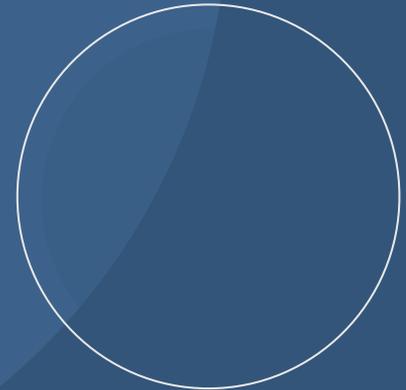




The Citizen Science Support Hub

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BESPOC: Broad Engagement in Science – Point of Contact

A (Citizen Science) single point of contact for both researchers and citizens, as well as for other parties

(Potentially) comprises:

An online hub/website

- To share institutional goals/policies
- To highlight CS projects
- To provide templates for CS skills/tasks, frameworks for partnerships, etc.

A service desk

- To be an actual 'point of contact'
- To answer questions
- To act as liaison/intermediate (within and outside)

A tool for communication (and marketing)

- To reach out
- ... and to stay in touch

A pool of knowledge and expertise

- To help out

Strategic Direction LIBER Workgroup CS: 'Single point of contact'



Goal

Deliver a template (or suite of templates) with accompanying advocacy for "Single CS Contact Point"...

...that could (*but not necessarily should*) be implemented in research libraries/Research Support teams.

LIBER CSWG suite of templates for:

- Creation of a BESPOC at a university
- Website: portal and (online) service desk set-up
- Content templates
- (Courses)

Creation of a BESPOC: Goal & Scope

What sort of BESPOC do you want to be?

- **Intermediary**
 - Forwarding service
 - Rights and responsibilities
- **Independent service**
 - governance, legal backing & finance
- **Focus on citizens and/or scientists?**
- **Library-driven or library participation**



BESPOC at the library?

Pro's

- Independent of departments, and for all departments
 - Large network
 - Ideal intermediary
- Already serves as support hub
 - Open Science
 - For researchers, students & non-academics
- Social role within (academic) community (link with public libraries?)

Cons

- No OS or similar team, related goals and/or capacity
- Traditional image of library
- Competing/parallel services within university and/or departments are a more suitable candidate

Deliverables: People & networks

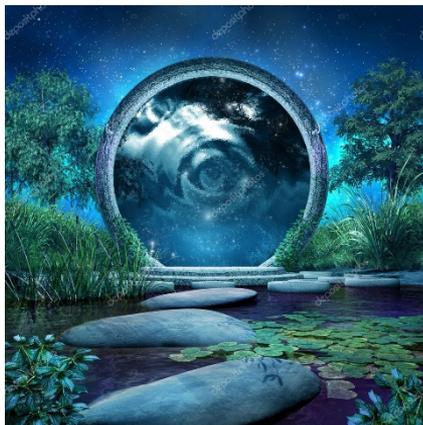
- Work group for overall scope and goals
- Team for implementation, maintenance, service desk
- Networks for expertise and visibility
- Templates for cooperation with other departments/services



Deliverables: Portal/website

Service desk

- Forwarding to relevant services/contacts
- (basic) communication
 - Email (check & answer)
 - Sharing news
 - A portal for people to get in touch



Website

- Basic info on CS and BESPOC
- Best practices
- FAQ
- Templates, polices, etc
- Contact page

A CS website is probably one of the most common, and arguably most important, aspects of a BESPOC. A website can act both as an information hub, as well as a portal through which researchers and citizens alike find the services/assistance you aim to provide.

THE WEBSITE

An information website is also what one might call ‘low hanging fruit’, as it is relatively easy to set up, and content can be fairly basic at first: even a non-exhaustive list of CS projects may convince fellow researchers to become more involved in CS, and can help people get in touch with colleagues who can help them.

Where to place CS webpages naturally depends on organization and type of BESPOC. You can attach it to an existing website (thus running the risk that it will be overshadowed) or create a new website from scratch (and thus risk your audience not noticing it for some time at least). Adding it as an extra submenu in an already existing Open Science/research support (or similar) portal is a logical choice, if present.

Once a website is online, it is important to actively maintain the information on the website. Make sure that lists are regularly updated, and that news is posted at regular intervals. In addition, communication is key: share your URL via as many channels as possible.

THE PORTAL

- For ~~researchers~~
- For (non-academic) ~~volunteers~~
- For ~~external parties~~
 - ~~societies~~
 - foundations
 - ~~governments~~
 - commercial ~~enterprises~~
 - media
 - ~~individuals~~
 - ~~other (academic) institutions~~

The portal function of the BESPOC may be an important one, depending on the level of services you want to offer. If you aim for a stage 2 or higher BESPOC, then it may be the true ‘single’ point of contact

authority. For lower stage BESPOCs, service desk personnel need to have sufficient knowledge to decide who/when to refer to whom for what question.

POSSIBLE CONTENT

WHAT IS CITIZEN SCIENCE

- **General intro**
- **Definition(s) relevant to your university (broad vs narrow?)**
- **Benefits**
- **hurdles (?)**

LIST OF BEST PRACTICES/CS PROJECTS

- **Use your library/CS workgroup network**
 - Library faculty/department liaisons
 - network of workgroup members
 - marketing and/or communication department (institutional, departmental, etc)
- **What information to include?**
 - Abstract project
 - Nature of CS ~~aspects~~
 - ~~department, Principal Investigator, contact (?)~~
- **Add contact details of project contact (if possible)**
 - alternatively, allow visitors to contact CS service desk for contact information
- **Update ~~regularly~~**
 - ~~separate closed from active projects~~
- **include ‘worst’ practices?**

FAQ

- ~~What~~ is CS?
- Is there funding available for CS projects?
- Can I use CS for my research project?
- How can I find participants for my CS project?
- ...

CONTACT

- **Dedicated email address, manned during working hours**
- **Contact should at least have a basic knowledge of CS, and an overview of existing services and/or colleagues to forward question to.**

Deliverables: content & infrastructure templates



- Information/CS Skills courses (for researchers/citizens)
- Train-the-trainer courses
- Templates on data gathering, data curation, approaching interested parties/citizens, ethics, legal matters, checklists, funding opportunities/crowdfunding, etc.
- Template/criteria for tool/app curation

