



Learning from our users: reminding us of the value of keeping humans-in-the-loop

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eResearch Australasia, October 2024

**make
history.**



THE UNIVERSITY
of ADELAIDE

I acknowledge and pay respects to the Bunurong People, whose lands we gather on, and the Kurna People, the traditional custodians on whose lands I work.

I acknowledge the deep and continuing connections that traditional owners have to their lands and waters, and I extend this respect to any Aboriginal and Torres Strait Islander people present today.

University Library Guiding Principles:

Digital First ● User Centred ● Evidence Based ● Values Driven ● Partner Focused

From *Library for the Future: Themes and Principles 2023 - 2025*

- User centred
- Evidence based
- Human-centred problem solving



Research Data Management:

University Library:

Data management
planning, FAIR,
publishing data &
metadata

Information
Technology and
Digital Services:

Storage, security,
devices, software
and applications

Division of Research
and Innovation:

Cloud and high
performance
compute, large or
sensitive data
movement



How can we help users find the best storage solution for research data?



Medicine

“We have dedicated IT people here, so I usually consult with them on the initial aspects, they explore the possibilities and come back”

Mechanical Engineering

“For me personally, I have a long term friend who works in ITDS, so I would just reach out to him at a pub. And he'd fix it up on Monday”

Education

“I'll probably go to my colleagues [names], they know security well enough for some of the work that they do. And there's people I know in the medical school...”



Agricultural Science

“If it's something that I know that [a research colleague]’s already had to deal with in the past, I'll go first of all to them ... in the case of large data, images or videos, I'll go to [friend who works in data wrangling in an unrelated nearby research facility], it helps me understand what I need, a **sort of an informal sort of catch up before we go into talking to ITDS, just so that I know I'm talking the right language**”

Physics

“So we have IT people who are working with us close, if I have a question, I may ask her. And she will tell me **“that's what you need to do, that's what ITDS wants you to do”**. [The reason is because] we are completely overwhelmed by the things we have to do. So ITDS have got their own ideas, but every time and I have to take two hours to understand what their website means ... well, I can grab [this person] take five minutes, which we do on the on a daily basis”



Observations?

1. Researchers value engagement with a trusted advisor, and
2. are not finding expected engagement pathways



Dynamic storage request form

- Size
- Access
- Information classification
- Role

Do you have special performance needs?

-- None --

I need to integrate with a tool, instrument or device

I am likely to have more than 1,000 files in a single directory within two years

My data exceeds 1TB or is likely to exceed this within 2 years

My data interactions demand high transaction or transfer rates

I need cloud computing, high performance computer

Not applicable

Triggers alert to ITDS Liaison Manager to initiate outreach

Thankyou!

Consultation collaborators:

Joanne England, ITDS Liaison Manager

Karen McAllister, RDM Coordinator

All the anonymous researchers!

Form and process improvement:

David Dyte, Service Management Lead, ITDS

Josie Poulton, ITDS Liaison Manager

Ben Draeger & Dave Bock, Service Management Analysts, ITDS

