Measuring the Impact of Digital Culture

inDICEs

Deliverable 4.5

Train the Trainers Methodology

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Final Version

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Glossary

Assembly	An assembly is a type of digital space for engagement on inDICEs Participatory Space. Assemblies can support multiple types of participatory activities. However, they are more akin to ongoing discussions around a thematic topic and do not have marked phases. Assemblies roughly translated to the InDICEs context can be described as working groups.
Decidim	A free open source participatory platform used to build InDICEs Participatory Space. https://decidim.org/
Hypothesis	A proposal that explains or provides solutions or scenarios to broad issues and obstacles faced when working within the CHI sector. The use of a hypothesis has been applied when envisioning digital or platform based solutions for future users as well as to create research scenarios where the platform can be used as a pragmatic and convenient tool. In the latter a hypothesis was used as an exercise with participants various times to determine the direction of the functionality of the Open Observatory Platform.
Persona	Personas are means to better understand users and are created to understand behaviour especially as it pertains to a user's emotional fluctuations when using a product. Personas are a description of characteristics, needs, pains, and rewards of a unique user that should enable designers to empathise with those they are designing for or to better predict their reactions to design that is tailored to them. Personas are a powerful tool that can be used throughout the design process that summarises research done through surveys and workshops conducted.
Process	A process is a sequence of participatory activities (e.g. first filling out a survey, then making proposals, discussing them in face-to-face or virtual meetings, and finally prioritising them) with the aim of defining and making a decision on a specific topic. This process is then defined by a number of phases.

1   Executive Summary

This deliverable outlines exercises and information to support the use of the Open Observatory and the Visual Analytics Dashboard. What is meant by supporting the use is empowering new participants, stakeholders and cultural heritage communities to not just participate but manage and administrate autonomously on the Open Observatory. The vivacity and diversity of a digital community arises through multiple stakeholders being able to self direct and best use the tools and resources of a digital platform to forward agendas that grow and resource their communities.

The inDICEs Open Observatory aims to be a digital space for innovation with diverse participation across Europe. This deliverable captures the work that has been done thus far to create reusable content that partners and stakeholders can use to onboard participants and create new communities, increase skills and capacities on the platform, develop a shared sense of governance within those communities and design community engagement with impact in mind. As in deliverable 5.6, this deliverable has implemented methods such as personas to create an understanding of what skills and topics would be necessary to onboard new stakeholders, enable them to be administrators, develop a framework for community engagement and governance, and work within transdisciplinary collaborations to share, develop, or even reuse research within the cultural heritage sector.

In terms of onboarding new participants and administrators, this deliverable outlines the types of users and the types of capacities they should develop per their status on the Open Observatory. For example, there is a distinction between registered users and users with administrative capacities and the necessary skills and knowledge each should have of the platform. Outlined are the basics of operating as each type of user along with material that can be adapted by future administrators or trainers who are explaining the use of the platform. Furthermore, there are several additions to this content in respect to the developments specifically created by Platoniq to facilitate the use of the Open Observatory by cultural heritage institutions and stakeholders. Finally, there are materials and resources on effectively using the Visual Analytics Dashboard to support participants in using it as a resource and tool.

To support the above, materials and content that outline frameworks have been developed with inDICEs partners with the goal of creating a governance framework and activities for community participation and engagement through that framework. For instance, outlined in this deliverable are activities to co-create principles that will guide the community and its development along with how to create actionable items, processes, and outcomes with ethical principles at its core. In addition to governance are canvases and activities for raising awareness and developing activities where participants are learners. Governance, engagement and impact may be topics that participants are aware of but may need support in engaging in. Therefore to see participants as learners and develop content for them was important to cover and make available.

With all of these tools, there is a guide on conducting a Data Visualisation Bootcamp. The Data Visualisation Bootcamp pulls on and synthesises all of these contents to create a collaborative two day series of activities that foment collaborative research on the platform, create visual narratives to make data more accessible, and ultimate build community and raise awareness on the capacity, resources, and tools hosted by the Open Observatory.

2 Introduction and Objectives

This Deliverable builds on Task T5.3 Designing a model for digital community participation as a driver of impact (M6-M18) and Task 4.2 InDICEs Participatory space (M6-M34).

Transition to digital spaces, tools, and resources are the driving force behind massive changes not just in cultural heritage but also in society at large. Widespread use of the digital especially since the Covid-19 pandemic have shaped the economic and social landscapes that have provided opportunities to rethink, reinvent, and restructure how people work and live. However, in this digital age several factors determine whether digital communities can be sustainable, secure, transparent, and accountable to the stakeholders and participants who form them. The Open Observatory is an open source reference and initiative not just towards the way in which cultural heritage communities interact, share, and collaborate, digitally but also how they make more ethical choices, empower communities, and create opportunities for democratic and plural governance.

The activities developed and described in this deliverable were as follows:

- Strengthen opportunities for more plural community leadership to scale up and raise awareness and capacities required for organisations and stakeholders to create, govern, and administrate more participatory and collaborative spaces for research and engagement
- Develop robust materials and frameworks for administering the platform and frameworks for ethical governance of participatory spaces to foment more inclusive, transdisciplinary, and accessible community interaction on the Open Observatory
- Emphasise plurality and participation as a learning process recognising that digital landscapes and participatory practices are ever evolving. These, therefore, ought to be more than just a guide on a closed set of learning materials but rather frameworks in place used to continue to learn and reimagine who is involved in participation and how participation happens

As such the central activities involved defining materials that would support onboarding new administrators and participants to the Open Observatory, engaging in collaborative, inclusive, and impactful community governance, materials to support creating learning spaces, and activities for interdisciplinary, participatory research activities and events.

3   Approach: Creating a Culture of Participatory Governance and Research

The development of this deliverable is based around a culture of openness, accessibility, and participatory collaboration. Each of these are representative of a facet of building digital public spaces and creating space for sharing data and collaborating on its use and reuse especially for more accessibility through visual analysis and narratives.
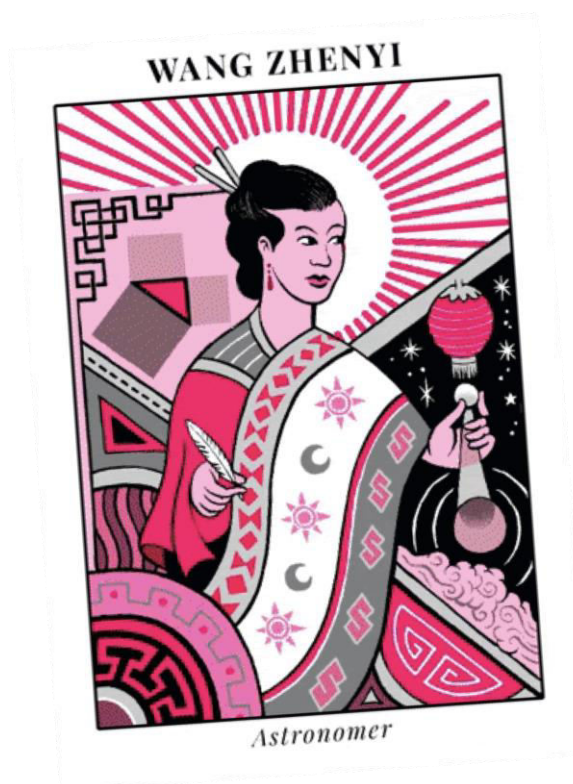
3.1 Opening the doors to wider participatory research, governance, and collaboration

An observatory is a space with the infrastructure to study data that records natural phenomena. An online participatory observatory, at its best, should give insight into agency within a space where participants are free to collaborate, create, and break in ways that gatekeepers to democratic processes have to envision.

Astronomy, like most sciences and arts, has historically been exclusive to a select group of people based on gender, geography, class, and ethnicity.

However, that has not stopped people like Wang Zhenhyi pictured here and so many other intellectuals, artists, and writers from contributing to the sciences. The idea of the Open Observatory is to encourage more contributions and collaborations, within a space where participants are free to create, make, and experiment.

Figure 3.1 Astronomer Wang Zhenyi by Matteo Farinela

The inDICEs Open Observatory is democratising research by promoting a space to create hypotheses and collaborate with participants able to visualise or create narratives around the data. This will be explored with regard to the Open Observatory Data Visualisation Bootcamp outlined later in this deliverable.

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The following image is of a proposed hypothesis to investigate gender inequality in cultural heritage institutions.
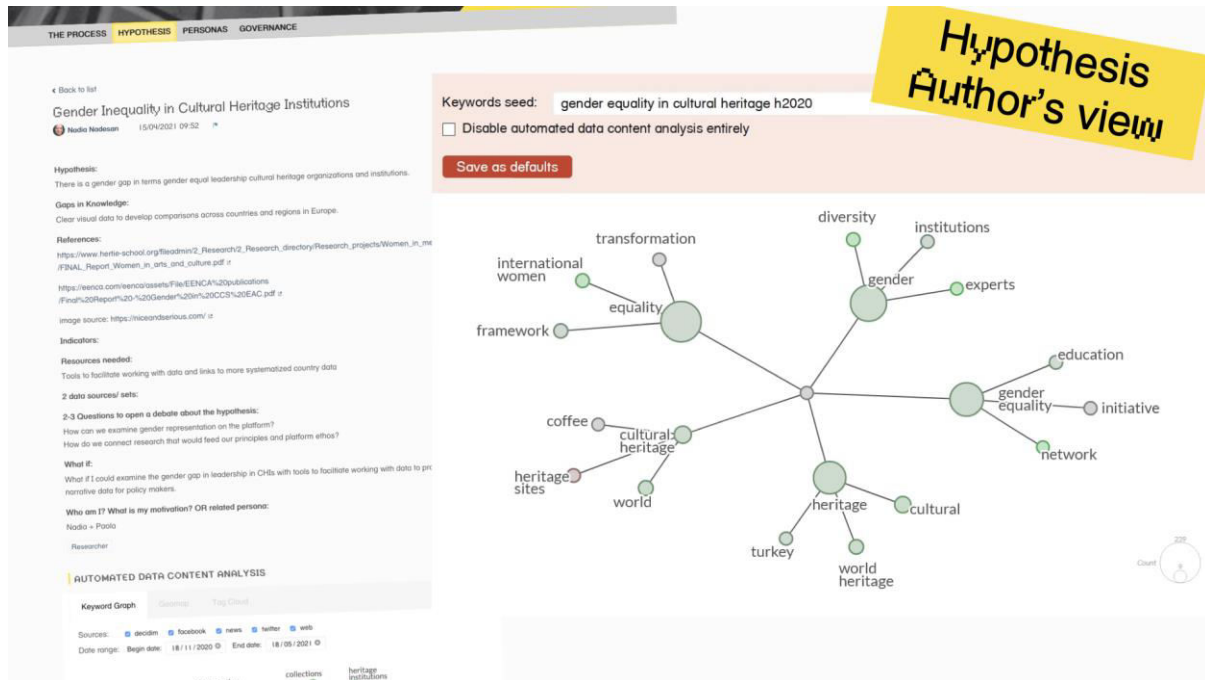

Figure 3.2 screenshot of proposals with widgets embedded into proposal from the Visual Analytics Dashboard

4 Training for Engagement and Participation: Developing Learning Objectives and Outcomes

At the core of the Open Observatory is designed for impact. For this process participant personas were ideated and co-created with the InDICEs partners to create a vision for a future of collaboration, innovation, and open sharing of information on the Open Observatory. Part of this process started with creating a strong image of each participant so that the design of the Open Observatory could then fulfil both functional and social needs outlined in deliverable 4.1. The user stories, developed in collaboration with the InDICEs partners, created an initial blueprint to ideate and benchmark outcomes or impact of participant engagement, interaction and community development. From that point on to the present day, the user stories have shaped the development of a curriculum and design for participant interaction on the Open Observatory.

4.1 Personas as Learner Profiles

Reusing the Users described in D.6 helped in the initial stages of defining the target audience for the training curriculum and answer some of the following questions:

- What type of exposure do they have to the technologies they will be interacting with on the Open Observatory?
- What are their pain points especially connected to finding networks or collaborations within the EU cultural heritage community? Or enhancing their workflows?
- What 'soft' capacities might need to be developed to have more meaningful participation or stronger community engagement?

The aim is to both reduce or remove barriers that participants can identify and gain competencies that will be useful for them as active participants on digital platforms and hybrid digital and physical scenarios. The background of each participant represents a starting point to then develop their learning goals.

4.1.1 Personas

For this deliverable, the focus was on these following types of participants types of participants:

- Participatory Researcher
- Changemaker

These specific segments or types of personas outlined in deliverable 5.6 demonstrate an interest in creating participatory online community spaces or participating in an existing community.

The initial question described in deliverable 5.6 "how can the platform best fit their needs from a technical perspective" has now been extended to "what capacities, skills, or learning are required by each persona to allow them to move beyond simply accessing specific elements of the Open Observatory to achieve a more meaningful participation within it".

A list of target skills and topics for each learner or participant was extracted from each persona. Skills are the specific abilities to navigate and use the participatory space. Topics are subject areas that participants learn about without specific instructions on their execution. For example, conducting a hybrid in person and online workshop might be a topic learners are exposed to, however the skills required to execute such a workshop successfully are something different.

Participatory Researcher: Paola's Persona

Paola is the participatory research persona developed and described in deliverable 5.6. The outline of her person is as follows:

Persona

- **Goals**: Develop safer online platforms and close the gender gap in terms of representation of leaders, creators, and participants on the platform. I propose that reaction buttons can be used for feedback and warning management
- **Background**: Academia
- **Pronouns**: She/Her
- **Pain points:** Difficult to find online communities that share her goals where she can engage and create networks
- **Needs:** Promote her research and content and create communities across different platforms to combat gender inequality online

User scenario

Paola works on feminist community building and development within Wikipedia. She wants to perform research to contribute to the field of User Experience (UX) research by theorising on the felt experience of users from a memory perspective. Her research takes into consideration highlighting unequal gender representation and the oppressive online cultures that perpetuate them. She actively participates to gather data to supply efforts towards more inclusive governance on the platform and seeks out peers through discussions and hypothesis proposals.

Persona: Paola	
Target Skills on DECIDIM	**Target Topics**
- Following specific areas and activities on the platform - Participating in discussion threads - Submitting a proposal or working on a collaborative text - Interacting with proposals from other users	- Decidim as an open source platform - Decidim as more than a website but as a social network - Decidim's Social contract
Target Skills for Participatory Research	**Target Topics**
Create a hypothesis on the Open	Transdisciplinary collaboration

Observatory	

Changemaker: Jazmine's Persona

Jazmine is the changemaker persona developed and described in deliverable 5.6. The outline of her person is as follows:

Persona

- **Goals:** Promote and develop digital tools for inclusive access to cultural heritage in her city
- **Background**: She directs an arts NGO and is president of a biennale organisation. She has been an administrator within the Council of Europe in Strasbourg and has worked closely with the European Commission
- **Pronouns**: She/Her
- **Pain points:** Collecting relevant information communicated efficiently i.e. info sheets, visual narratives, summaries of case studies
- **Needs:** An agile system for contacts and facts to support her case for inclusion in culture

User scenario

Jazmine is working on a project to develop tools that will empower communities to bring together their multiple and various experiences and memories into compelling and geolocalized storylines using new personalised digital content linked to the pre-existent European Cultural Heritage. The project will deploy three distinct pilots, one in the city where Jazmine works. Jazmine is also co-leading an international campaign for the inclusion of culture in the UN 2030 Sustainable Development Agenda and is on the platform to place a call for partner organisations and screen for salient issues and data around inclusion.

Persona: Jazmine	
Target Skills	**Target Topics**
- Using the administrator dashboard - Creating a process, assembly, or conference - Creating activities for various participatory spaces - Interacting as a participant in different components such as proposals, discussion threads, surveys etc.	- Decidim as an open source platform - Decidim as more than a website but as a social network - Types of roles on the Decidim platform
Target Skills for Participatory Research	**Target Topics**

● Create a hypothesis on the Open Observatory	● Transdisciplinary collaboration
Target Skills for Participatory Governance	**Target Topics**
● Defining ethics and principles ● Facilitating collaborative activities	● Designing for impact and outcomes

4.1.2 Creating Learner Profiles for Your Participatory Digital Community

Learner profiles supported the development of training new administrators along with developing activities for community engagement and participation that would encourage others to also collaborate and develop communities autonomously. Understanding the value of this process, chapter six details how to create personas with the example of the Europeana Impact Lite Task Force.

5 Towards Greater Autonomous Community Management

An important aim for the Open Observatory is to have a number of active CHI communities on the platform managing their own processes and participatory spaces. For this objective to be realised, it will be important for certain participants to learn how to moderate or even become 'super' administrators i.e. understanding how to create and moderate spaces on the Open Observatory.

To onboard participants to the Open Observatory, learner profiles have proven useful. However in addition it is important to categorise learners into the roles they will likely fit onto the platform. For example not everyone will manage a community and need administrative power on the platform.

The following chart can be used to break down the different roles on the platform and provide guidance on what participants should learn relative to the roles they will play on the platform.

User Type	Description
External user	Anyone can browse the open, public content of the platform, although they will not be able to participate.
Registered user	A participant on the platform that has created a log-in that enables them to participate in proposals and other activities on the Open Observatory
Process Administrator	Process, conference or assembly administrator.
Super Administrator	A super administrator can oversee the entire platform and make changes.

5.1 Registered User Onboarding

The following are activities for new registered participants on the platform. These activities give an overview of the platform, its code, and community.

5.1.1 Replicable Activities and Methods

Introducing the Open Observatory

The Open Observatory is an open source platform created by InDICEs partners as a space for cultural heritage practitioners to share information, create networks, and participate in independent cultural heritage communities such as the Impact Lite Task Force hosted by Europeana.

To introduce the platform and its context the following explanatory texts have been developed to offer new participants who have registered some basic background knowledge on Decidim and the

Open Observatory. The following texts are texts that have been used as a basis for presentations such as the Open GLAM event at MUSE in Trento and Szeged Intellectual Property Conference. The scripts can be used along with slides, as an oral presentation, or as reference material for participants to read over. They are available on the Open Observatory within the 'Help' section.

An Introduction to Decidim

Decidim, from the Catalan 'We decide', is a platform, a digital infrastructure for participatory democracy, free and open source, for cities and organisations. Decidim is open source. An open source code can be used, modified, improved and redistributed under the same licence by anyone, which is why it was chosen for the Open Observatory. Created by the city of Barcelona, Decidim is an online space where citizens can deliberate and make decisions in a transparent way in collaboration with the municipality. Specifically, Decidim is a web environment (a framework) produced in Ruby on Rails (a programming language) that allows anyone to create and configure a web platform to be used as a political network for democratic participation.

But Decidim is much more than that: 'participatory democracy' refers to that form of 'government of the people, for the people and by the people' in which people participate as equals. On Decidim, platform users (participants) interact through participatory mechanisms known as components within different participatory spaces that channel their democratic power towards specific outcomes such as creating communities, collaborations, and transparent decision making.

Decidim's Social Contract

But Decidim is also more than a digital platform: it is an open project and infrastructure that includes code, documentation, design, training, a legal framework, collaborative interfaces, a community of users and facilitators, and a global vision. All members of the Decidim community must adhere to the Social Contract. This is the Code of Guarantee and Democratic Collaboration: https://docs.decidim.org/en/understand/social-contract/ By signing this Social Contract, any individual, institution or social group of any kind undertakes to respect the principles set out herein when using, developing and participating in the Decidim community. The fundamental points of this Social Contract are listed below:

1. The platform code, together with its modules or any other element developed for its operation and implementation, will always be free and Open Source.
2. The platform and its current or future configuration, development, implementation and use must guarantee and maximise, at all times, the transparency, traceability and integrity of documents, proposals, debates, decisions or any other participatory object, mechanism or process.
3. The platform promises to ensure equal opportunities for all people, as well as for their proposals or other contributions that the platform could host.
4. The confidentiality and privacy of personal data that individuals may provide, in order to participate in any of the functionalities and/or participation possibilities that the platform provides, must be guaranteed at all times.
5. Commitment to ongoing accountability and reliability.

6. Periodic review and evaluation mechanisms will be provided in order to facilitate continuous improvement of the platform.

The Open Observatory

The Open Observatory Platform is conceptualised as an online participatory space that promotes participatory communities, provides a digital platform for moments and spaces for events in the cultural heritage community, facilitates the exchange and collaborations between communities and experts in the research, cultural and creative sectors. The platform is an integrated space with a unique access point that currently offers the following:

The Open Observatory as a Participatory Space

The Open Observatory facilitates the creation of a community amongst organisations and participants. It engages stakeholders to actively participate in online activities by contributing to surveys, debates, and collaborations that innovate existing practices and priorities of CHIs online and offline. The main features of the participatory space, processes and assemblies, have been used in different instances to stimulate discussions and participation around the decisive topics of the project. For instance, the assembly on Empowering IPR for the Commons was created to discuss the place of Intellectual Property Rights in the CHI value chain. The assembly was part of a consultation process and workshop to gather information on how cultural institutions experience the IPR status of their collections, and what opportunities or threats they see in their efforts to engage online with their audiences.

Another example is the assembly with the Europeana Impact Steering Group where members of the Europeana Impact community were invited to discuss the sector's need and help design phase 3 of the Europeana Impact playbook. Participants were also invited to join online debates and a survey on Culture 3.0, aiming to collect cases of value chains generated by (re)use of digital cultural heritage in bottom-up initiatives and communities of practice. Participants can also find all the relevant information and documents about the activities on the platform.

Visual Analytics Dashboard (VAD)

The VAD, a web intelligence and visual analytics platform, is conceived as a dynamic tool that supports content exploration and provides insight into public and stakeholder debate. To allow for easy and simple access to the main findings the project has continuously developed a "Lite" version of the dashboard. In this slimmed down version users can explore content, research topics and identify major trends in the CCS and are met with colour-coded visualisations that allow them to compare different interest areas. The "Dashboard Lite'' will be integrated in the Open Observatory as its own subpage, to complete the participation, interaction and evaluation components of the platform with a data-driven explorative element.

The VAD Lite will include a selection of easily navigable widgets and preset topics. These topic presets with their underlying search filters, will reflect themes in the CHI sector, such as cultural digitisation. Moreover, they will demonstrate the capabilities of the dashboard in an easily accessible way and serve as a case study for participants to learn and see how to gain insights into their topics of interest. Interested users can then further continue their exploration with the

advanced version of the inDICEs dashboard that allows for custom topic definitions and more complex content filtering options. Additionally the advanced version offers a feature to generate custom PDF reports to quickly share interesting results with shareholders or colleagues, increasing the value across workflows and use cases.

Currently, the Participatory Space is connected with the VAD, sending content to the webLyzard inDICEs content repository whenever it is generated. This content includes new proposals and debates, as well as the public comments created by any participant. This content is then accessible for further content exploration through both the Lite as well as the advanced dashboard. The technical data communication is performed by the backend of the Participatory Space every time new content is created. In the other direction embedded visualisations accompany the creation processes on the Participatory Space, showing related content from the news and media domain, as well as from the cultural sector, in the form of visual components, in particular a tag cloud, a keyword graph and a geographic map.

Enumerate Self-Assessment Tool (SAT)

The SAT was conceived as an interactive environment where cultural heritage professionals can collaboratively learn how to convert digital ambitions into digital strategies and gather data to continuously monitor their performance. Based on the user's input about their organisation's resources, infrastructure, mission, audiences and other parameters, the tool aims to provide recommendations that can be transformed into strategies for digitisation and access, audience engagement methods and business models suitable for their specific context, taking into account legal regulations in their region. The SAT is conceived as a monitoring tool and it is meant to be used continuously.

Currently, InDICEs is collaborating with Europeana Foundation to launch a new iteration of ENUMERATE with the use of the SAT. The information that participants enter in the tool will be saved and used in a similar way to the ENUMERATE surveys completed by DEN from 2011-2017. Therefore, using the SAT to collect the new data will facilitate this process previously performed under ENUMERATE. With the new data gained in this collaboration, the SAT will also be useful for policymakers as it will show how the different member states perform.

Once the results of the ENUMERATE survey have been analysed the data can be used by the SAT to allow CHIs to benchmark their institution against others in the same sector, country, with the same priority audience, or of the same size. The analysis will also take into account the 8 areas of impact introduced within the inDICEs project deliverables and can show institutions how active they are in these areas. The participant will be able to get a copy of their answers to the questionnaire part of the tool with basic visualisations, a benchmarking report with suggestions for the most useful resources. The participant can then use this information at their own institution.

In addition to this, the SAT will also connect to the activities in the Participatory Space to support further discussions between heritage professionals and knowledge sharing.

5.1.2 Example: InDICEs Partner Onboarding

For partners onboarding to the InDICEs platform several speakers were invited to explain the platform, the benefits of open source, and how data from participatory platforms can be used to forward greater participation and foster more democratic digital spaces.

Speakers

Carol Romero

Carol is the product owner of the Decidim project. She is also part of the Hybridas Women's Collective and Network that works and researches political and civic participation with a gender perspective. She gave the InDICEs consortium a short talk on 'From User Experience (UX) to Participant experience (PX).Participation and accessibility in digital platforms after COVID-19. The Decidim case'

Pablo Aragon

Pablo Aragón is a research scientist at the Big Data & Data Science unit in Eurecat, Centre Tecnològic de Catalunya and an adjunct professor at Universitat Pompeu Fabra. His research focuses on understanding social and political phenomena through the analysis of data from the Internet. He is particularly interested in characterising online participation in civic technologies, the online network structures of grassroots movements and political parties, and the techno-political dimension of networked democracy. His talk focused on the power of citizen dashboards and data driven proposals/debates within Decidim.

5.1.3 Activities for Registered Participants

Registered participants have a range of generally straightforward activities they can do to participate in the Open Observatory. These range from:

- Answering a survey
- Contributing to or creating a discussion thread
- Submitting, commenting, or upvoting a proposal

Examples of Onboarding for Registered Participants

To acclimatise partners with the Open Observatory the below activities were conducted when the Open Observatory was initially created. These were considered light activities to allow partners to become familiar with the Open Observatory. They are listed here as examples for the types of activities that can be conducted with registered participants.

InDICEs Partner Soft Onboarding

The list of these activities are also on the Open Observatory at: https://participate.indices-culture.eu/pages/acclimating

Open Observatory Activity	Onboarding Activity with InDICEs Partners
Answering a survey	Answer a 'Get to Know You Survey'. The survey was to get to know our partners in terms of their expectations, ideas, and experience around creating digital culture, spaces and tools.
Contributing to or creating a discussion thread	Partners were encouraged to participate in a discussion about CHIs and the Covid 19 Pandemic
Submitting, commenting, or upvoting a proposal	Partners were asked to contribute comments to the results of the first meeting of the project in Rome. The results were re-formulated into various proposals.

5.2 Process Administrator and Super Administrator Onboarding

The difference between a Super Administrator and Process Administrators is that a Process Admin can only manage the moderation of a particular participatory process, assembly, or conference. The knowledge they have of the platform are essentially the same since process and super administrators need to know how to differentiate between participatory spaces and understand which components are what. This section outlines the basic information on explaining participatory spaces and what activities can be conducted by employing specific components.

5.3 The Basics: Participatory Spaces

5.3.1 Assemblies vs. Processes

It is important to understand that this terminology "processes" and "assemblies" come from a vocabulary developed by Decidim, which defines its spaces on the platform as processes and assemblies. Processes and assemblies essentially serve the similar functions of creating a space where activities such as meetings, surveys, or discussion threads can be hosted. The biggest difference between the two is that processes can be grouped i.e. there can process groups and a process is demarcated by phases. While assemblies are understood to be a series of interactions not necessarily defined by phases and there can be sub assemblies that fall under the umbrella of another assembly. This section will explain them in greater detail.
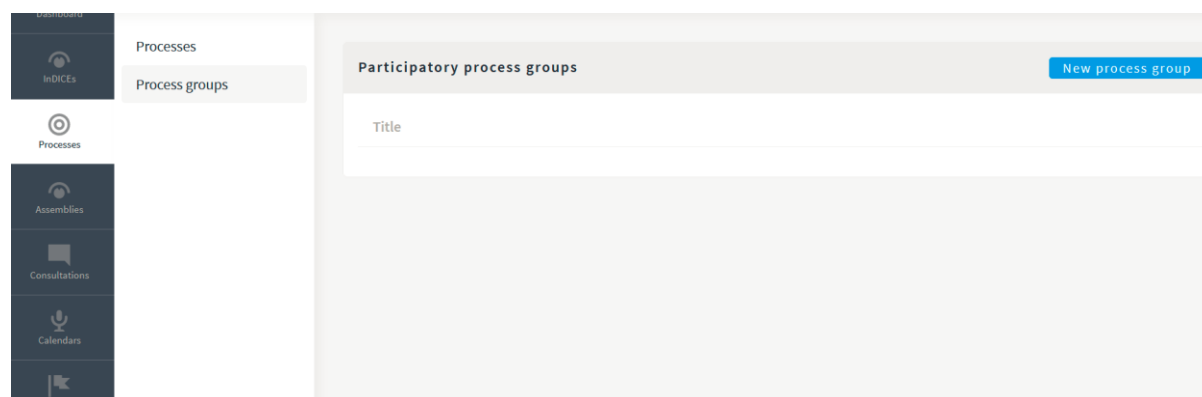
Processes

On the administrator's dashboard you may initially see the 'processes' module above the 'assemblies' module on the far left hand menu.
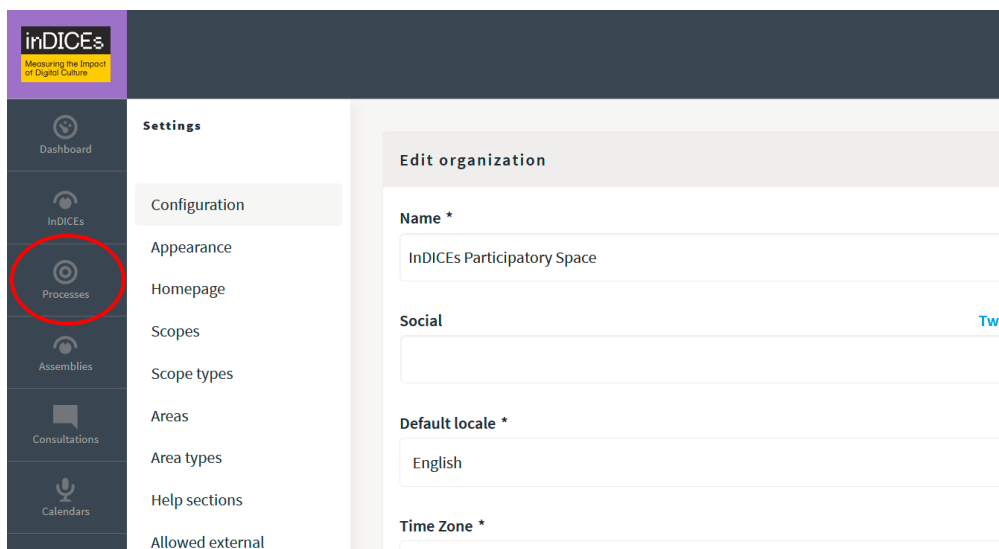
Figure 5.1 screenshot of admin dashboard in the Open Observatory

First of all, it is possible to create a group of processes, i.e. processes linked by the same theme, as will be the case with Open Observatory.


Figure 5.2 screenshot of admin dashboard showing process groups

Furthermore, it is very important to understand that within processes, which fundamentally distinguishes them from assemblies, there are phases. This is because, according to the Decidim vocabulary, a participatory process is nothing more than a succession of different phases. For example a set of phases might be the following:

1. First phase of introduction
2. Second phase of drafting proposals
3. Third phase of evaluating proposals
4. Fourth phase of voting on proposals

5. Fifth phase of evaluating results.

Phases as they appear on the page of a process:
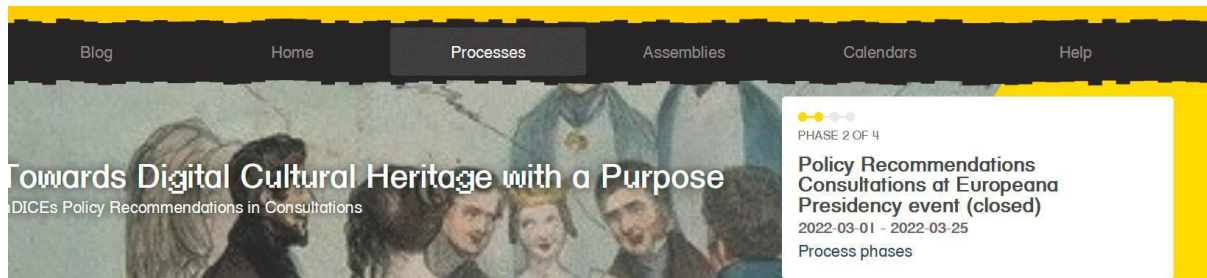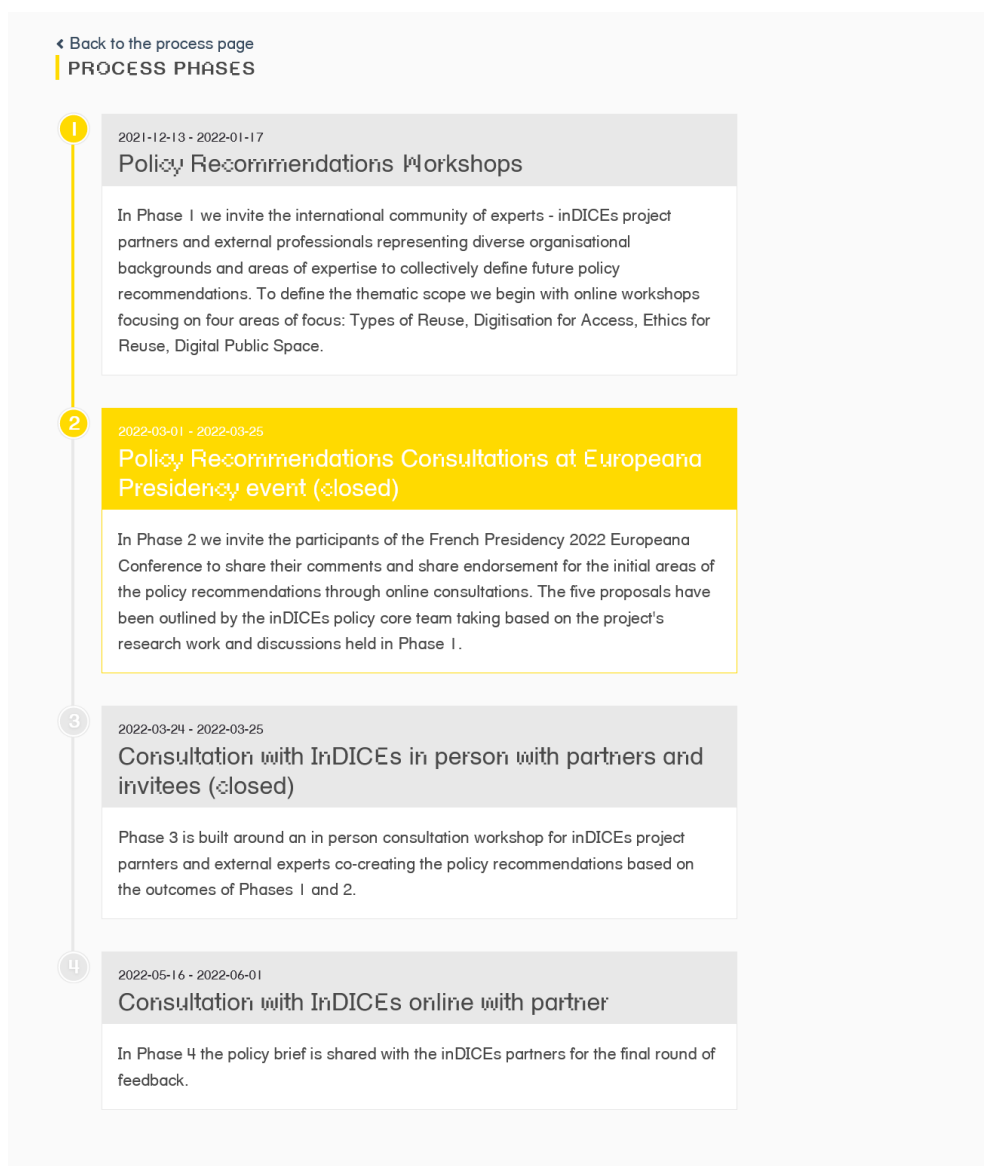

Phases page:

Figure 5.3 screenshot of the phases of a process on the Open Observatory

In processes you can use the full range of components explained in the next section along with files, add process administrators, and private participants.
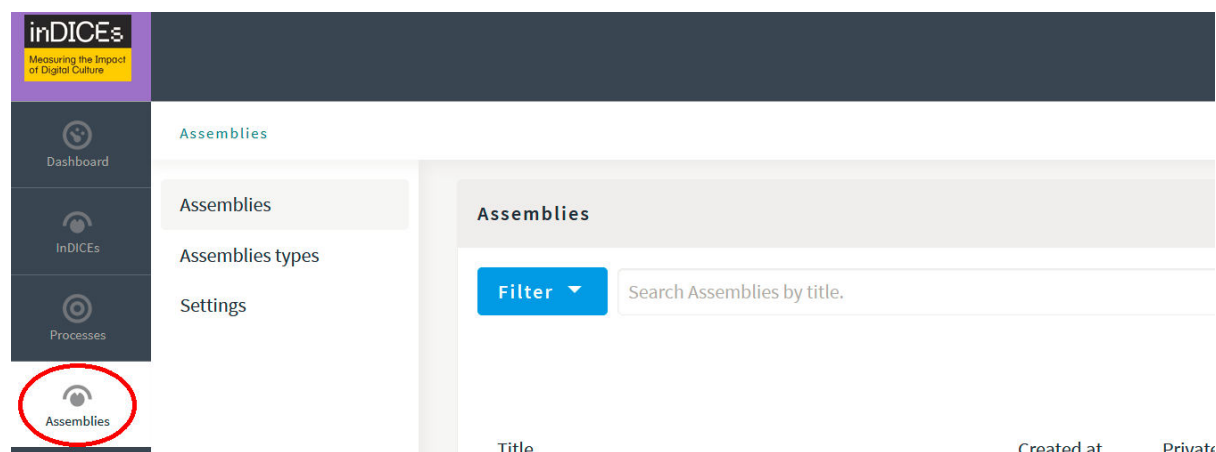
Assemblies

Figure 5.4 screenshot of the admin dashboard highlighting assemblies

On the contrary, with assemblies instead of dividing them into groups, as was the case with the processes, one can define levels of assembly, for example we can imagine having a first level of assembly which is the general assembly, and a second level which could be for example the organisation's standing committee. So here you would see sub-assemblies of the parent assembly, as opposed to group processes. On the other hand, when we go to configure an assembly, there are the same options that we had in the processes with the components, the categories, and even administrators. The difference is that there are no phases, because a Decidim assembly, by definition, is always an open, timeless space that can last infinitely. Additionally, assemblies allow you to publish a list of members on the assembly page. To conclude, it may be that in the Open Observatory the spaces may not be explicitly categorised as process or assembly but the function of each should be clear to the super administrators so that they can best decide which type of space to use regardless of the name it is assigned.

Conferences also known as Calendars

Conferences have been labelled as calendars on the Open Observatory. They are like assemblies and processes that can host various activities but under the framework of an event. The features that can be employed on a conference are:

- posting venues and locations
- posting the programme
- registration
- displaying the speakers at an event

Conferences also differ in appearance and are more oriented towards allowing participants access to the details of events.

Figure 5.5 a screenshot of the homepage for a calendar

5.4 The Basics: Components

Within assemblies, processes, and conferences administrators can add specific activities. These activities on Decidim are referred to as components.

5.4.1 Accountability Component

The Accountability component, which if we visualise it, we see the status of the execution of the various results. This component was used in the development of the Open Observatory's ethics and principles in the Principles and Ethics assembly. The principles were put into four umbrella categories and actions were outlined for each principle. The following graphic shows the level of completion for some of the activities for each principle.
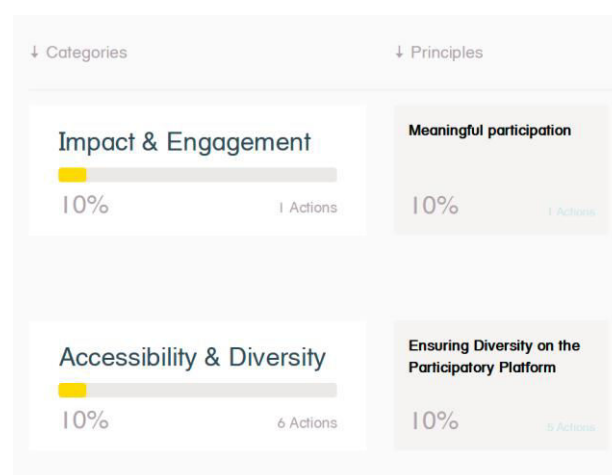
figure 5.6 above is a screenshot of the of the accountability component applied to the principles and actions created for the governance of the Open Observatory

This component may be useful in the final phases of a process, because within a participatory process that has outputs or results you will be able to see the real state of their progress. Since processes normally require an implementation phase, which is not immediate, but develops over a period of time the accountability component can help monitor this.

5.4.2 Iframe Component

Then there is the Iframe component, which you would use to integrate a page or an external link into our process. Iframes can be used for MIRO boards and Google Docs you want to connect to your process. Your ability to see what is displayed in the iframe depends on your log in to that specific platform. For example if it were a google doc with limited access rights then you may not be able to see what the iFrame is meant to display depending on the settings of the external website, platform or page.
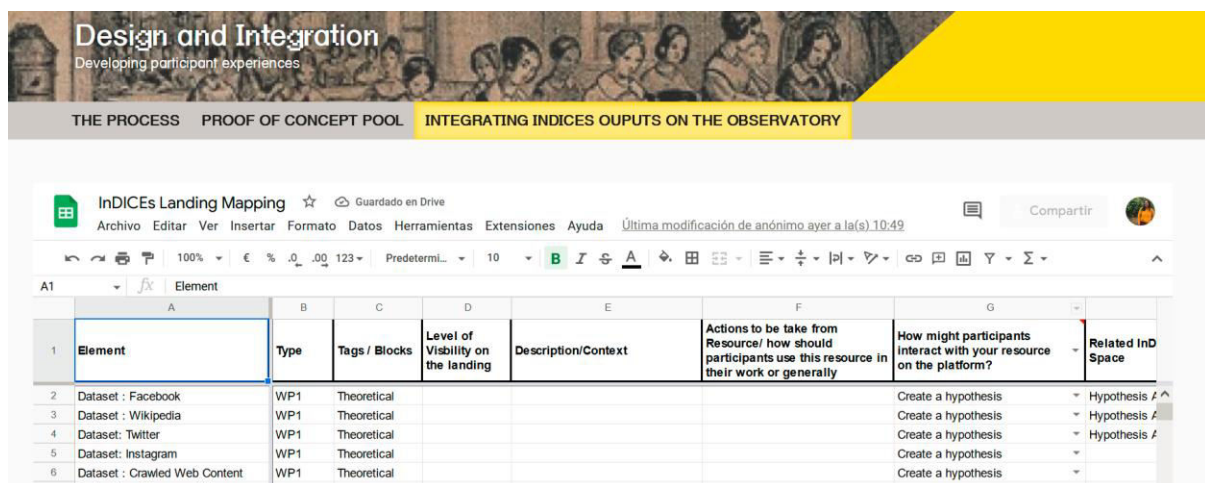

Figure 5.7 is a screenshot of an google docs displayed through an iframe on the Open Observatory

5.4.3 Awesome Map

The Awesome Map is used to make maps based on specific proposals or themes. These have not been implemented on the Open Observatory because mapping has not been a widely used activity. However, activities to map a neighbourhood or project might be an opportunity to use Awesome maps in the future.

5.4.4 Blog

The blog component works like a real blog where you can post news or new articles which users can comment on and follow. The blog component is currently being used for the Open Observatory blog.
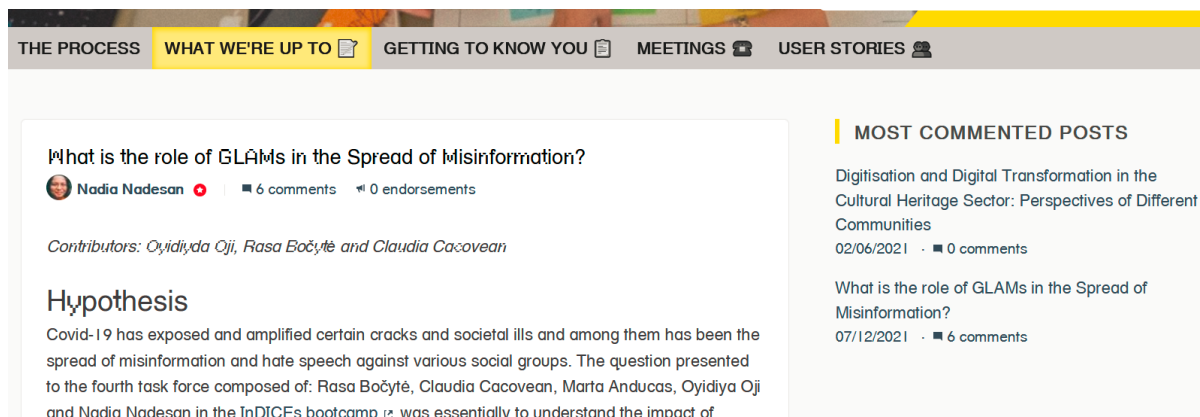
Figure 5.8 is a screenshot of the Open Observatory Blog

5.4.5 Budget

The budget component is used to make participatory budgets. However, this has not been used on the Open Observatory yet. For projects or communities that want to collaboratively work transparently on a budget this might be a useful option in the future.

5.4.6 Debates

The debates component which as its very name indicates contains various discussions and functions like a discussion thread. Participants can be enabled to create their own discussion threads based on topics they find relevant.

5.4.7 Meetings

Meetings as is evidenced by the name are created to host the details of a meeting. Meetings can show the meeting time, agenda, the link to the streaming, an etherpad for collective notes, and even enable the registration function. In short, multiple functions that can serve for any type of meeting, be it physical, virtual or hybrid. Meetings have been used often and frequently on the Open Observatory.
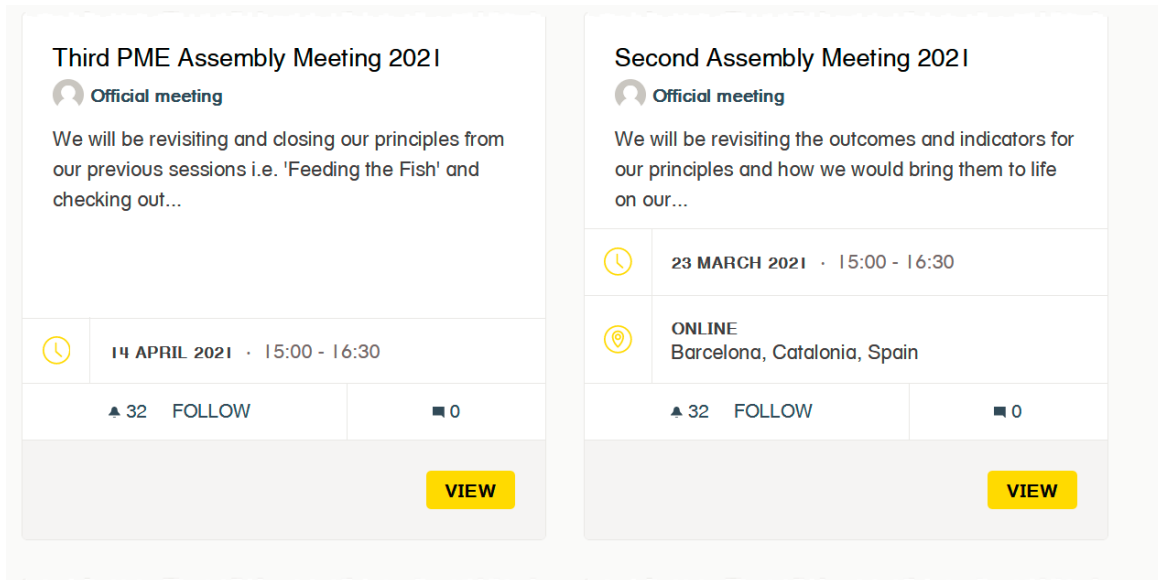
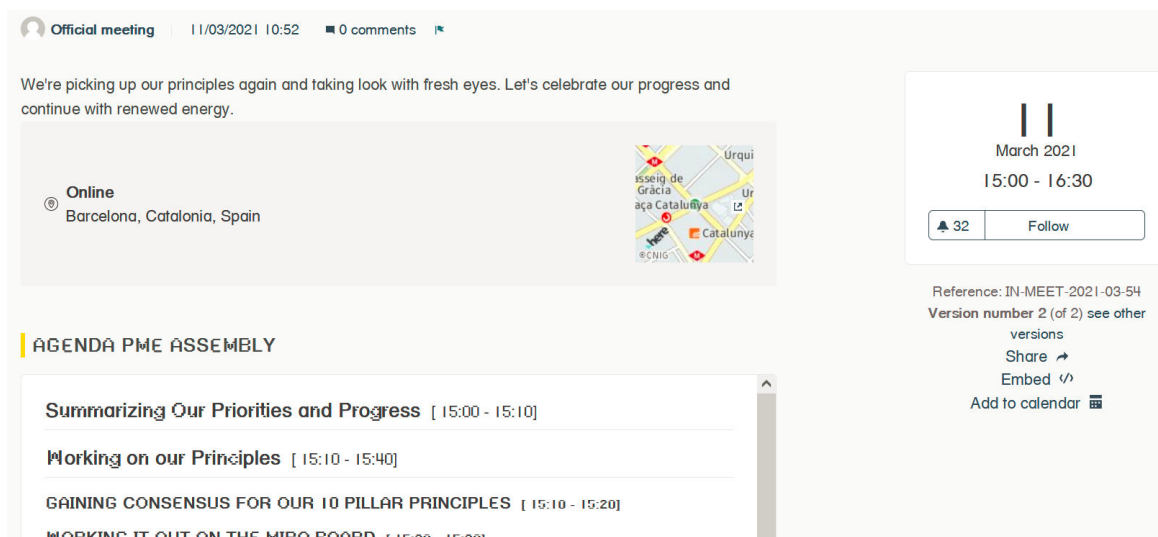*Figure 5.9 is a screenshot of meetings for the Impact Lite Assembly*

Figure 5.10 is a screenshot of the details of meeting on the Open Observatory

5.4.8 Page

The page component creates a blank page where you can insert static content such as an FAQ or 'About' page. They are static and can include images or videos.

5.4.9 Proposals

The proposals component allows for administrators and participants to create proposals that can then be evaluated, commented on or rejected. Whether or not they are accepted or rejected is demonstrated in their status. Additionally, you can show whether or not proposals have come from a meeting.

The figure 5.11 above is a screenshot of the personas used to design the platform as proposals that partners could comment on, support, or even create proposals of their own.

5.4.10 Sortition

The sortition component randomly selects various proposals. The sortition components allow for a non biassed selection. For example, for selecting people to participate on a committee, one could create a proposal for each possible participant and use sortition to decide the final participants.

5.4.11 Survey

The survey component allows us to ask questions in both closed and open formats such as multiple choice questions or open ended text questions.

Figure 5.12 illustrates a survey that was implemented to better understand the needs and expectations of the Consortium at the beginning of the InDICEs project

5.5 Specialised InDICEs Components

Specific components such as the survey component and the proposals component have been customised for the Open Observatory. Two of the major customizations are the Self Assessment Tool and the Custom Fields Proposal.

5.5.1 Creating a SAT Activity

The Self Assessment Tool feature of the Open Observatory allows administrators to create surveys and provide feedback to users based on their survey answers. The administrator creates several keywords highlighted through hashtags. These hashtags are then included in answer options so that when the user answers the survey they are actually selecting answers that have been tagged. Using this hashtag the software retrieves and provides the user with feedback also associated with that hashtag. An example might be the following:

What are you interested in?

A. Evaluating impact #impact
B. Intellectual property #IP
C. Business models #business models

In the case of the Open Observatory when hashtags are included in the answers they are actually invisible to the user. So when the user selects an answer the software automatically retrieves feedback that the administrator has tagged with the hashtag.

Example: Open Up Museums! Conference in MUSE Trento

To introduce new participants to the Open Observatory in a fun and engaging way at the conference in Trento the following short survey was created:

1. What kind of GLAM do you work in?
    A. Archive
    B. Museum
    C. Gallery
    D. Library
    E. Heritage Site
    F. Other, please specify

2. Which sector do you work in?
    A. Public sector
    B. Creative Industry
    C. Education Sector
    D. Research
    E. Tourism
    F. Private
    G. Media

3. What best describes your work in cultural heritage institutions? (select all that apply)

A. Policy oriented
B. Management
C. Digitization
D. Audience Engagement
E. Legal and IP
F. Academic Research
G. Other, please specify

4. Are you interested in exploring the following to support your work? (select all that apply)
A. You want to improve your digital skills
B. You want to make digital collections more accessible
C. You want to have a more sustainable business model for your organisation
D. You want to disseminate and include CHI communities in your project results and research
E. You want to connect and collaborate with transnational communities in Europe
F. Other, please specify

5. Which of the following topics are you interested in learning more about? (select one option)
A. Innovative policies for cultural institutions and digital
B. Participation, Inclusiveness and the Impacts of Culture in the Digital Sphere.
C. Collect and visualise data
D. Digital communities of debate, exchange and insight
E. Know your cultural institution's level of digitization
F. Copyright and new perspectives for digitised cultural content

The twist to the survey was the users would receive one of the following as feedback:

Figure 5.13 is a screenshot of the possible feedback depending on respondent's answers that would then link to tools and resources developed by the InDICEs project

5.5.2 Custom Fields Proposal

The custom fields proposal feature has been implemented in proposals so that an administrator can create specific fields for a proposal. Typically proposals allow for the following fields: title, body and possibly an image or attachment. However custom fields allow for more fields to be used as well as specifying the type of text in each field i.e. if it should be whole numbers or in the format of a date.

Example: Hypothesis Assembly

To upload a hypothesis participants should consider specific elements outside of just writing a statement to be proven true or false. The custom proposal fields allows for the design of the hypothesis and participation of the hypothesis assembly to be more meaningful by allowing for greater flexibility in creating the proposal space.

Figure 5.14 is a screenshot of the custom fields for creating a hypothesis on the platform

5.5.3 Notify

The Notify component allows administrators to take notes that quote participants in a discussion. Specific participants are assigned to be note takers and while they take notes they indicate who is contributing what to the conversation.

Example

In the initial phases of the InDICEs project several meetings were held to collaborate on the Open Observatory and develop ideas around it. During that time several speakers were invited to share their work that would shape the framework of the platform. Pier Luigi from FBK in WP1 shared his work and notes were taken that captured his quotes and the theme of the discussion for future reference.
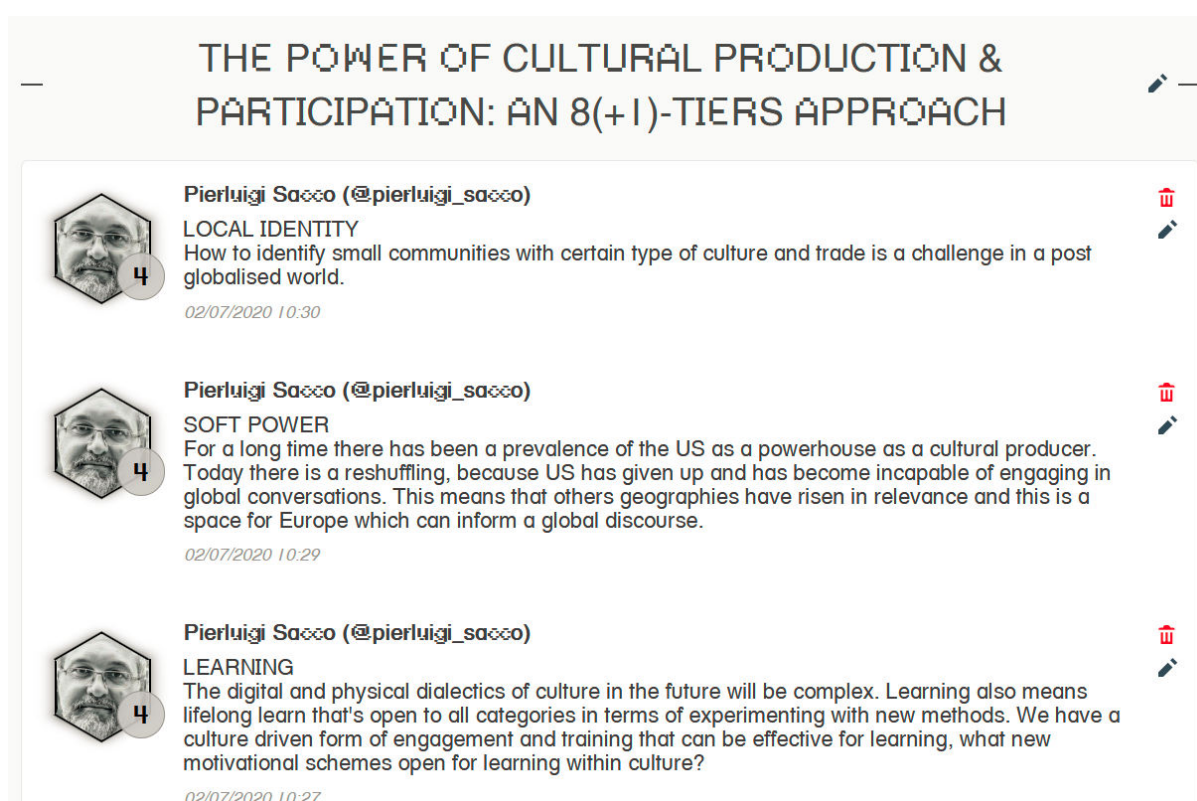

Figure 5.15 is a screenshot of the use of the Notify component for explaining the eight areas of impact

5.6 Common Errors

What are the 4 most common mistakes a super admin can make on Decidim? The following outline some common errors or mistakes on the Open Observatory.

1. Language error

When creating spaces or components on the Platform, the content must also be available in English or it will generate an error. For example, on the platform, administrators can set the language to Italian and in the future there may be more language options available. However, for all new content there must be an English version. If not, an error is generated.

2. Notification error

Next to any process there is a 'Follow' button, which if selected a participant will receive notifications of that process. But if a particular user, when subscribing to the platform has not enabled notifications, they will not receive them.

3. Character Limit Error for Comments

Many times an error will be generated if there are too many characters in the comments section. For example, with the blog component it may be set so that a user can write up to 1000 characters in a comment. If an administrator wants to change this number they have to go to settings and increase or decrease the number of characters allowed.

4. Error Traceability and Reliability of Decidim

Any content produced or published can never be deleted, this includes a comment or a proposal, even in the case of the administrator, they would have to delete the whole process. The same happens with components, administrators can publish them or hide them but never delete them. The reasoning behind this is for transparency and traceability guaranteed by the platform.

5.7 Super Administrators Onboarding Example: InDICEs Ambassadors

The InDICEs Ambassadors is an assembly that was created to support InDICEs partners in becoming super administrators on the platform and supporting other partners to create events, processes, and assemblies on the Open Observatory.

The first meeting introduced partners to the participatory spaces on the Open Observatory along with the components. The following is the agenda along with learning objectives and activities:

Duration	Meeting	Learning Objective	Content	Activity
	Open Observatory Overview	Understand the different participatory spaces on the Open Observatory	Present the platform + slides	Presentation
1,5 hours		Be able to create your own spaces on the platform	Excel to create spaces on the platform	Create a space together on the platform

		Be able to create a hypothesis	Video of how to create a loom	create a hypothesis
		Learn about the various components that can be used in each participatory space		Participants for homework create their own components

However, the meetings that followed were less technical and were more about greater ownership of the Open Observatory by more partner stakeholders and administrators that generated a space for partners to crowdsource ideas on what additional activities they could run and initiated their own proposals space to gather ideas. Ultimately onboarding is not just technical proficiency on the Open Observatory but also being able to employ the tools and resources available to autonomously create and develop communities, events, and spaces for sharing.
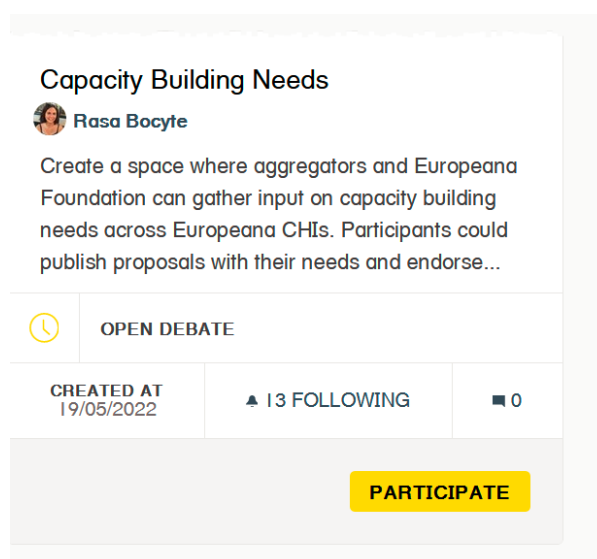
Figure 5.16 is a screenshot of a proposal from the InDICEs ambassadors

5.8 Europeana Spaces on the Open Observatory

Europeana currently hosts two processes on the Open Observatory. The first space is the process for the Europeana Impact Lite Task Force and the second is for the Enumerate survey. These two spaces have been self managed by Europeana staff members and have expanded the platforms CHI community engagement.

5.8.1 Europeana Impact Lite Assembly

Currently, both Europeana spaces are very active. The most used components for these spaces have been:

- Survey that hosts the Enumerate survey
- Meetings that capture the agenda, notes and information for each Europeana meeting
- Proposals used to propose activities for the assembly and ideas for the crash course
- Video recaps that go over previous meetings and canvases developed

These components have facilitated asynchronous activities and allow participants to engage in activities as well as revisit, review, and refresh on topics and conversations within these spaces.

6 Community Engagement and Participation

More than just a digital platform there also needs to be a genuine engagement with stakeholders and participants that allow the platform to come to life with meaningful interaction and engagement. The following sections outline co-creation templates for activities that were tested and developed with the InDICEs partners to ideate the possible governance of the Open Observatory.

6.1 Co-creating Community Governance

As mentioned people make platforms come alive and create communities. Platforms may hold space and facilitate the interaction and engagement of those communities. Therefore an important initial consideration of digital communities is considering the governance or the structure and processes for interactions such decision making and ensuring an inclusive framework and culture for stakeholders to participate.

6.1.1 Activity: Creating a Principles and Ethics Assembly

When initiating the creation governance bodies and governance processes an important consideration is having common agreements and guiding principles that will serve as guidelines. These principles will help stakeholders in the future navigate what forms of conduct, goals, and objectives governance will have in the future. The development of principles and how they will be acted upon is often an ongoing conversation. A recommendation for holding space to discuss, collaborate on, and decide on ethical principles is hosting an assembly and possible sub-assemblies that address different aspects of developing the principles and ethics.

The following sections outline the activities that can be conducted to frame the assembly and further develop principles for digital communities on the Open Observatory.

Assembly Meetings

Creating a meetings component will allow stakeholders to transparently see the previous and future plans for each meeting. Posting meetings also is a means to create an archive and develop a space for people to comment and take notes within the assembly.

Proposing Principles

When first brainstorming principles, participants may want to propose their own principles before or outside of the meeting time. To allow for participants to propose their own principles and solicit support, a proposals component can be used to allow participants to submit proposals, allow others to comment on those ideas and see which proposals get the most engagement and support.

Once proposals are submitted, proposed principles that are accepted by the group as a whole can be approved so that everyone can see what has been proposed and what principles will be further developed for the future of their community.
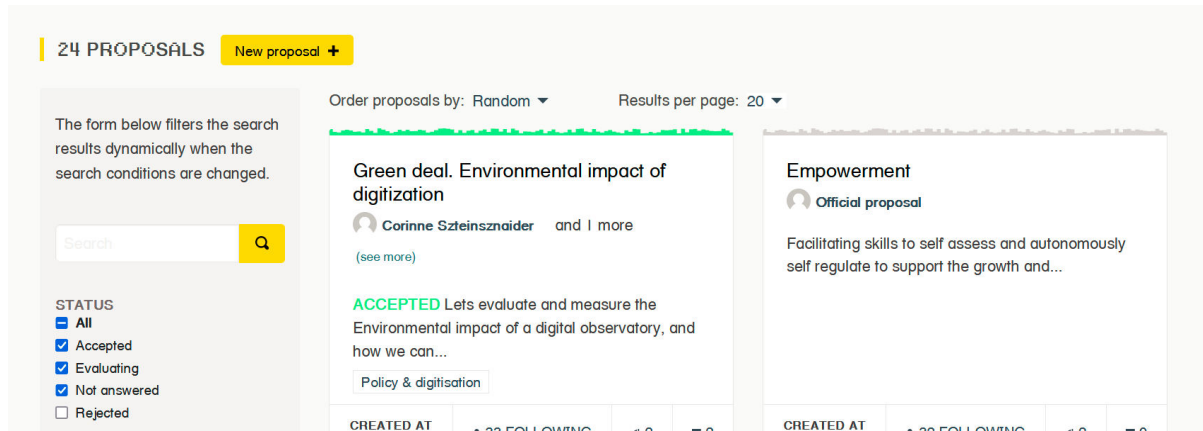
Figure 6.1 is a screenshot of proposals for principles of the Open Observatory

Video Recaps

Another activity might be creating video recaps of meetings and dynamics so that participants can engage asynchronously in the assembly. For example, with the Principles and Ethics Assembly with InDICEs partners a series of Loom videos were created after meetings to help partners see progress or participate even if they were not present for the meeting or just needed a refresher.
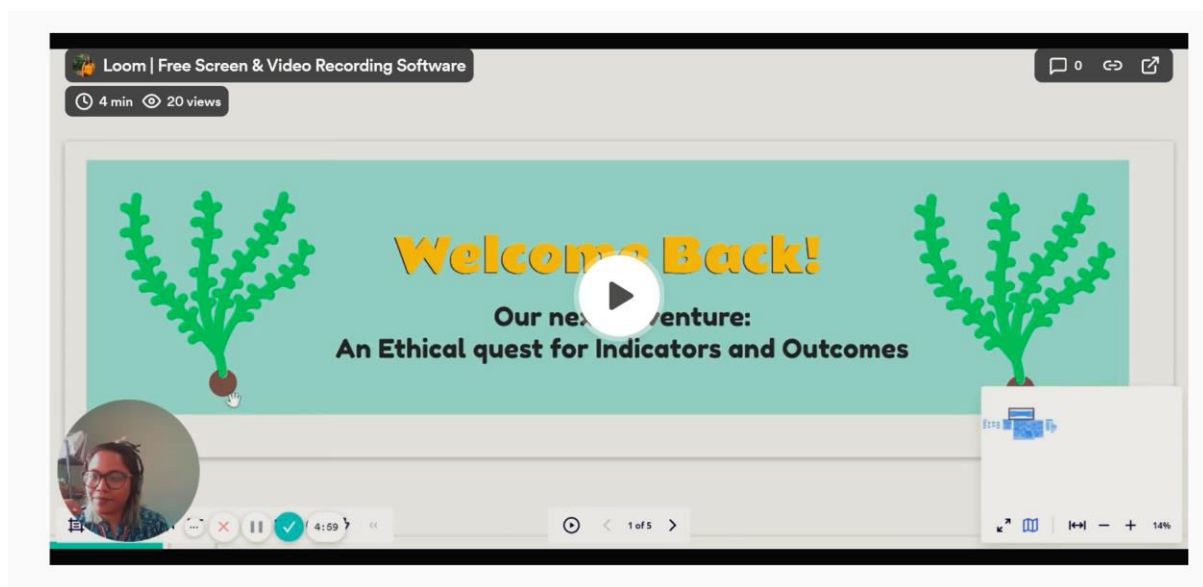
Figure 6.2 is a screenshot of a loom video embedded in an iframe on the platform

Connecting Principles to Actions and Evidence

Defining Your Principles

Once certain ideas of each principle are approved the following canvas can be used to detail how to create a more complete picture of the principles' meaning and use within a specific digital community. To work on these canvases collectively MIRO might be the best option in consideration of the various features it offers and autonomy it gives participants to co-create.

Figure 6.3 is a canvas used to develop principles and values for a working group on the platform

Here the terms **principles and values are defined as the following:**

- **Values** describe the 'beliefs' of the organization and help define an organization's culture. They can be broad statements that provide an ethical compass that provides guidance when making decisions and interactions

- **Principles** on the other hand describe ideas that guide governance and action within a group of people or an organization.

   So principles can be thought of the means to act on values, for example we have value x

   Therefore we might say we commit to value x through_____.
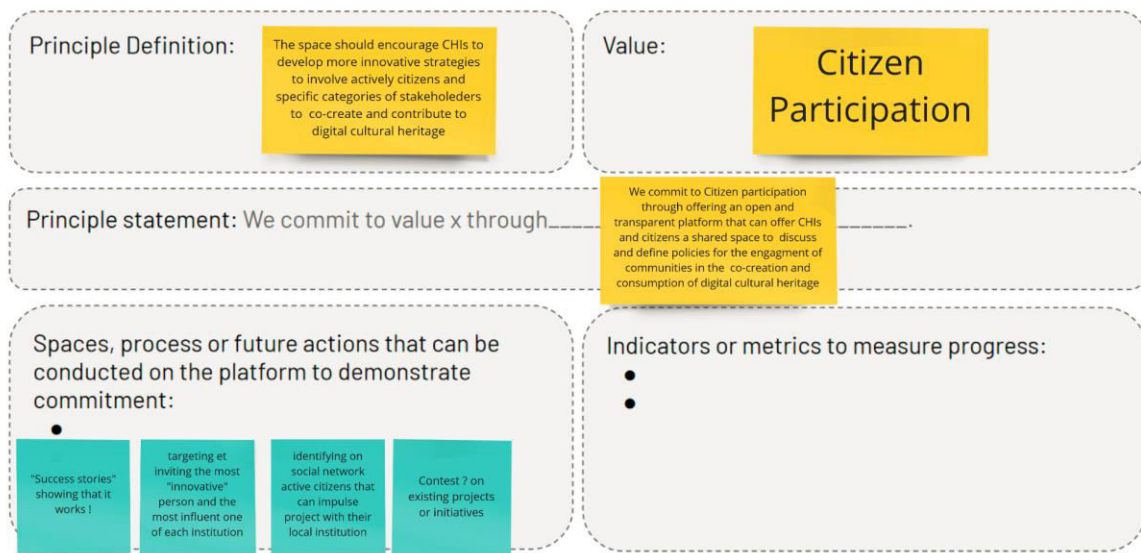
Figure 6.4 is an example of the principles and values canvas in use

Actions and Indicators

Further iterating through the principles ultimately the purpose of the principles is to generate an impact with specific outcomes for a digital community. Understanding the impact uncovers the intentions of the principle as well as supports answering how this might ground itself in actional items for community members.

The following canvas was inspired by Europeana's impact playbook to iterate through the principles to be used on MIRO:
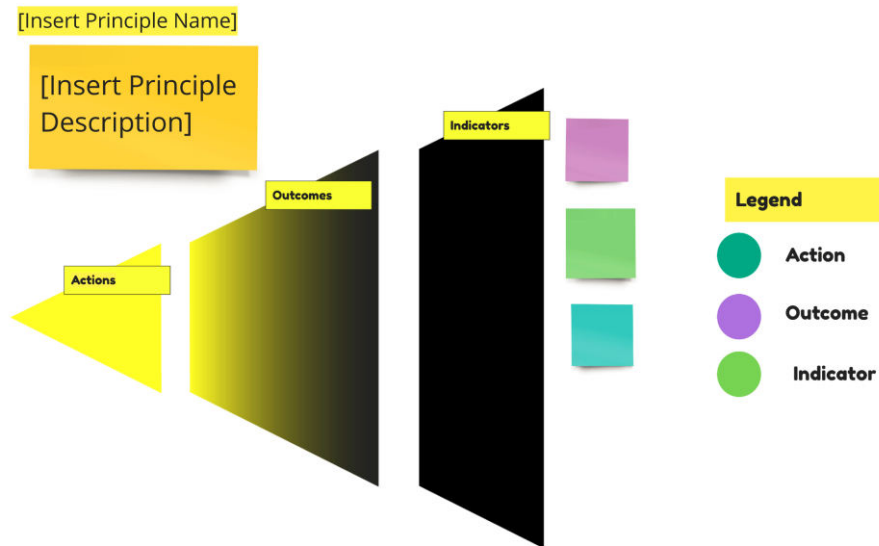
Figure 6.5 is a canvas to develop actions, outcomes, and indicators based on principles of a working group

Canvas Instructions:

For each of the principles use the purple post-its to fill in outcomes for each action. Prioritise your outcomes! For outcomes you believe are a low priority place them in the more yellow area however for the outcomes with a higher priority place them in the black area. Finally fill in the indicators for the high priority outcomes with green post its. Indicators in this case are objective and concrete measurements for each outcome.

An example of the Canvas expanded:
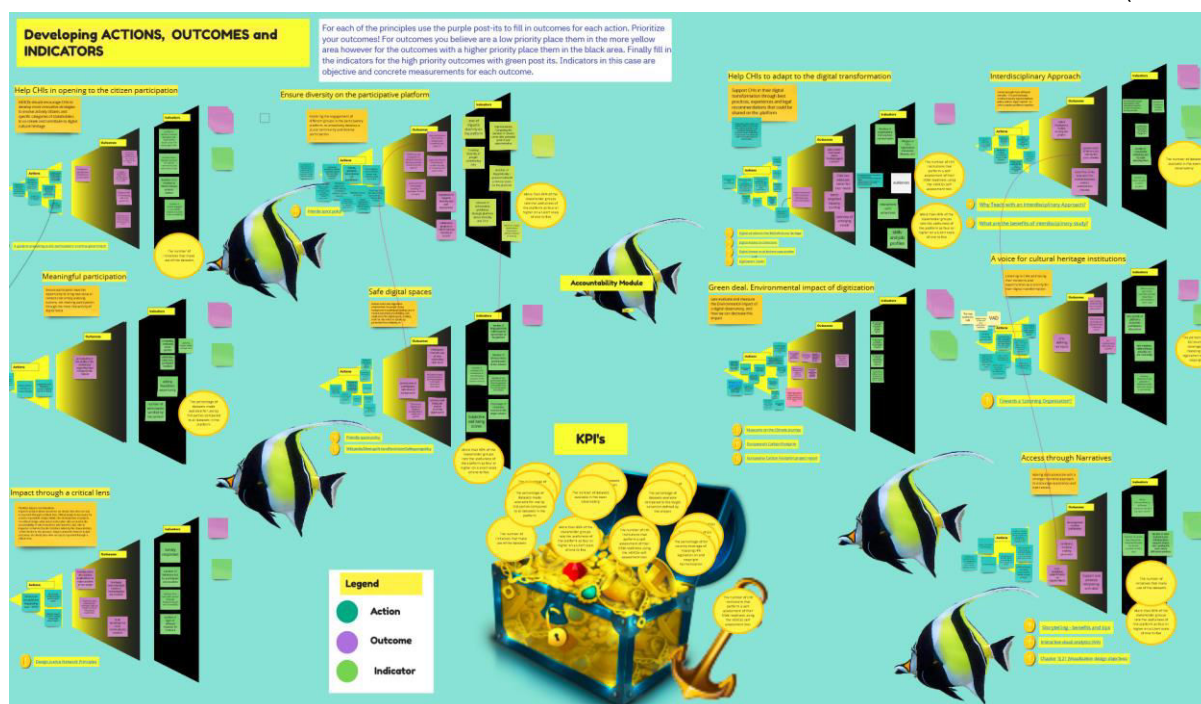
Figure 6.6 is an example of of the canvas in use with the InDICEs partners for the Open Observatory

6.2 Designing Communities with Impact in Mind

Working with the Europeana Impact Lite Task Force and an important shared objective was to develop an Impact Lite Crash Course based on the Europeana Impact Playbook. The playbook outlines how to frame, measure, plan for, and communicate the impact of a project, event etc. Taking from the experience of working with Europeana on implementing an impact framework for a crash course in this section we will outline how to use the impact framework to design for communities and community engagement. This activity can involve invested stakeholders to allow them to work together to share collective knowledge, create a common understanding of who their target participants are as well as develop a common understanding of the outcomes and impact of their digital community.

6.2.1   Creating Your Own Personas

Creating personas was an important step in the design of the Open Observatory and its training materials. Therefore to support future trainer efforts in making training useful to participants a template has been developed that synthesises the work done in D5.6 as well as in this deliverable to facilitate the creation of personas. Personas help define what pain points, needs, and goals the training will address for participants. Just as important to creating a space for digital participation is the need to also create clear connections and value points that encourage participants to engage, collaborate, and join conversations and communities. Getting involved with communities can often appear intimidating or even difficult if calls to action or steps for getting involved are not clearly defined. Facilitating networks and spaces to raise awareness of how to participate in collaborative

communities or governance processes supports stronger and more diverse engagement of groups and stakeholders.

6.2.2 Define Your Participants and Stakeholders

Stakeholders and participants are the individuals, groups or organisations that participate and make a digital participatory space, community, or platform possible. Their contributions, interactions, and collaboration enable the sustainability of the group and its digital presence and actions. Therefore, when creating pathways for participation it is important to identify your stakeholders, their goals and pain points that digital participatory space helps them meet or resolve.

Empathy Map

The empathy map is used to get to understand the participant's emotions and influences to better address how their experience can be improved and needs served. A special empathy map was created by Platoniq while developing the Europeana Impact Lite Crash Course that was adapted for the InDICEs project to support trainers better understand the needs of the participants.

Figure 6.7 is a canvas to envision personas to be participants on the Open Observatory

This empathy map is a synthesis of the empathy maps and scenarios created for the personas used to design the Open Observatory. This version takes the most relevant details of the persona into account when designing for community engagement and training. This empathy map should help when defining priorities in a training and support clearly communicating how the training of community engagement will support the participants work and network with their work in cultural heritage.

6.2.3 Using Personas to Design for Impactful Participation and Engagement

Personas that have been created can then be used to imagine stakeholders in the following table adapted from the change pathway in Europeana's Impact Playbook.

Each of the questions within each category should be answered differently for each persona created.

Internal Considerations	Category	Questions	Stakeholder [Insert Persona]
	Human Power	What makes a good Participatory Researcher/ Community Facilitator/ Trainer? (skills, knowledge base)	
	Resources	What type of materials/content would be necessary? (case studies, tools, datasets).	
	Activities	What co-creation activities would support the collaboration or participation?	
	Outputs and Outcomes	What outputs and outcomes should we expect from these activities	
	Timeline	What are some milestones you see in the coming months?	
	Indicators	Short term	
	Indicators	Long term	
External Considerations	**Impact**	What impact do we want to have/ higher level Changes in our stakeholders?	

6.2.4 Europeana Impact Lite Crash Course

The table shown in the previous section was adapted to the following canvas for the Europeana Task Force an Impact Lite Crash Course
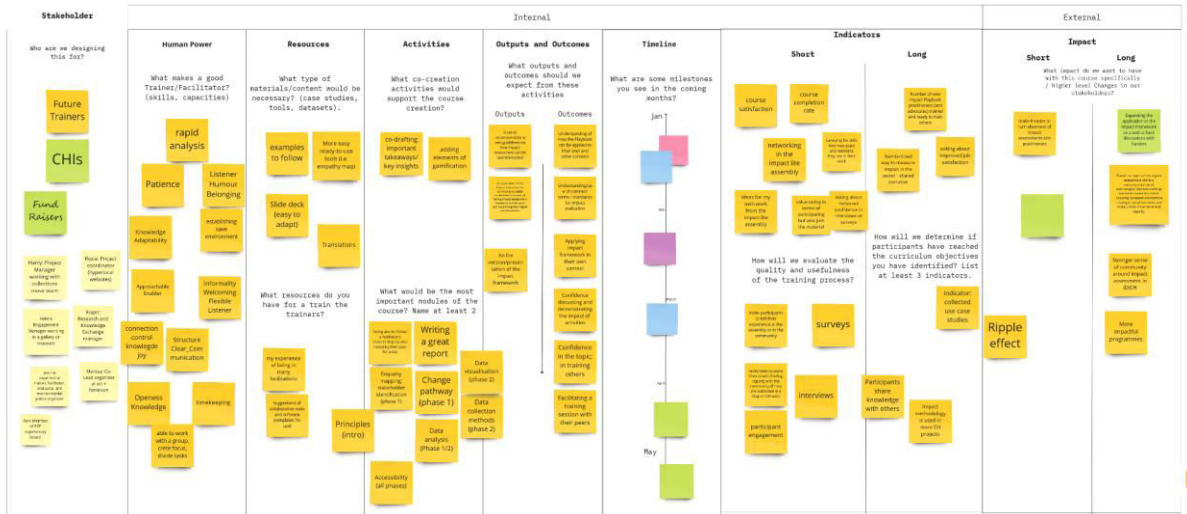
Figure 6.8 is the change pathway in use at the Impact Lite Task Force Assembly

6.2.5 Designing Learning Experiences

This deliverable has outlined several skills and topics to becoming an adept administrator and community convener on the Open Observatory. However, for training purposes for future administrators and community managers perhaps they will have to adapt the materials to specific contexts, conferences, or communities and curate what activities or topics to cover. Or perhaps the future will hold new opportunities to learn about how to participate, engage and use the Open Observatory. Regardless, the following canvas was developed for the Impact Lite Crash Course outline however it may also serve to support future trainers developing activities and modules for participants on the Open Observatory.

Activity	Key Stakeholders	Content	Learning Objectives	Outputs	Methods to Measure Outcomes/ Evaluation
		Resources			
Motivation: What are the main benefits of your course that would motivate them to participate? What are the 'hooks'; the elements that would attract them to explore the course, in terms of topics, formats, technical features, etc.?					
Dissemination + Engagement **How will we engage students and enable them to disseminate progress or insights in the course**					

Example

The following is the canvas adapted to the impact lite crash course that was used to ideate and develop an outline for what the course would look like at each of the four phases of the impact lite playbook.

Figure 6.9 is an example of the learning experience canvas in use

7 Visual Analytics Dashboard. Trends and Signals

7.1 Visual Data Analytics in the Centre of Deliberation

The Open Observatory puts data analysis into the focus, using attractive and accessible designs that help to visualise and investigate data across different dimensions and assist in decision making processes. For that it collects, processes, aggregates and provides relevant information. It also contributes by taking a step further in creating a space for participation and continuous contrast between communities and experts.

To power the visual analytics components of the inDICEs dashboard, embedded into the Participatory Space, a digital content acquisition pipeline has been set up that captures topics and sources relevant for inDICEs. A special focus of work was placed on the collection of a large sample of CHI web sites whose content is analysed and made accessible in near-to-real-time. Additional support was added for the linguistic processing of Italian content sources. Provided by partner webLyzard, the news and social media repository currently grows at a rate of approximately 5 million documents per month, including digital content in six different languages: English, French, German, Spanish, Dutch and Italian. Of those 5 million documents, between 30-50k are specific to the cultural and GLAM sector. Collected documents are filtered for relevance and redundancy, pre-processed, and annotated along multiple semantic dimensions - including document keywords, geotags, sentiment, and referenced named entities.

The following image shows results based on keywords proposed from the visual analytics dashboard. With the keyword graph embedded in the proposals component users can use key terms from the tag cloud or key word graph to further their search. The following shows more in depth results from a hypothesis on gender inequality in cultural heritage institutions. The widgets suggested further search terms that were then used to find more resources.

Figure 7.1 results from search using keywords proposed by the visual analytics dashboard

7.2 Introducing the inDICEs Dashboard Lite

The "Lite" version of the inDICEs dashboard is a simple yet powerful content exploration tool. As a simpler version of the full dashboard with its advanced capabilities, it allows users to grasp the latest online trends and quickly find relevant content and discussions, rather than performing complex analyses. It was designed as a semantic content exploration system to measure the impact of digital culture and discussed topics based on text mining, natural language processing technologies.
As part of the Open Observatory it enables users to quickly gain insights from the content of Websites of News and Media outlets with a focus on the CSS, as well as the public debate across news and social media channels. Powered by the latest opinion mining and artificial intelligence algorithms, as well as an evolving knowledge graph, it provides a real-time account of keywords and emotions that are associated with key topics in the sector and the latest trends of digitization. It also shows through which channels communication campaigns reach the intended target audiences and how certain topics are perceived and positioned by professionals in the area and by the public.

This section gives an introduction of the Dashboard Lite and explains the different components and visualisations, including a few examples on how it can be used. The first part describes the main content and visualisation area, followed by an explanation of the main configuration menu and an introduction on some advanced search functionalities.

7.2.1 How to Start

The inDICEs dashboard Lite is easily navigable and allows the user to switch between eight different tabs with different content visualisations. The tool consists of two areas; the general area which

shows the current visualisation or content, and the right sidebar, where search terms can be specified and which provides deeper insights into the currently visualised content. Throughout every interaction the number at the top right shows you how many results, i.e. documents, were found for the current search.

Once the user has entered the system, a "plus" icon lets them add one or several search terms. Each of the terms is assigned a colour that will be used in the various visualisations to identify the content associated with that search topic. As an example, the two search terms "*cultural heritage*" and "*digital culture*" can be added and compared. In a different scenario coverage of an institution or brand, e.g. *Europeana*, can be tracked or compared to other similar players.

7.2.2 Switching between different Content Visualisations

At the lower end of the screen, there are a series of **tabs** for different ways to present and visualise your search results.

The first tab which is the **main content area** resembles a typical search engine, with a list of matching documents, sorted by recency, that can include news articles, web pages or social media postings. Clicking on one of the results previews the document in the right sidebar, including the link that opens the original document in another browser tab. For each previewed document some metadata information (general source, sentiment value and location) are provided at the bottom.

The **tag cloud** shows the keywords associated with your search terms. Colours reflect the associations specific to a particular search term. Keywords in grey relate to several or all of the search terms. It is straightforward to extend this comparative analysis by providing additional search terms with the plus icon on the right sidebar. In this view the right sidebar now gives an overview of the matching documents, same as shown in the main content area in the first tab. This helps to better understand the origin of individual keywords and quickly find the original content.
Clicking on a word in the tag cloud applies an additional filter that restricts the list of search results to only those documents that also contain the clicked word. A small icon next to the filter status message allows you to remove this restriction and again show the entire set of documents.

The next tab provides a **keyword graph,** an alternative way to visualise associated keywords and see the strongest semantic associations within the search results. Its hierarchical display summarises how each of the search terms is perceived in the surrounding debate. Providing additional search terms automatically extends the graph.
By clicking on one of the graph nodes a filter is applied that restricts the list of search results in the right sidebar to the ones that also contain that keyword.

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The **trend chart** plots the frequency of mentions for the chosen search terms over a specific timeframe. A story detection component labels each peak with the top three keywords during that time. This illustrates the evolution of major topics related to the search terms over time and allows the user to detect newly emerging topics and discussion points.

The peak labels can be clicked to apply a filter and restrict the previewed content in the right sidebar to focus only on this storyline.

The **story graph** (a Streamgraph visualisation) is another visual method to present the emergence and evolution of distinct stories around the search term. Hereby each story is a cluster of related documents, plotted around a vertically centred axis. The size of an area indicates how many documents belong to a particular story. As in the trend chart, stories are represented by three keywords and each story can be clicked to apply an additional filter.

The **story view** allows you to explore the stories that are visualised in the story graph in more detail. The story view works similar to known news aggregators, where each story has a lead article and a number of related documents, again explained by three descriptive keywords. For each story, a rich set of metadata is extracted. This includes the origin of the story in terms of publication time and author. The impact of the story is then evaluated by analysing the temporal distribution of related publications. This analysis also helps to identify the best keywords to summarise the content of a story.

Similar to the main context area, here, clicking on any of the related documents activates the full document preview in the right sidebar.

The **cluster map** is another way to visualise related search results as an intuitive way to group search results by topic. By identifying similar documents, it helps to better understand the structure of online coverage and other large document collections. The visual representation of the cluster map arranges documents by their semantic similarity, using clustering algorithms and methods. The colours reveal whether the documents of a particular cluster stem from just one of the search terms or from multiple queries. Each node's size is proportional to the reach of the document's original source (a CNN.com article, for example, is rendered larger than a report published on a local community site).

Each group of nodes is described by three keywords, and by clicking on a single node the underlying document is revealed in the right sidebar.

The final tab shows the regional distribution of search results as a **geographic map**, with the ability to zoom into the graph to generate a more fine-grained display. This way also local coverage can be inspected and coverage of topics in different areas compared. The size of the circles reflects the number of results that refer to a specific location.

Selecting a circle shows a list of documents that reference the nearby location in the right sidebar.

7.2.3 Configuring the Search

The **configuration menu** in the upper right corner provides various options in foldable menus to narrow down the analysis.

- The **content filter** restricts the set of search results by allowing the user to specify additional terms that the results must or must not contain. Those restrictions are applied in addition to the main search terms. As an example, the user could use the context filter to restrict the search to only include documents that contain the term "*culture*" in an attempt to restrict the search space to discussions around cultural topics. Then the discussions around "*heritage*", "*digitization*" and "*ownership*" can be compared using the colour-coding, after those search terms were added in the right sidebar.

- With the **time range** dialogue, the user can select the start and end date of the analysis. Either through shortcuts to limit the analysis to the last few days, weeks or months, or by selecting the exact dates with the calendar items.

- With the **source** selection, the user can activate or deactivate groups of individual content sources. This way they can explore different outlets, ranging from global News, to social media channels (Twitter, Facebook and Youtube), to large collections of Websites, categorised by different cultural areas. As the inDICEs dashboard is multilingual, there is an additional selection to set a **language** filter.

- The **interface mode** drop-down allows the user to access the professional version of the dashboard. Switching to the professional, full inDICEs VAD version will not keep the current search terms and settings.

7.2.4 Advanced Data Insights

Instead of adding a search term the gear icon at the right side of the text input field allows the user to access predefined topics and various metadata attributes for a more advanced search approach. The attributes help to structure and analyse the full set of search results. There are three main categories: associations, bookmarks and metadata.

For those selections the analysis covers the entire online coverage, it is not focused on a particular topic. By specifying a search term in the **content filter** section, it is possible to restrict all follow-up analyses to just the subset of documents that contain this term.

- A list of **associations**, i.e. associated terms that are frequently mentioned together with the content filter term, are composed automatically. Selecting some of these associations sheds additional light on these aspects of the coverage. Each colour now represents one such aspect. This is a great way to narrow down and disambiguate a search query, as the remaining results now reflect the specific aspects that were chosen, ignoring other aspects of the coverage that are irrelevant to the current task.

- The **bookmarks** section offers predefined search topics that can have advanced underlying search configuration to focus on a very specific subset of documents.
  For inDICEs certain topics have been defined through various iterations with partners and will be further fine-tuned until the end of the project. The current selection includes topics around *copyright*, *digital divide*, *digital culture*, *cultural heritage* and *creative industries.* Potential other bookmarks might include *archeology*, *decolonising GLAMs* or *europeana.*

- The section on **metadata** provides a wide range of selections to separate and compare search results by some attribute. The attributes include the detailed **sources** of origin, i.e. the website where content was published, **sentiment** (positive, negative, neutral) and a wide range of **emotions**. Additional options to compare are by **recency** or by **country**. Sentiment is a popular example. Once activated, the dashboard uses green and red colours to highlight positive and negative perceptions.

Integrated into the Open Observatory the users will be able to use the Dashboard Lite to assist them in content exploration to foster and guide discussions and write proposals thereby sharing findings with other users and developing business strategies based on their insights.

7.2.5 Example Scenario: "Archaeology"

Goal: Get an overview of the latest publications and stories mentioning Archaeology and observe trends in the sector with the goal to see how they could be translated into changes in your organisation's activities. See how to broaden or narrow down the search to content from the CCS. Compare what different types of GLAMs publish.

Step by Step

1. Click the "+ Add Term" button in the right sidebar to open a text dialog. Type your search term "archaeology" into the text field and hit enter. You see that the colour blue is now assigned to that search term. At the upper right corner you can see how many documents
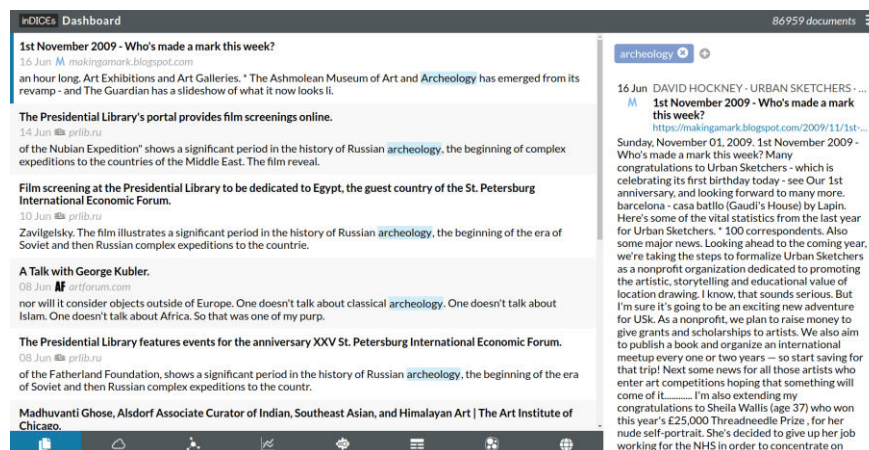
are available overall based on the settings in the **configuration menu**.

Figure 7.2 An added search term "archaeology", configuration menu at the upper right corner.

2. Click the menu button next to open the **configuration menu**. In the new window open the **time range** dialogue and use it to narrow down the search results to your desired timeframe and click "Apply". In this example 1.March-15-June 2022 was used. You can now see that the number of documents changed to 90847 results.
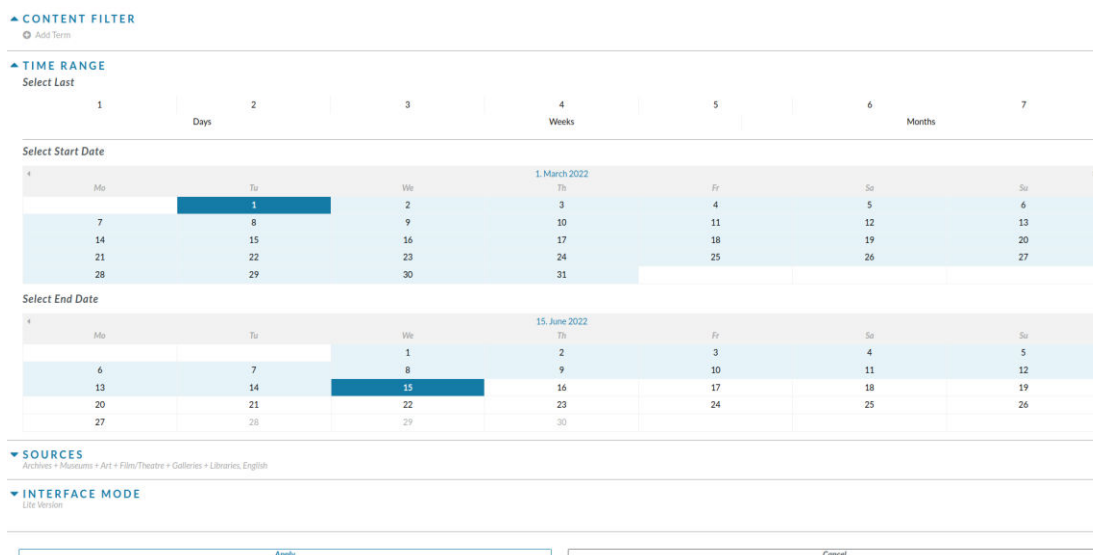

Figure 7.3 Configuration menu with open time range dialogue.

3. Close the menu and take a look at the **main content area** in the first visualisation tab at the bottom. There is a list of all search results with the most recent results first. Scrolling through the results you find a document from the "artforum" from June 8th "*A Talk with George Kubler*". With a click on the document you get a preview in the right sidebar

and take a look why this result was suggested. In the text preview you find "archaeology" highlighted, but the interview does not seem to have a main focus on that topic, so you continue   to   look   at   further   results. Just a few results below, from June 3rd we find a different interview – "*Interview with Professor Ashley Dumas - University of West Alabama - Studia Antiqua et Archaeologica.*". This looks interesting, so you click and open the preview. Through the link at the top you can get to the original website and see that there is a PDF provided with the full interview. You download that for later to see if there are some initiatives in her current work that you could take   inspiration   from.

You continue on and see a few other interesting results, e.g. from 23rd April, "*A new museum*" from carnavalet.paris.fr, announces the reopening of the Carnavalet Museum in Paris, which "*encourages exploration and collaborative creation focusing on the history, archeology and memory of Paris*".
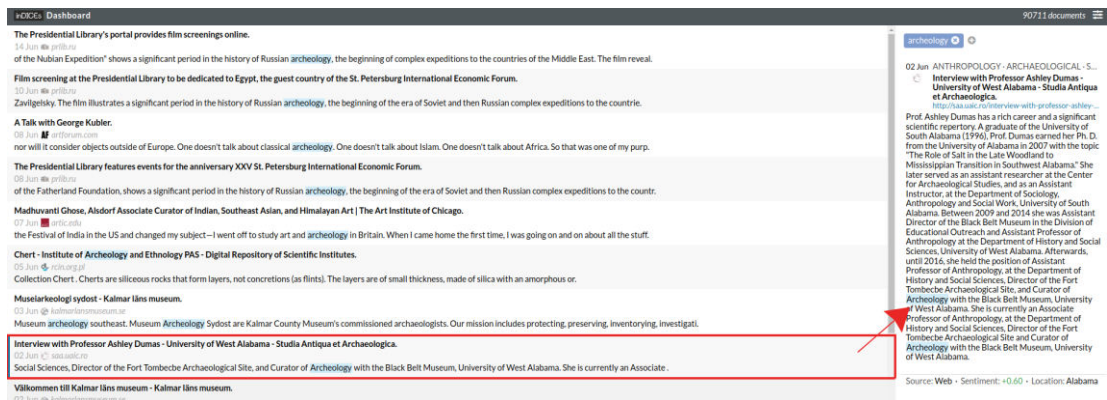

Figure 7.4 Main content area with document preview in the right sidebar.

4. To get a better overview of the search results, you click on the second tab to see the **tag cloud** visualisation. It now shows words closely associated with "archaeology". You look for other topics that are often mentioned. You see that it contains "ethnology", displayed very large, which means a lot of results also mention that term.

5. Interested in a comparison you click the `+` button again and add "ethnology" as a second search term. You see that the colour yellow was assigned to the new search term. The tag cloud updated and looking at the colour coding, we can compare what words are used in relation to the two different areas. You find that there is no strong focus on any sub-area, but notice with interest that different geographic areas are mentioned in association with each topic.

Figure 7.5 Tag cloud visualisation with two search terms, archaeology (blue) and ethnology (yellow)

6. Next you click the **trend chart** visualisation. Using the same colour-coding it shows how much attention each topic received over the selected few months. For example, we see a peak of new stories associated with archeology (in blue) and ethnology (in yellow) at the beginning of June. The three displayed keywords reveal that the "Institute of Archaeology and Ethnology" published a lot of new digital repositories. You plan to take a look at how they organise and publish their digital collections to see if you can learn from their approach.

Figure 7.6 Trend chart visualisation showing a comparison of coverage over the time range.

7. Next, we switch to **story view** to group data sources into stories. At the top we can see 25 articles from the "Institute of Archaeology and Ethnology" from the peak we just detected. Below we see a few other stories and you choose to click on individual ones to read full articles.
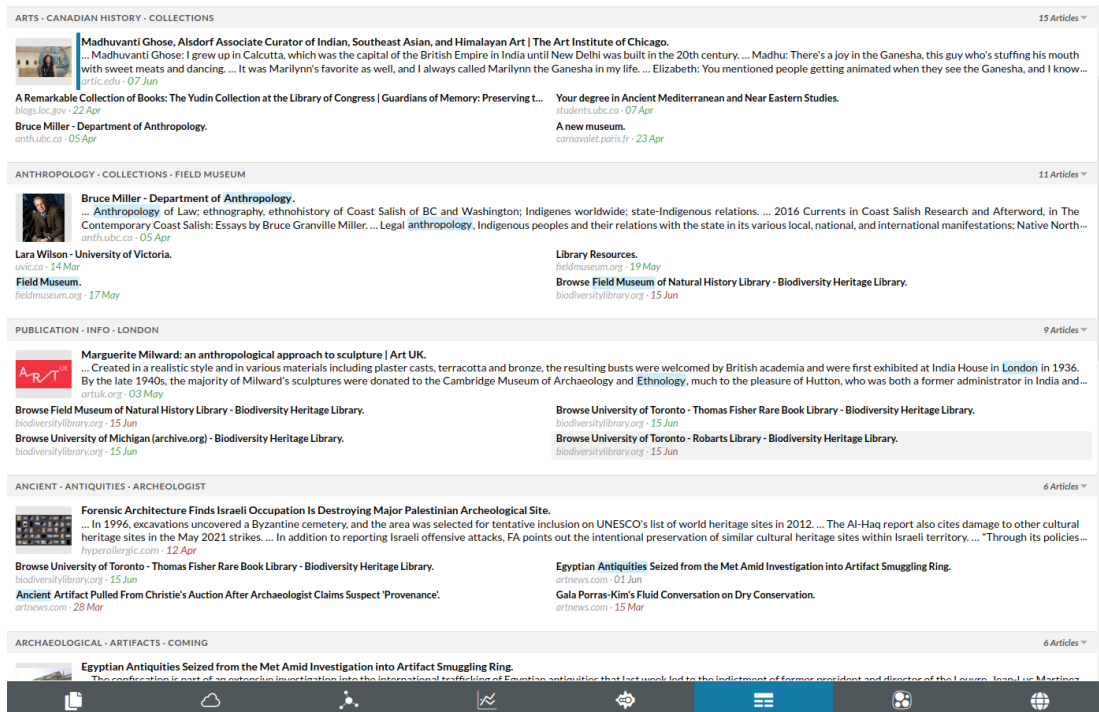
Figure 7.7 Story view display of the stories related to "archeology" and "ethnology".

8. Now you are not only interested in content published by GLAMs, but also what large News Websites report on. To expand the sources we use the **configuration menu** again and select **sources**. You now see that the default selection was focused on the 4 GLAM categories, Art and Film/Theatre. You look under News and select the News subcategories "Entertainment & Culture" and "Education". The search results are automatically updated. You find a new article *"Growing number of Indians choosing Greece for tourism, education and investment."* from "The Times of India" from 9th June which poses the interesting observation that Indian students are moving to Greece to, among others, study archeology. This brings up the question for you, how educational institutions try to attract people to get them interested in a career in those areas and which countries play a major role.
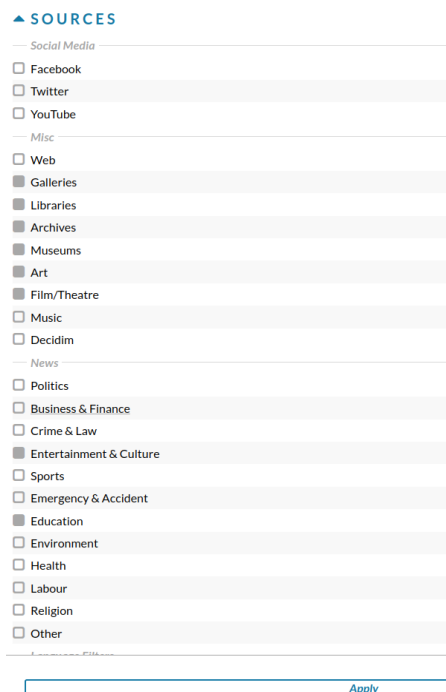
Figure 7.8 Source selection in the configuration menu.

9. As a last step you want to get some advanced insight and compare different publishing channels. First you remove both your search terms by clicking the "x". All results vanish and you see the initial blank interface, ready for the new search. You then open the **configuration menu** and the **context filter** section. There you add "archeology" as a "must contain" term and click "Apply." The document count has now been updated and only shows the 102 documents that match the search and contain "archeology".

Instead of inputting a search term in the right sidebar you use the gear icon in the text field to open the menu for advanced searches. You want to compare the different GLAM **source categories** and under "Sources-Aggregated" select "Galleries", "Libraries", "Archives" and "Museums". After clicking "Apply" the 4 selections are automatically added as pre-configured searches and appear in the same colour-coded fashion as the search terms previously.

You now again look at the **trend chart** and **tag cloud** to get a comparison and see that galleries published nothing about your topic during that time. You select the **keyword graph** tab to see how the associated terms are related to the different categories. You see that "archeology" is often mentioned together with "exhibitions" on museum websites and click that term to get results further filtered to also contain that term in the hope of finding current museum exhibitions to take a look at and get inspired by.
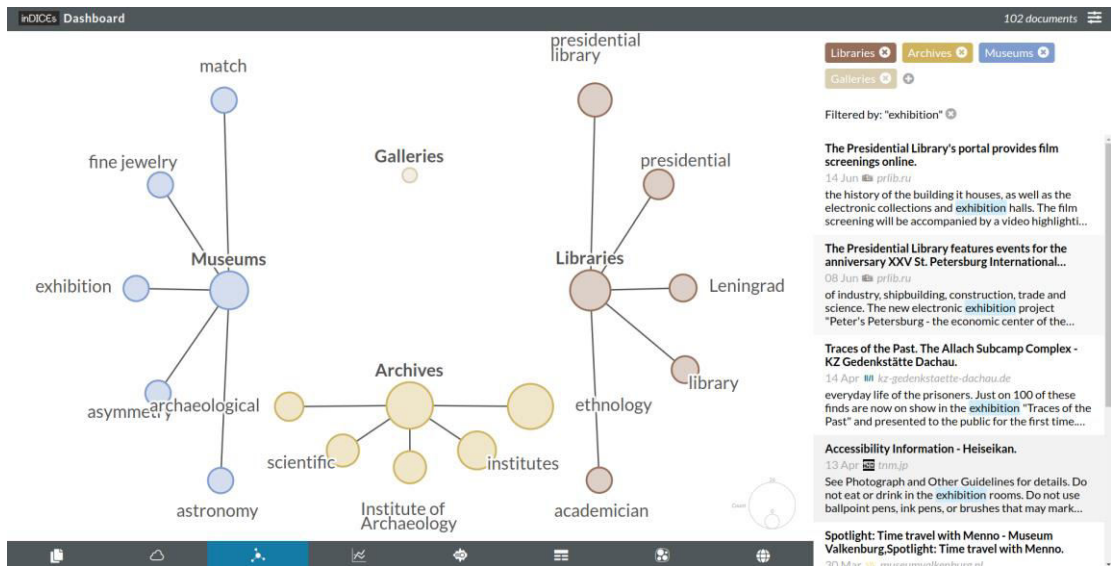
Figure 7.9 Keyword graph displaying a hierarchy of associated terms comparing 4 categories, libraries (brown), archives (yellow), museums (blue), galleries (beige).

10. If you now want to create your own search configurations and save them, you can change the **interface mode** and switch to the full inDICEs dashboard at the bottom of the **configuration menu**.

8 How to Organise a Data Visualisation Bootcamp

The Data Visualisation Bootcamp (Data Viz Bootcamp) that was held 23-24 November of 2021. The event was a mix of a hackathon and datathon where four different 'Flash Task Forces' worked in parallel to analyse and create a data narrative. While each task force was different their common goal was to make data and information around cultural heritage more accessible through narrative.

The bootcamp served a dual purpose of raising awareness of the Open Observatory and engaging new participants as well as testing out the interaction design for participatory research and comparing the target skills and topics identified by the personas to the capacities and learning participants demonstrated during the bootcamp.

Overall the bootcamp was successful at the following:

- Creating a workflow that enabled interdisciplinary collaborations
- Raising awareness of the Open Observatory and InDICEs project
- Fostering networks and collaborations
- Fostering a culture of openness and accessibility through sharing information, research, and research questions to a community
- Develop a framework on the Open Observatory to enable collaborative research
- Create materials for the bootcamp that could serve as a blueprint for a train the trainers manual

The framework developed to share research and enable collaboration on the Open Observatory was modelled after platforms that support data science communities such as:

- https://www.makeovermonday.co.uk/
- https://www.kaggle.com/c/titanic

The Bootcamp invited local organisations and individuals at the intersection of research, data science, and cultural heritage as well as partners from the InDICEs consortium. The Bootcamp as a result has been included both as a means to inform the training curriculum as well as an activity to foster community and collaboration on the Open Observatory. The following section outlines how to structure the boot camp and activities.

8.1 How to Structure and Activities in for a Data Viz Bootcamp

The objective of the bootcamp for participants is to take data whether it was quantitative or qualitative and work collaboratively with an interdisciplinary team to analyse the information and develop a narrative to make the analysis and the data more accessible to broader audiences. The overall objectives of a Data Viz Bootcamp could be as follows:

- Initiate or engage a community of sharing data and research shared on the Open Observatory

- Creatively explore sharing data and research through visualisations and narrative
- Raise awareness of the Open Observatory
- Build capacity of participants as users of the Open Observatory

8.1.1 Hypothesis Assembly

The space that was created to facilitate participant workflows and sharing was the Hypothesis Assembly. The Hypothesis assembly gives structure to how participants on the platform can present their research or data, a research question, and invite collaborators or fellow researchers to interact with what they are sharing. The Hypothesis Assembly currently has three sections that include: a landing page, a page for participants to learn about the hypothesis structure and a page to upload their hypothesis.

Bootcamps such as the one conducted in November 2021 provide a jolt of vivacity to the Hypothesis Assembly and continues to be the space where partners and participants can share their research findings or introduce a hypothesis to the Open Observatory community.
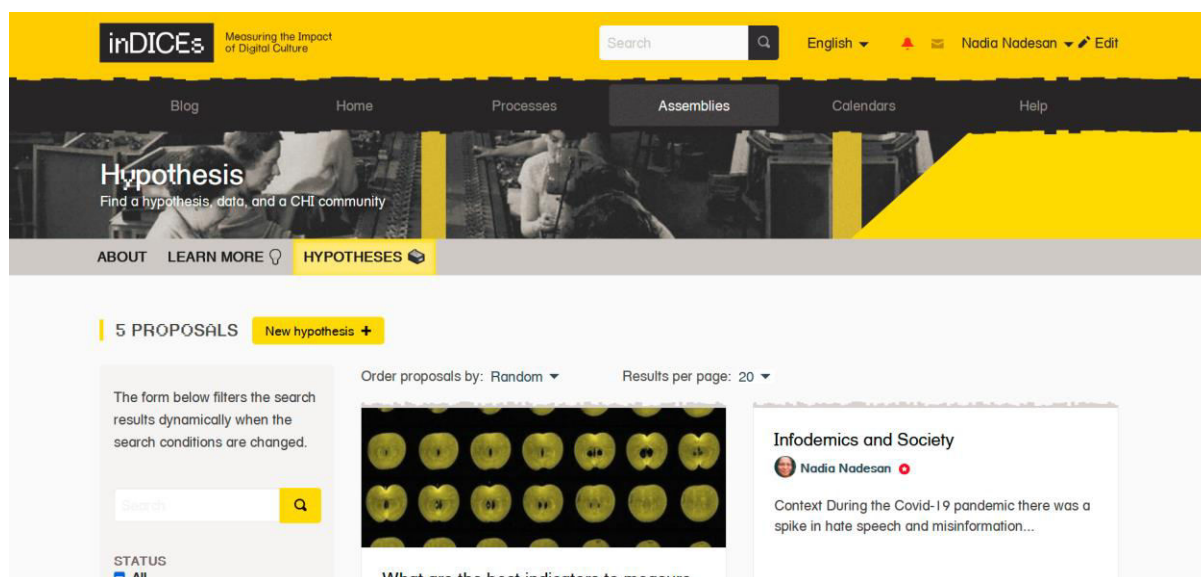

Figure 8.1 shows the hypotheses uploaded to the hypothesis assembly

Hypothesis Assembly Instructions

The following table explains information participants and organisers should consider when submitting their hypothesis for other participants to reuse, collaborate on, or share. This hypothesis assembly forms a core component for the model of participatory or collaborative research projects. The Hypothesis format includes:

Title	Name your hypothesis!
Context (100 words)	Tell us where, how, and why your hypothesis was created? Help us figure out how we might work with or understand your hypothesis.0 words)
Hypothesis	A statement between 1-2 sentences that makes a clear claim around the information and context you are sharing.
Collaboration (expected submissions)	How should participants on the platform interact with your hypothesis? Should they make use of it in their day to day work, should they comment
Related Data	Describe and link related data.
Indicators	Do you have indicators you would like participants to think about when revising your hypothesis?
Evaluation	How will you evaluate collaborations, submissions, proposals, or comments from other participants?

This structure provides a simple and holistic overview of collaborating between participants from providing the hypothesis within a specific context to how collaborations or uses of their data or research could be evaluated by the initial researcher.

8.1.2 Creating a Workflow through Marking Phases of the Bootcamp

However, more than just giving space to researchers to post their hypothesis, the Open Observatory is an interdisciplinary space that creates connections between different fields of work in cultural heritage. So recommended for future bootcamps are taking participants through the life cycle of creating a data narrative from analysis to disseminating it. The Bootcamp originally was structured into four phases that provided an overall structure to the event and created common objectives despite the differing lines of investigation, analysis, and data narratives. The recommendation would be to follow this work flow or adapt to specific event needs. Half a day or 2-4 hours should be allocated to each phase.

The phases for a Data Viz bootcamp as follows:

Phase 1: Hypothesis and Case Study Strategies

Participant Objectives

- Develop a hypothesis to share on the platform
- Reflect on why the data being collected and analysed is relevant and establish what each group aims to communicate about their data
- Create a collaborative work strategy for the two day bootcamp

Expected Participant Output

- Task Force Hypothesis posted on the Open Observatory
- Updates from each task force in the discussion thread for phase one on progress and goals

Phase 2: Experimenting with the Data

Participant Objectives

- Organise and analyse each group's data to begin to experiment with what narrative to create in phase 3

The objective is to work with the data in creative ways to build a data narrative, either by analysing the context and structure of data (or any crucial missing data), good practices to collect, use and analyse data, or by diving into the data itself to draw conclusions for an inclusive, plural and democratic take on digital culture. Both tech-savvy participants and those with other expertise have a crucial role to play in this Phase.

Phase 3: Visualising Data

Participant Objectives

- Create a narrative to support and make each group's data analysis more accessible, taking into account information bias, missing information, making conscious design decisions of form, colour, fonts, and visibility.
- Create visuals that engage and amplify the big ideas in each group's data and research

The objective is to visually build data narrative, either by playing with images, graphs, numbers etc. We encourage participants to doodle, collage, and create.

Expected Participant Output

- Maps, Charts, Drawings, Representations, or any other form of visualisation.

Phase 4: Presenting Outcomes

Participant Objectives

- Create a presentation for participants
- Write description of how the group would present their data narrative to the world

Participants in each Task Force will bring together the outcomes of the previous phases into an accessible data narrative, taking into account the good practices shared and discussed during the Bootcamp. The goal of this phase is to share back among Task Forces and with a wider public in the inDICEs Open Observatory, making available the work developed in the Bootcamp to other experts, practitioners, researchers, users and citizens interested in knowing more, replicating or engaging with these hypotheses and data narratives. Each Task Force should be given a Pitch Canvas on MIRO to organise and develop their presentations. Task forces have one hour to think through how they would like to present their data narratives and what mediums would best suit what they have to say and to whom. After they finish preparing their presentations, each Task Force should be given at least 15 minutes to present.

8.2 Flash Task Force Groups

As previously mentioned the participants in the November 2021 Bootcamp were divided into four different groups or 'Flash Task Forces' to tackle different types of data and research narratives to make an analysis of the research more accessible. The variety or diversity of the groups was very obvious and intentional to better design a space that could create a common workflow or framework for collaboration that would support participants regardless of their research or research interests. The four following sections outline the topic of each Flash Task Force to demonstrate that this bootcamp can facilitate and hold various research groups and collaborators despite having diverse themes and research questions. Finally, this section has been detailed to inspire future bootcamps and their topics of interest.

8.2.1 FTF 1 - Gender Inequalities with DigitalFems, facilitated by Thais Ruiz de Alda and Tayrine Dias

In the DigitalFems Task Force participants analysed sex-disaggregated data from the movie industry in Spain, from 2015 to 2020. The goal was to understand the trends regarding the issue of gender inequality in this cultural sector in the country, as well as to share with participants good practices around open data for social justice. Since 2015, the Association of Women Filmmakers and Audiovisual Media Creators (CIMA) has been researching and publishing data on the gender inequality in the production of feature films running for the Goya prizes in Spain. In 2021, CIMA partnered with DigitalFems to make their data open and accessible, as well as to create indicators that could intuitively convey these gaps. From a hypothesis previously identified in the inDICEs Open Observatory regarding gender inequality in CHIs, this Task Force will explore further this issue. In the inDICEs bootcamp, participants worked with an open dataset about the gender gap in the roles of movie production and they will also explore more data collected by CIMA, processing, analysing and visualising new datasets and sharing our results with participants and in social media. Finally, the work from this Task Force can inspire further research on films in public archives and on digital platforms.

8.2.2 FTF 2 - Collecting Data to Design for Impact with Europeana Impact Steering Committee, facilitated by Nicole McNeilly and Fiona Mowat

Participants in the Designing with Impact Task Force with the Europeana Steering Committee worked with data from the Europeana case studies and data to reconstruct and create examples of data collection to support the Phase 2 of Europeana's Impact Playbook and support more reflective diversity data collection practices in the cultural heritage sector.

The work is an extension of the development of the Europeana Impact Playbook and the Europeana Impact Lite Task force. The Impact Lite Task Force explored how we can make it easier for Europeana Impact Community members to become culture practitioners, and to support others on the path to becoming practitioners. Working for the benefit of the Europeana Impact Community, it aimed to develop a model that enables its members to be:

1. More involved in establishing impact practice in the GLAM sector

2. Capable of integrating impact assessment in their own context

3. Able to use the Europeana Impact Framework as a confident practitioner, including the Impact Playbook, sharing their experience and contributing to the development of the Framework and the Community.

Ultimately the goal is to support broader diversity data collection practices in the cultural heritage sector. The work was performed in alignment with the work currently done in the inDICEs project, in which Europeana and Platoniq are project partners. inDICEs aims to empower policy-makers and decision-makers in the cultural and creative industries to fully understand the social and economic impact of digitisation in their sectors and address the need for innovative (re)use of cultural assets.

8.2.3 FTF 3 - Data and Democracy: data-driven proposals and quality indicators to improve the culture of participation with Tecnopolítica | UOC and Platoniq, facilitated by Antonio Calleja-López, Emanuele Cozzo y Olivier Schulbaum

This Task Force tackled data on deliberation and participatory culture on Decidim instances. Platoniq previously created new Decidim features for comparative statistics. From data collected from Decidim's API, participants will work with concepts to measure the quality of participatory democracy from previous hypotheses on the challenges to guarantee standards for plural, accessible and equity-based participation. Moreover, participants will discuss and analyse how to measure the impact of participatory culture. The work developed in this Task Force is part of a research collaboration between Tecnopolítica and Platoniq, resulting in knowledge and data sharing, and co-creation of impact and quality indicators for the Decidim and Goteo platforms, contributing to improve accountability in community governance. The outcomes from this Task Force are particularly useful to the inDICEs community and institutions to approach the culture of participation.

8.2.4 FTF 4 - Infodemics and society using Open Data with Oyidiya Oji Palino and Nadia Nadesan

This Task Force worked on infodemics, digital culture, and pandemics paying special attention to the impact of society and its attitude towards minorities. Oji Oyidiya Palino, data scientist and analyst, will explore the ESOC's open dataset on COVID-19 misinformation to delve into this problem. ESOC'S dataset includes social media posts and news outlets articles.

Reusing open data and historical material such as media, articles, images, and information open to the public from cultural institutions the task force will develop a narrative on how misinformation impacts society as a whole and reflect on the role and importance institutions such as archives, libraries, and museums as cornerstone institutions that counter the toxic culture of fake news.

8.3 Bootcamp Replicability

To support the boot camp participants and replicability of the activites a bootcamp manual along with a bootcamp MIRO board were created. These two materials provide participants an overview of the phases, how to approach writing a hypothesis, along with how to post results to the Open Observatory and collaborate with the team.

8.3.1 Supporting Materials and Activities: Target Skills

To support participants at the bootcamp in terms of the target skills and topics outlined that they may have not encountered before several materials and activities were developed throughout the phases to raise awareness of the topics and materially support technical aspects such as accessing the platform through manuals and the presence of facilitators who were experts on the the platform.

Using the Data Visualisation Bootcamp to Complete Learner Profiles

To complete the learner profiles that also encompassed the aim of creating a collaborative and participatory research environment, the profiles were iterated using the context of the Data Visualisation Bootcamp. The Data Visualisation Bootcamp brought together interdisciplinary teams to create narratives, visuals, and rethink and reuse data in new and different ways. Using this event enabled a concrete adaptation of the learner profile. The following reuses a learner profile from chapter four test for both the skills and topics around the open source platform of the Open Observatory as well as the topics that would need to be addressed for a more participatory and open culture on the platform.

That focuses on a newcomer whose role will be that of a participant on the platform partaking in a collaboration oriented around data, data visualisation, and dissemination.

Persona: Paola	
Target Skills on DECIDIM	**Target Topics**
● Following specific areas and activities on the platform ● Participating in discussion threads ● Submitting a proposal or working on a collaborative text ● Interacting with proposals from other users	● Decidim as more than a website but as an open source social network
Bootcamp Target Skills	**Bootcamp Target Topics**
● Create a hypothesis	● Data visualisation and data narratives ● Dissemination

Bootcamp Handbook

The handbook encourages a gradual interaction between participants and the Open Observatory so that their tasks start simple and allow them familiarity over the Bootcamp to more confidently navigate the platform.

Phase 1 in the handbook covers the following skills by instructing participants on:

- Following specific areas of the platform in this case the Hypothesis Assembly
- Submitting a proposal within the hypothesis assembly

Phase 2 in the handbook then covers:

- Interacting with fellow participants proposals in the hypothesis assembly
- Participating in discussion threads

Bootcamp Facilitators

In addition to the materials provided it is recommended to have facilitators in each flash task force or available during each phase who can support participants while on the platform or with their research and narratives generally.

8.3.2 Supporting Materials and Activities: Target Topics

The following are recommended activities and materials that were created to raise awareness of target topics such as data visualisation and data narratives. They have been detailed as inspiration for future bootcamp programmes.

Speakers

To address the target topics, several speakers and facilitations were incorporated into the bootcamp. The speakers addressed different topics such as data narratives and measuring participation on collaborative platforms. To give an overview of the speakers from the Data Viz Bootcamp in November 2021 the following is a list of speakers and the topics they covered. In addition to giving participants information they also were available at specific phases to give advice or support participants accomplish their objectives.

Bootcamp MIRO Board
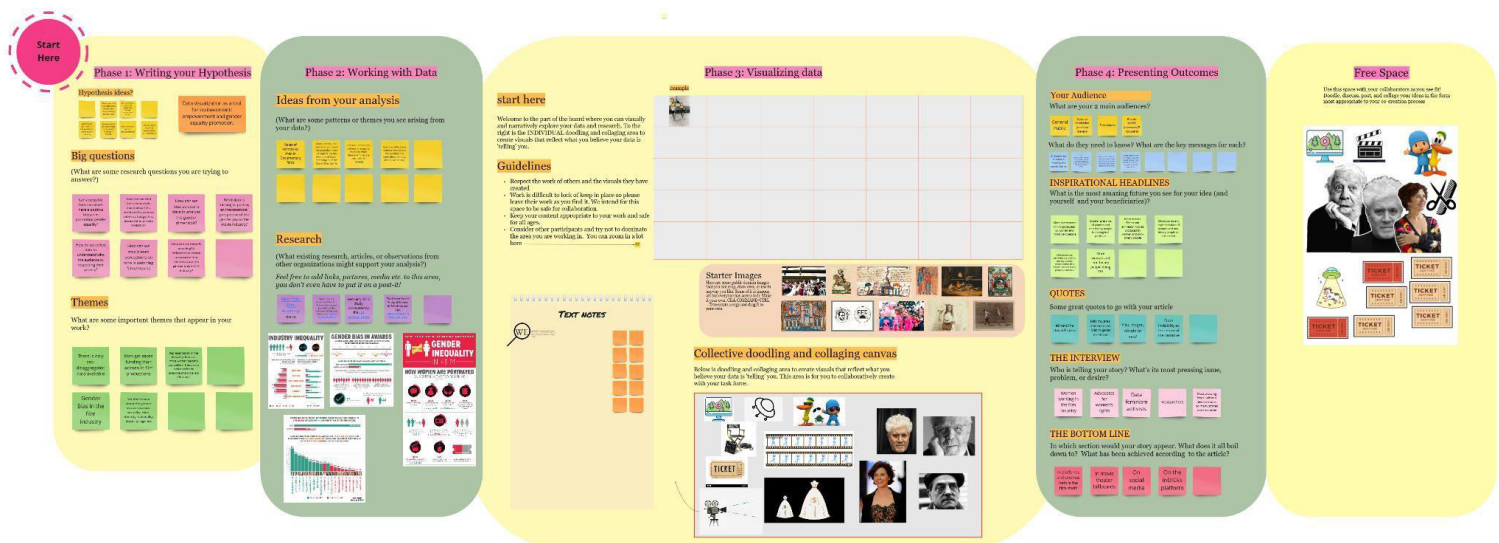
Figure 8.2 is the MIRO board created for the Bootcamp in November 2021

Using MIRO has been a cornerstone to many of the digital and hybrid activities to build online communities and engender a spirit of collaboration and co-creation. The MIRO board below was used to support participants at each phase of the workshop. However, the MIRO board especially helped play with visuals, allowed for creative space, and provided a white board to brainstorm dissemination. The MIRO board gives space to participants to creatively explore, ideate, and sketch. Creating templates such as the MIRO board below has helped develop canvases to initiate a co-creative conversation around topics from governance to the bootcamp datathon. The following sections outline the template used for each phase on the MIRO board.

Phase 1 Template
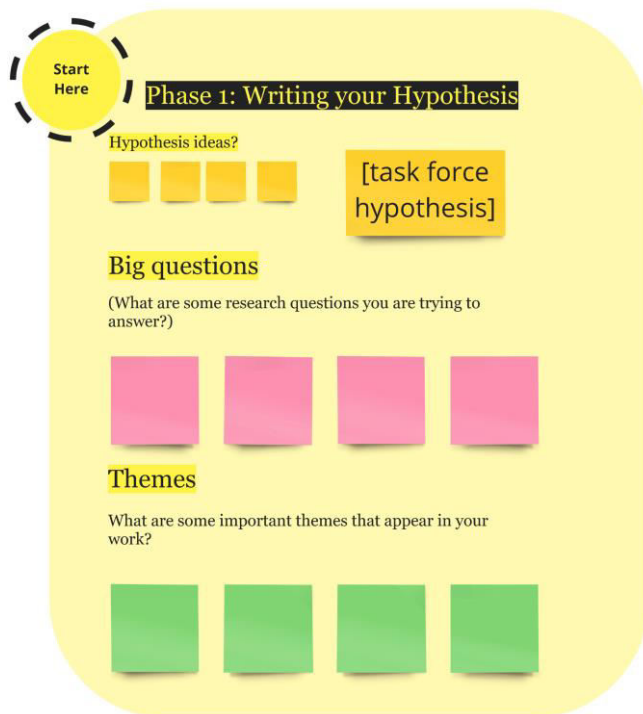
Figure 8.3 is a canvas for the first phase of the bootcamp

Phase 2 Template

Figure 8.4 is a canvas for the second phase of the bootcamp

Phase 3 Template

Figure 8.5 is for the fourth phase of the bootcamp

Phase 4 Template

Figure 8.6 is for the fourth phase of the bootcamp

9   Conclusions and Next Steps

The activities and information outlined in this deliverable are meant to support participants who use the platform, enable others to also become participants on the Open Observatory, as well as suggest activities that create more open, transdisciplinary spaces, conversations for learning, knowledge sharing, collaboration, and community development. The activities in sum help lay the foundation for strong sustainable digital networks and CHI communities innovating how they connect and co-create online. Platforms and technologies themselves do not innovate, people do and with this in mind the framework must have the tools to facilitate both the use of the technology and the community around it for greater inclusion and innovation.

As a developing platform, it is crucial to incorporate conversations that connect to current and relevant issues and movements that impact and shape cultural heritage. Additionally, salient to the current issues around digitisation make it important for organisations to find new ways and mediums to communicate, organise, and create communities that diverge from problematic digital spaces that violate privacy and contribute to exacerbating inequalities through unethical uses of data.

Going forward with the Open Observatory, the next steps will be to further develop tools and resources to make the use of the Open Observatory more accessible, raising awareness of the platform, developing the Enumerate SAT for stronger engagement, and finally support work around measuring and evaluating impact not just as the Open Observatory but so that future communities and collaborations may do so as well.