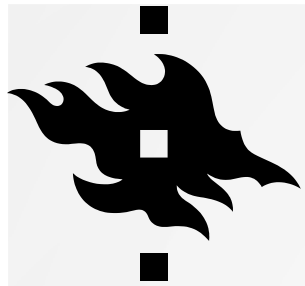


INTER-UNIT COLLABORATION IN DEVELOPING REPOSITORY SERVICES

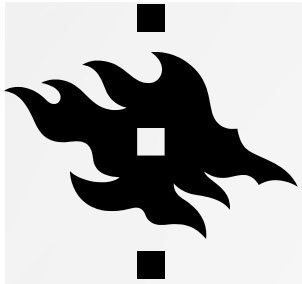
The case of E-thesis at the University of Helsinki

Jussi Piipponen (HULib) & Miia Valento (Student Services)

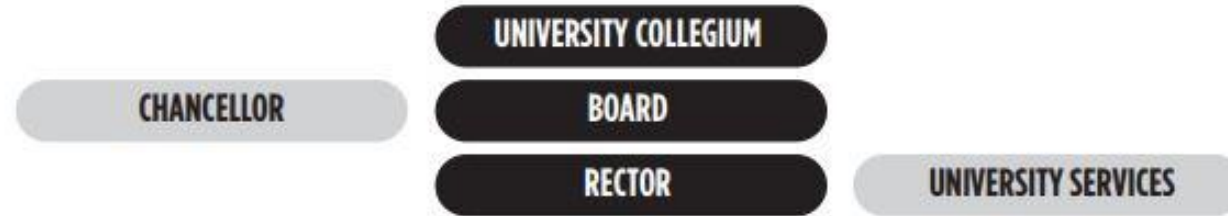


UNIVERSITY OF HELSINKI

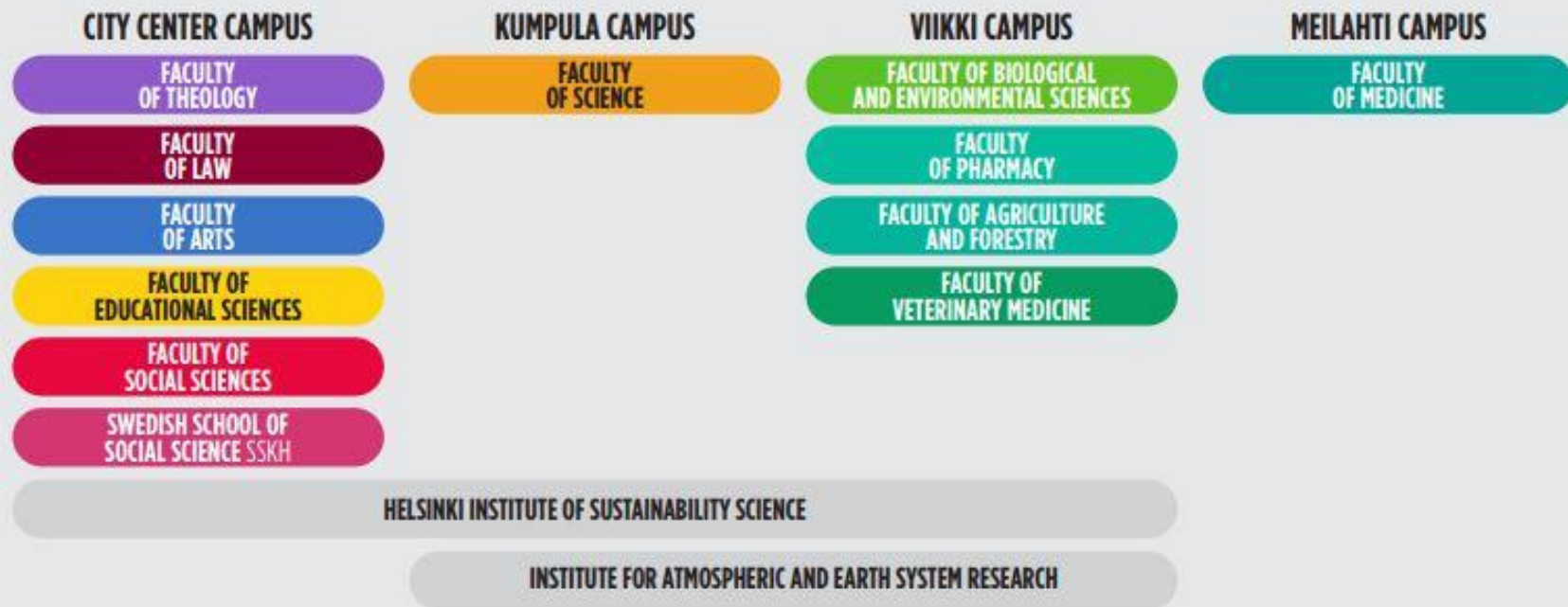
- Founded in 1640
- A total of 31,200 students of all levels (2018)
- Employs 7,838 people (**4,458** persons teaching and research)
 - **259** library staff, **1,095** teaching and research support staff
- A total of 5,514 completed degrees in 2018 (69% of these by women)
- Multi-disciplinary, 12 faculties and four campuses + four research stations (one in Kenya)
- 27,741 applicants in the main admissions procedure; 3,438 admitted students (2018)



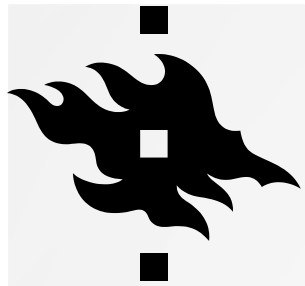
UNIVERSITY OF HELSINKI 1.1.2018



FACULTIES, SSKH AND JOINT OPERATIONAL UNITS

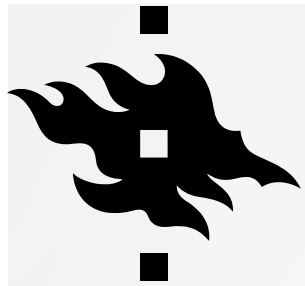


DEGREE PROGRAMMES: 32 DOCTORAL PROGRAMMES IN 4 DOCTORAL SCHOOLS, 60 MASTER'S PROGRAMMES AND 32 BACHELOR'S PROGRAMMES

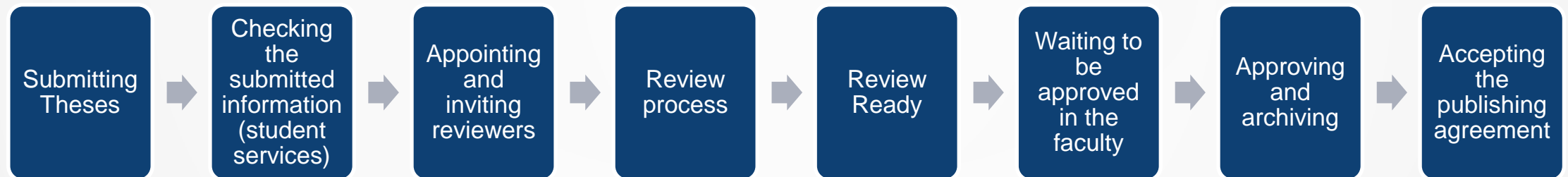


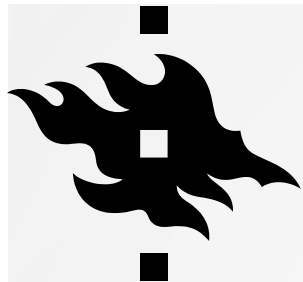
THE SERVICE FOR PROCESSING MASTER'S AND BACHELOR'S THESES

- The Library has developed a relatively complex and ambitious Dspace-based service for digital Master's and Bachelor's Theses
 - Developed by Joonas Kesäniemi
- The first faculties started using the system in 2014
- The Library solely in charge of the service for the first years



THE PROCESS FOR THESES IN E-THESIS





SUBMITTING THESIS

- The student logs in with Shibboleth and submits the metadata, personal information and information about the studies
- The student uploads the thesis

The screenshot shows the 'Item submission' page in the E-THESIS system. At the top, there is a navigation bar with the university logo and name, a search bar, and user profile information for Jussi Piipponen. Below the navigation bar is a progress bar with steps: Notice, Describe, Describe (highlighted), Describe, Upload, Review, and Complete. The main section is titled 'Public metadata' and contains a warning box: 'Information collected on this page will be made public after the work has been archived.' Below this are several input fields: 'Author(s) *' with an 'Add' button and instructions to enter last and first names; 'Language *' with a dropdown menu; 'Title *' with a text box and a tooltip that says 'Title in the original language of the Thesis.'; 'Title translated *' with a text box and instructions to use Finnish or Swedish if required; 'Abstract *' with a large text area and a tooltip that says 'Copy/paste the text of the abstract here.'; and 'Abstract translated *' with another text area. The bottom of the page shows a desktop taskbar with icons for Desktop, a clock, and system tray icons.



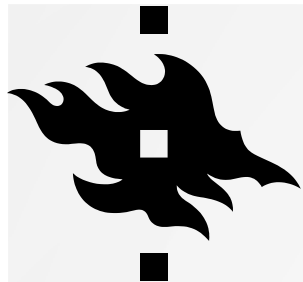
THESIS RECEIVED

- Student services check the submission
- A report from a plagiarism detection system is available

The screenshot shows a web application interface with the following sections:

- Study information:** A table with fields for Student number and Phone number.
- Urkund information:** A table with fields for Urkund analysis addresses, Link to Urkund report, Urkund API state, and Urkund API message. Below the table are buttons for 'Edit' and 'Send to Urkund'.
- Review information:** A section titled 'Reviewers' with a table containing columns for Title, Name, and Email. Below the table is an 'Edit' button.
- Workflow notes:** A section with an 'Edit' button.
- Workflow actions:** A section with a 'Send to evaluation' button.

At the bottom of the page, there is a footer with contact information for HELSINGIN YLIOPISTON KIRJASTO and HELSINGIN YLIOPISTO, including addresses, phone numbers, and email addresses.



APPOINTING AND INVITING REVIEWERS

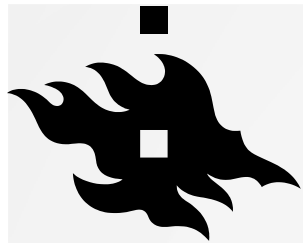
- Student services use the system to invite the reviewers
 - The reviewers can be also from other organisations than the University

The screenshot shows the E-THESIS system interface for 'Item submission'. The page title is 'Review information'. Under 'Work information', there is a table with the following data:

Title	
Author(s)	
Thesis supervisor(s)	
Thesis level	master's thesis
Study right	Your study right has started after 1.8.2017 (or you have been transferred to the new degree program)

Below the table is a form to add reviewers. It has columns for 'Title', 'Name', 'Email', 'Trusted user', and 'Actions'. There are input fields for 'Email' and 'Title', and buttons for 'Add' and 'Send invitation'. Below this is an 'Evaluation form' dropdown set to 'uusi-yhteinen-arviointilomake' and an 'Evaluation deadline' input field. At the bottom are 'Save' and 'Cancel' buttons.

Footer information includes: HELSINGIN YLIOPISTON KIRJASTO (PL 53, 00014 Helsinki, puh. 02941 23920, © HULib Verkkopalvelut 2014), HELSINGIN YLIOPISTO (Ajankohtaista, Tiede & tutkimus, Opinnot & opetus, Palvelut & yhteistyö, Tietoa yliopistosta), and contact info (digitutkimat@helsinki.fi, Tietosuojaseloste, Login (UH)).



REVIEWING PROCESS

- The reviewers edit the evaluation form until they agree on the review
- The link to the report in the plagiarism detection system is available to the reviewers

fi/repository/handle/123456789/9/xmlworkflow?workflowID=22074&stepID=reviewStep&actionID=underReviewAction

Knowledge Map... Kalenteri vuodelle 201... CORE Save to RefWorks https://msap.helsinki.f...

Name	Email	Approved
Lauri	@helsinki.fi	
Jörg	@helsinki.fi	X

Evaluation information

NOTICE! This form closes automatically after 45 minutes, after which you are not able to save your work. Please, make sure to click "Save" before that happens.

Evaluation help

	5	4	3	2	1	0	-
1. Research topic and purpose	■						
2. Knowledge of the research field and related theories as well as use of literature				■			
3. Material, acquisition of material and analyses		■	■				
4. Research results and reporting			■				
5. Examination of results (discussion) and conclusions		■	■				
6. Structure, clarity and general polish of the thesis			■				
7. Work during the thesis process	■	■					

Additional faculty-specific information

Grade * 4

Grounds for the proposed grade The topic is well chosen and timely,

Desktop



REVIEW READY AND WAITING TO BE APPROVED

- Student services manage the theses workflows in each faculty (submissions, reviewing, approval)
- The system produces a list of theses to be discussed in the Faculty board meeting

E-THESIS
UNIVERSITY OF HELSINKI

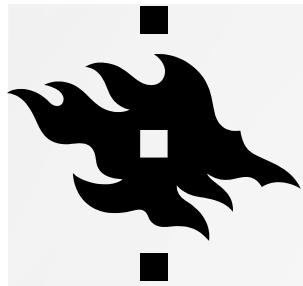
Home / Collections / Faculty of Social Sciences / Active workflows

Filter by student/assessor Filter by step

Columns shown: Reviewers Task owner Department Discipline Degree program Timestamps

Sort by: Student Sort by: ASC

Step	Student	Work
Waiting for acceptance	...	War Traun
Waiting for acceptance	...	Hur konstr
Waiting for acceptance	...	Työnantaj
Waiting for acceptance	...	Tasaista a
Waiting for acceptance	...	Poliittisen
Waiting for acceptance	...	Alternativ
Waiting for acceptance	...	The Probl
Review ready. In queue.	...	Längtan e
Waiting for acceptance	...	The asylu
Waiting for acceptance	...	Kuinka sai
Waiting for acceptance	...	Advertisin
Under review	...	European
Waiting for acceptance	...	Practical Ir



APPROVED AND ARCHIVED & PUBLISHING

- Storing and publishing theses
- The students can choose to publish their theses in Helda (open repository)

fi/repository/handle/123456789/73/xmlworkflow?workflowID=120&stepID=licenseStep&actionID=licenseStepAction

Knowledge Map... Kalenteri vuodelle 201... CORE Save to RefWorks https://msap.helsinki.f...

Profile: Jussi Piipponen Submissions Workflows Logout Suomi Svenska In English

E-THESIS
UNIVERSITY OF HELSINKI

Search

○ Current collection ● Entire archive Advanced Search

Home / internal / studentprocesses / Item submission

Menu

Online publication permission

At the University of Helsinki, master's theses are published in HELDA, the University's open digital repository. Please give permission for the publication of your thesis to make it freely available online, thus guaranteeing that your work has a permanent publication platform and web address.

Under "Thesis online publication", select "Yes", read the subsequently displayed publication agreement and accept it by checking "I have read and accept the publication agreement".

If your thesis includes information that cannot be openly published online, select "No" and continue further.

Thesis online publication: Yes
 No

Accept the publication agreement below by selecting "I have read and accept the publication agreement" and clicking "Save".

SOPIMUS TEOKSEN (OPINNÄYTETYÖN) SAATTAMISESTA VERKKOKÄYTTÖÖN

1. SOPIMUKSEN TARKOITUS Tekijä antaa HY:lle oikeuden saattaa teoksensa (opinnäytetyö) avoimen tietoverkon välityksellä yleisön saataville selailtavaksi, kopioitavaksi ja tulostettavaksi.
2. TEKIJÄN VELVOLLISUUDET Tekijän tulee luovuttaa teos (opinnäytetyö) PDF-tiedostona. Tekijä vastaa siitä, että hänen HY:lle luovuttamansa elektroninen teoskappale on samansisältöinen kuin hänen Helsingin yliopiston asianomaiselle tiedekunnalle luovuttamansa opinnäyte. Tekijä vastaa itse julkaisun sisällöstä ja oikeuksistaan siihen. Tekijä vakuuttaa, että hänellä on kuviin ja muuhun mahdolliseen ohjelmistoon tämän sopimuksen tekemiseen tarvittavat oikeudet. Mahdollisista kolmansien osapuolten vaateista vastaa tekijä.
3. HY:N VELVOLLISUUDET HY huolehtii siitä, että teos rekisteröidään asianmukaiseen kirjastoluetteloon / -luetteloihin ja tarjoaa pääsyn itse julkaisuun. HY huolehtii teoskappaleen saatavuudesta verkossa ja julkaisee tekijänoikeuden alaisen aineiston käyttöön liittyvän huomautuksen palvelun yhteydessä. Teoksen säilytystä varten HY tallentaa teoksen arkistopalvelimelle.
4. KORVAUKSET HY ei suorita tekijälle korvausta teoksen käytöstä. Sopijapuolet eivät peri yleisiltä maksua tai korvausta julkaisun verkkokäytöstä tai omatoimisesta paperitulistuskappaleen valmistamisesta.
5. TEKIJÄNOIKEUS Teoksen tekijänoikeudet kuuluvat tekijälle. HY:lla on pysyvä oikeus muuntaa tai kopioida teosta siinä laajuudessa kuin teoksen pitkäaikais säilyttäminen tai julkaiseminen avoimessa tietoverkossa edellyttävät. HY:llä on oikeus siirtää teos pysyvästi pitkäaikais säilytykseen. HY:lla

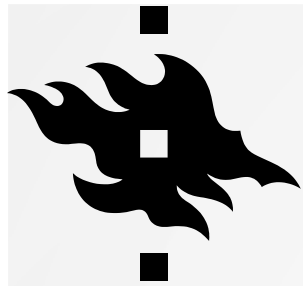
Desktop



RELATED SYSTEMS

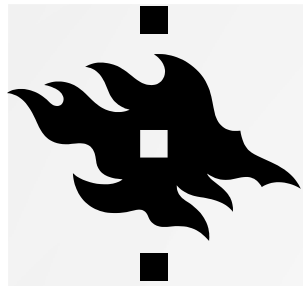
- The repository exchanges information with
 - a plagiarism detection system and
 - a linked open data system
 - open access repository of the University

The screenshot shows the HELDA (Helsingin yliopiston digitaalinen julkaisuarkki) website. The header includes the HELDA logo and the text "HELSINGIN YLIOPISTO HELSINGFORS UNIVERSITET UNIVERSITY OF HELSINKI". The main navigation bar features a search box labeled "Keywords", a "Current collection" dropdown menu, and a "Search" button. Below the navigation bar, the page title is "E-thesis - dissertations and theses". A "Browse by" section contains buttons for "Publication year", "Authors", "Titles", "Subjects", "Organizations", and "Series". The "Collections in this community" section lists several categories with their respective counts: "Lisensiaatintyöt [160]", "Opinnäytetiivistelmät [12399]", "Opinnäytteisiin liittyvä tutkimusdata [1]", "Pro gradut ja vastaavat opinnäytteet [16984]", "Väitöskirjat [7101]", and "Väitöstiivistelmät [687]". The "Recent Submissions" section displays two entries: "Biohybrid Cloaked Nanovaccines For Cancer Immunotherapy" by Fontana, Flavia (Helsingin yliopisto, 2019) and "Alihygieniasta yllhygieaniaan Suomalaisen lääketieteen asiantuntijapuhe ihmisen ja mikrobin suhteesta" by Kalliala, Johanna (Helsingin yliopisto, 2019). The footer of the screenshot shows the URL "https://helda.helsinki.fi/handle/10138/17738?locale-attribute=en" and the text "tribute=en".

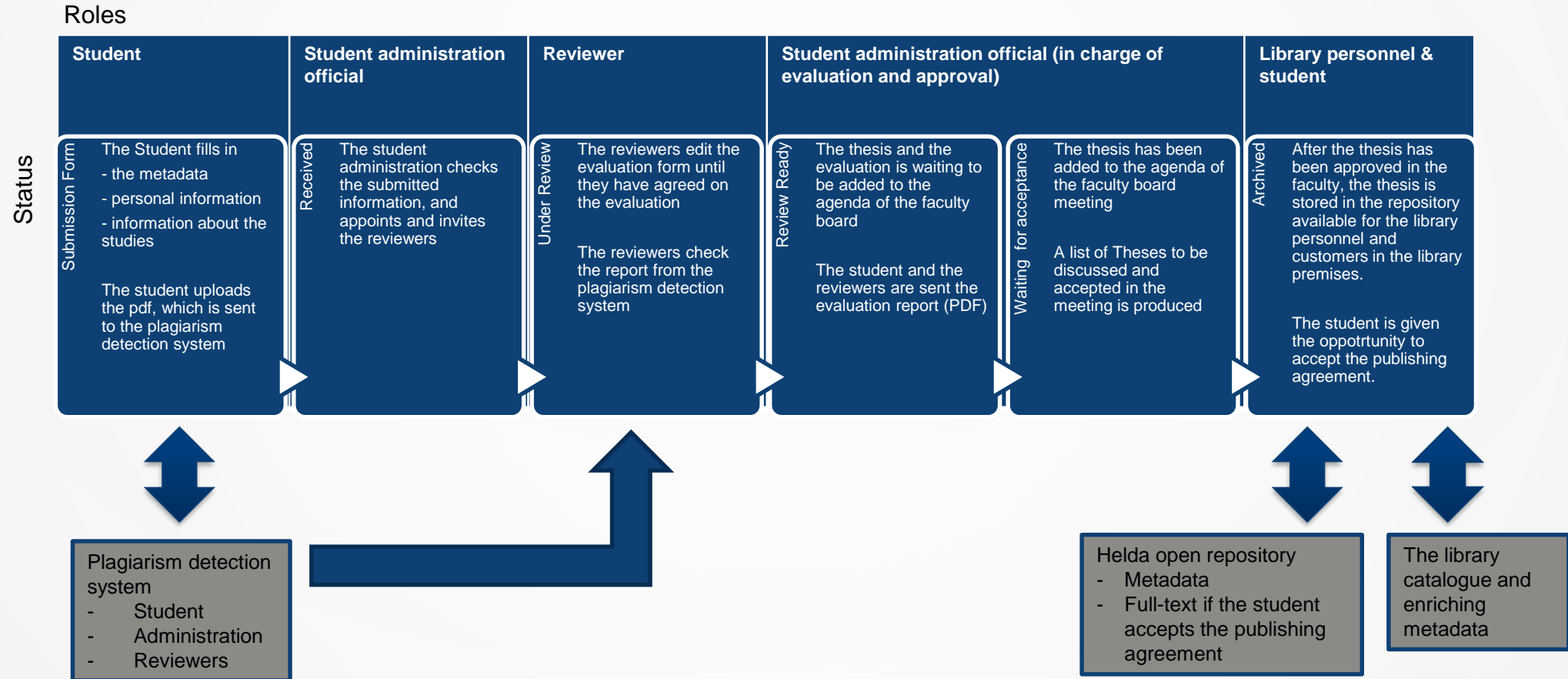


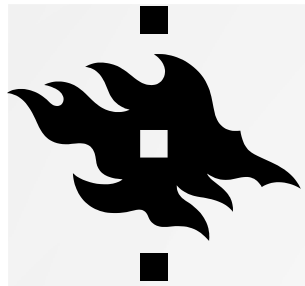
A LOT OF PEOPLE RELY ON E-THESIS: MANY TYPES OF USER ROLES

- **Students** submitting their theses and giving permission to publish the thesis (~ 2500 users yearly)
- **Administrative personnel** in study administration (~40 users)
 - Receiving and checking the submissions
 - Appointing and inviting reviewers
 - Drafting a list of Theses to be accepted in the faculty board meeting
- **Academic reviewers** (University personnel & experts from other organizations) (several hundreds a year)
- **Library personnel** (3 users)
 - Looking after the storing and publishing
- **Admin users** (3 users)
- In addition: **Readers** – almost 3 million downloads for openly available Master's Theses yearly (2018)



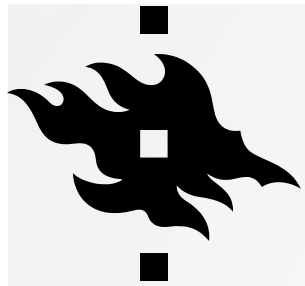
E-THESIS WORKFLOW AND ROLES SUMMARISED





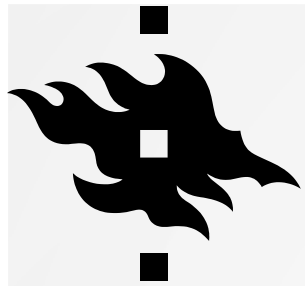
THE STUDENT SERVICES STEP IN (2017)...

- Hello Library, you are doing a pretty good job, but we are a little concerned how you can manage all that
- E-thesis supports a key process in the university: submitting, reviewing and approving theses
 - The whole process usually not associated with the Library
- The processes and practices vary from faculty to faculty
 - Multidisciplinary university with 12 faculties



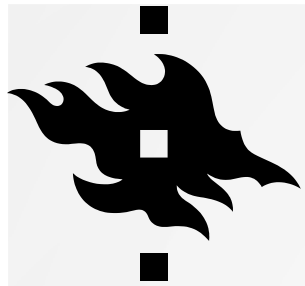
...AND THE LIBRARY SAYS THANK YOU

- The volumes large
 - Over 2000 Master's theses processed yearly
 - Over 600 Bachelor's theses processed yearly
- Strong demand for user support
- IT resources in the Library very limited
- In short, the extra resources and expertise very welcome



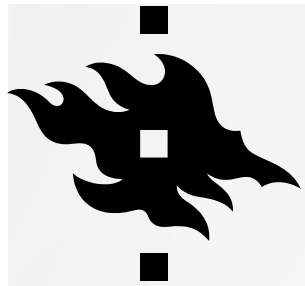
THE BEGINNING OF THE COLLABORATION – WHAT IS THIS DSPACE?

- The Student Services had no background with repositories or E-thesis service
- Getting to know the system took a while
- The superiors in the student services had to be convinced about the resources needed
- Basic documentation lacking – work started



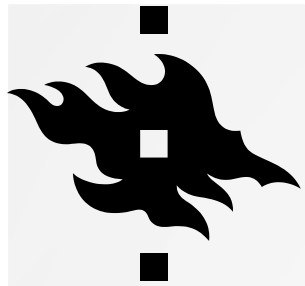
WE CAN WORK IT OUT – HOW WE COLLABORATE

- Over the past two years Helsinki University Library and the Student Services have come up with the following ways in which we collaborate in running and developing the service
 - Developing the service
 - Introducing the process to new faculties
 - User support & producing instructions
 - Reaching out to the user groups



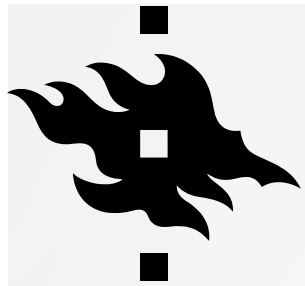
DEVELOPING THE SERVICE

- A team in charge of developing the service has been established
 - Library, student services, educational technology services + it consultants
 - Weekly meetings
 - Discusses the user feedback and user cases
 - Discusses and decides about the priorities in developing the service
- Development sprints (JIRA Board)
 - Library IT & IT consultants + coordination
- Constant communication channel (Flowdock)



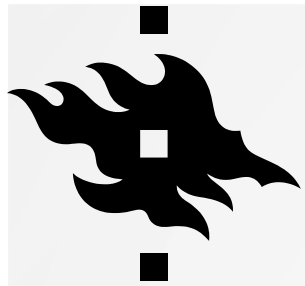
INTRODUCING THE SERVICE TO NEW FACULTIES

- Faculties eager to adopt reviewing process
- Involves meetings, discussions and consultations with the faculty
 - Some features such as the evaluation form have been customised according to the wishes of each faculty
 - Piloting the system before the full implementation
- Negotiating on the new tasks
- Training new users (student services personnel, teachers, students)
- All the faculties use the system as of summer 2019



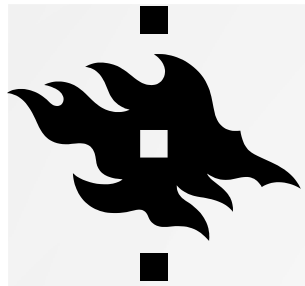
TACKLING USER QUESTIONS AND INSTRUCTING USERS

- A ticketing system (Efecte)
 - A more efficient way of handling user support
 - Experts from the Library and the Student Services handle the user cases
- A coordinated way of producing instructions for the user groups
 - ethesis.helsinki.fi site
 - Blog <https://blogs.helsinki.fi/digitutkielmat/>
 - University's instructions for students <https://guide.student.helsinki.fi/en>
 - Coming in fall 2019 <https://teaching.helsinki.fi/>



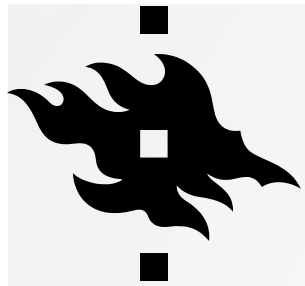
COMMUNICATING WITH USER GROUPS

- Actively finding opportunities to meet users (being aware of theses related discussions)
- Regular meetings with the officials in the student services
 - User feedback gathered
 - Information for the technical development
- Training the student services officials
- Information desk for the students about to submit their Theses to the system
- Student and teacher panels to gather user feedback



LESSONS LEARNT

- Combining expertise and skills fruitful
 - Library: software, metadata as well as publishing and storing
 - Student services: the processes of submitting, reviewing and approving of theses, the contacts to the faculties, organizational and administrative skills
- The contacts with the users all important – the library may not have all of them
- Organizational and administrative skills essential when running a repository service with a large number of users & customised workflows
- The end-product is a fairly successful service (even if technical challenges lie ahead) – no turning back to a pre-digital environment in reviewing theses
- The collaboration has made working with E-thesis service more structured, more user-oriented, more inspiring and more fun!



THANK YOU!

- jussi.piipponen@helsinki.fi & mia.valento@helsinki.fi