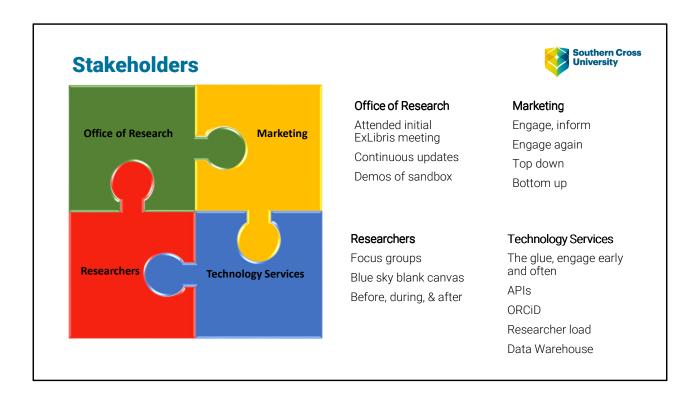
Populating the profiles proved challenging and getting Researchers to engage with the system. We have had several comments around the number of profiles that researchers have, Google Scholar, ORCiD, ResearchGate, Academia.edu, etc so some considered this one more place that they had to maintain a profile. We have been pushing the ORCiD integration as a selling point. We chose a group of approximately 65 high profile researchers and populated their profiles for them using them as exemplars.

At the very beginning of the project I said to expect the unexpected. But I don't think anyone could have predicted a global pandemic, the impacts on the University sector in Australia and that we would be working remotely for the majority of 2020. We launched from lockdown which meant instead of afternoon tea with the obligatory champagne it was

a zoom meeting with a virtual ribbon cutting.

The project resulted in a much stronger collaborative relationship with the Office of Research and we were able to reinforce the position of the Library as the metadata experts of the University.

However the greatest benefit has been the ability to influence the development of the product and provide feedback with regard to functionality and improvements.

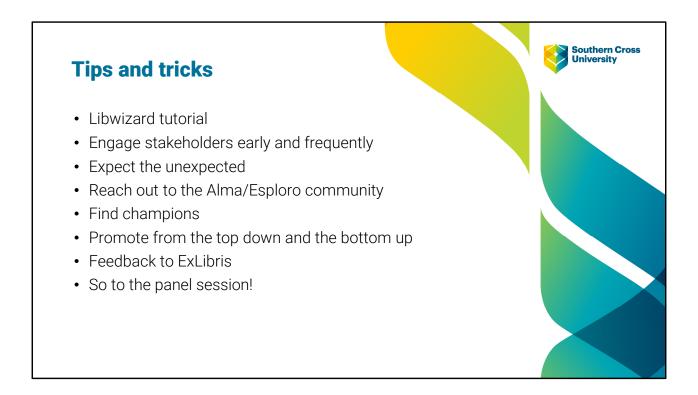


Our stakeholders were obviously the Researchers firstly who we conducted focus groups with. We didn't show them Esploro but asked them what they would like to see in a researcher profile system, then showed them some other systems that shall remain nameless and asked the researchers what they liked and didn't like.

The Office of Research attended the initial on site meeting with ExLibris in 2018 and we endeavoured to keep them updated throughout the implementation process with demonstrations of the sandbox and functionality as it came on board.

Marketing was a little more challenging as I previously mentioned but my tip is to engage with them early and often, make sure that you're speaking the same language, which we weren't. I was banging on about API's and they were talking marketing speak. We took a top down and bottom up approach. With me talking to the website developers. The Library director and I attended the Online Steering Committee meeting which is a meeting that addresses the whole of Southern Cross website. So the message is engage and engage again.

Technology Services are the glue. They have the developers to produce the researcher load, they have the developers to create the APIs and they are the keepers of the keys to the Southern Cross Data Warehouse



Southern Cross Project team member Maureen Bezanson created an interactive Libwizard tutorial to walk people through how to update their profile and request that it be made live.

I can't stress enough that you need to engage your stakeholders early and often to keep them engaged with the project.

Always expect the unexpected but I think everyone has learnt that lesson in 2020. Reach out to the Alma and Esploro community. We have a group of Australian Esploro adopters that meet monthly quite informally to discuss their experiences. When you're implementing find champions and encourage them to spread the word. Promote the system form the top down bottom up and everything in between. Provide feedback to Exlibris, we have all taken part in one on one meetings to discuss what

functionality we would like to see in the portal, what fields we would like to see for projects, grants and what assets. We have had the opportunity to discuss our pain points see resolutions being developed.

So to the panel session.