

UNIVERSITY OF HONG KONG

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“ONE OF THE THINGS THAT MOST ATTRACTED US TO THE RESEARCHERID UPLOAD SERVICE WAS HOW EASILY IT MOVES FROM THE BATCH LEVEL TO THE INDIVIDUAL ONE, AND THEN BACK AGAIN. THE SYSTEM’S AUTOMATED FUNCTIONALITY IS VERY SMART—”

SUMMARY: With a large academic and research presence, the University of Hong Kong (HKU) requires a robust institutional repository. The University faces many challenges with large-scale data management and increased chance of author name ambiguity. David Palmer, Systems Librarian and manager of HKU’s open access repository, turned to *ResearcherID* as a multi-faceted solution, working with Thomson Reuters to create and upload over 1000 faculty *ResearcherID* profiles.

The University of Hong Kong (HKU) has invested considerable resources in developing its institutional repository, known as the HKU Scholars Hub, which provides open access support to the University’s scholarly content. With over 20,000 students and 1400 faculty, HKU requires a robust and equally dynamic repository. In addition to integrating the Thomson Reuters *Article Match Retrieval* system, the University turned to the *ResearcherID* upload service to enhance its repository, taking on the ambitious goal of creating profiles for all faculty members. With over 900 profiles already loaded, HKU will be the first to reach an institution-wide milestone of such magnitude.

In a project spearheaded by HKU’s David Palmer, the University worked with a team of Thomson Reuters development technicians to integrate *ResearcherID* with the institutional repository. David Palmer reviews the project and offers insight on how *ResearcherID* improved HKU’s repository...

WHY RESEARCHERID?

“We have always appreciated *ResearcherID*’s functionality. The process by which an individual researcher can upload biographical information and claim his/her papers is intuitive. When we saw how easily a researcher could disambiguate author identity while simultaneously adding dynamic citation metrics and collaboration networks to his/her personal profile, we immediately thought of

the great benefits this could bring our repository if implemented on an institutional scale. The fact that we face increased chance of name ambiguity only made the matter more pressing.”

From a librarian’s perspective, I really appreciate how *ResearcherID* encourages our faculty to enter the system and claim their papers. It brings a sense of individual ownership to the process, while also allowing us to capture and amend records that were missing, newly disambiguated, or otherwise mislabeled in our repository.

And we are certainly excited about the *ResearcherID* numbering system. When a profile is created, the system assigns a unique identification number to an individual researcher. The benefits of creating standardized, unique identifiers across our university are far reaching—we can proactively disambiguate faculty names for future publications, while also preparing for a massive retroactive disambiguation, as the unique identifier is integrated into other Thomson Reuters products. “

Uploading over 1000 profiles (!) — How did you do it?

“This was obviously the most challenging part of the batch project, as it required two critical, yet very disparate, objectives: [1] obtaining administrative buy-in from the deans and a critical mass of faculty, and [2] making the technology work. To generate enough university buy-in for the project, I first wrote the deans to secure their acceptance and





Screenshot images courtesy of University of Hong Kong

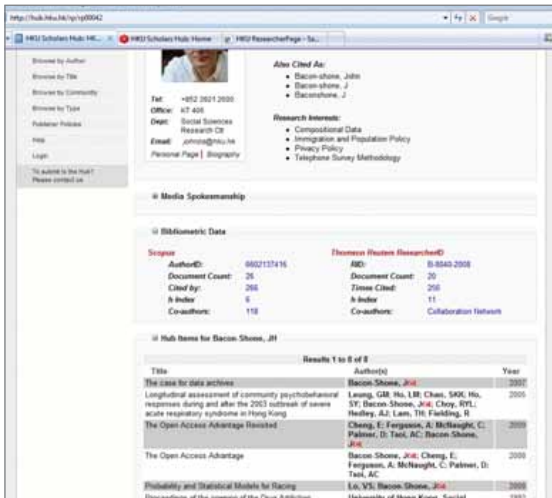
permission to proceed, offering them examples and screen captures of what *ResearcherID* could provide. Faced with varied, ongoing requests to accurately report publication lists and bibliometrics for each of their researchers, the deans readily agreed to the project. They wrote to each researcher and gave him/her the opportunity to opt out of the program. Only a handful of researchers did so, because they had already created their own *ResearcherID* profiles. With the support of the deans and faculty, we then set to work.

On the technology side, we worked with Thomson Reuters to coordinate the web service upload. The Thomson Reuters team continually fielded queries and helped troubleshoot data formatting. My team and I were ultimately able to write the programs required to manipulate our data and facilitate the enormous upload. The whole process proved a powerful exercise in efficiency. We used the University Online Publication list going back to 1994 and quickly created XML files with relevant metadata for each HKU researcher. A project to manually create such a list would have easily exhausted the ability of our library staff."

Did the faculty respond well? Did you get the active buy-in you hoped for?

"Our researchers are very prolific and of course we'd like 100% active adoption for the new profiles, and though that's our idealized goal, we're off to an excellent start. One of the things that most attracted us to the *ResearcherID* upload service was how easily it moves from the batch level to the individual one, and then back again. The system's automated functionality is very smart—once we uploaded biographic and bibliometric information from our repository, *ResearcherID* immediately searched for matches within the *Web of Science*, generated suggested publication lists for each researcher, and then transmitted an email to the individual notifying him/her of the profile we created.

Our researchers login to *ResearcherID* and are greeted with a simple interface to confirm their pre-populated bibliometric and biographical information. Once they view the personalized graphs of their citation metrics and collaboration networks, they encourage their peers to register and do the same. After seeing our work, the Pro Vice Chancellor for Research asked me to begin a road show around campus to explain *ResearcherID* and the newly enhanced Hub. And as more faculty engage the system, the cleaner and more robust our repository becomes. It's a win-win across HKU."



Screenshot images courtesy of University of Hong Kong

FLEXIBILITY

"The most appealing aspect for me was the flexibility *ResearcherID* integration provides. I have already setup my own customized displays within our repository that showcase *ResearcherID* badges alongside links to dynamic citation and collaboration networks. We have also setup faculty profiles to include author citation information from *ResearcherID*.

And this is only the beginning. I'm looking forward to exploring more ways to integrate *ResearcherID* with our repository interface. There are so many powerful citation visualizations that we can easily access and promote, while remaining secure that source data from *Web of Science* is continually updated in the *ResearcherID* database.

The Thomson Reuters team was incredibly supportive of our creating customized interface designs in our environment—they were the same when executing *Article Match Retrieval*. Their professionalism and team support throughout each project stage evidenced a clear understanding of our long term goals: we wanted to integrate their technology, and all the powerful metrics that come with it, while also leaving plenty of room for HKU to continually update its personalized stamp on our own repository interface."

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