for both service providers and users alike. To help to address this, the RDM Team now recommends that faculty and department data experts should act as the primary contact for subject-specific questions. The idea is that Research Data Management central services are available to complement help offered by local research support staff (such as permanent data managers, research managers and IT officers) who are able to maintain a subject disciplinary expertise. We also aim to foster and support a network of subject-specific data managers across all faculties.

The diversity of research contexts within the university also forces the RDM Team to prioritise its advocacy effort. The strategy so far has been to help users who self-identify as needing it. This can be because their funder has explicit requirements on research data; or because they generate a large amount of digital data. As a result the Team has been slower to assist and reach out to potential users who do not appear to have data management issues. For example, internally-funded and student projects are not forced to use DMPs; or there can be a misunderstanding of what “research data” encompasses. Solutions found so far to help to overcome these limitations include targeting students via the new training programme, giving presentations in all faculties and stressing in our communications that help is available for all researchers whatever their discipline or type of data produced.

5.5. CONCLUSIONS: MEASURING SUCCESSES

Measuring the success of a service focussing on advocacy and awareness-raising is extremely difficult in terms of metrics. Having only existed for less than two years at the time of writing, relatively little hard data is available. Furthermore, being an entirely new area of engagement for the institution, there is no baseline data from which to measure successes. Instead, we have focussed on qualitative data to promote and inform service development. An institution-wide survey has provided a baseline in terms of key areas, including awareness and understanding of RDM, and we would hope that this can be repeated periodically in an attempt to measure the impact that the RDM Team is having and to further inform service development.\(^5\)

\(^{5}\) This survey is described more fully in the Toolkit below, pp. 45-56.

---

**Case Study 6**

Raising awareness on RDM and engaging stakeholders in Latin America and the Caribbean

Authors: Gabriela Andaur & Wouter Schallier (Consultant and Chief of the Hernán Santa Cruz Library, UN Economic Commission for Latin America and the Caribbean [ECLAC])

Email: wouter.schallier@cepal.org / gabriela.andaur@cepal.org

6.1. THE OVERALL CHALLENGE

Raising awareness among relevant stakeholders is critical for the success of any Research Data Management (RDM) initiative, as their participation and collaboration will be needed for the development and implementation of related policies and programmes. The UN Economic Commission for Latin America and the Caribbean (ECLAC), in its role as a partner institution of the LEARN Project, had as one of its missions to raise awareness and engage RDM stakeholders within Latin America and the Caribbean (LAC).

However, the task constituted a significant challenge due to the geographical dimensions of the region and the socio-cultural diversity within it. For that reason, ECLAC had to develop a strategy that involved several actions, including gathering information about the current state of LAC in regards to RDM; identifying relevant stakeholders; raising with them to understand their needs and expectations, and planning targeted activities taking into account the particularities of people and institutions within the region.

6.2. RDM IN LAC: STATE OF THE ART

The first step was gathering information about past and current developments in RDM in LAC. This would lead to the identification of institutions, people and projects related to research data, in terms of data creation, management, preservation, access, and policy development.

Due to the complexities in collecting information from such a large variety of countries – each one being a whole universe of people and organisations – six countries were selected as the starting point and main focus of research: Argentina, Brazil, Chile, Colombia, Mexico and Peru. Information was gathered using freely-available publications in several formats, mainly institutional websites, and complemented by interviews with stakeholders when necessary.

This initial approach allowed ECLAC to get a first overview of the RDM landscape in LAC. It could be established that – although isolated or relatively unknown – there are several initiatives from scientific communities and organisations related to the management of research data.

One of the trends identified in the region is the promotion of the management of research data through national legal initiatives in the domain of access to scientific information. The most prominent case is Argentina, where the enactment of the law n° 26899\(^1\) in 2013 set new requirements for individuals and organisations whose research is publicly funded and led to the creation of the National System of Repositories.


---

6.2. RDM IN LAC: STATE OF THE ART

The first step was gathering information about past and current developments in RDM in LAC. This would lead to the identification of institutions, people and projects related to research data, in terms of data creation, management, preservation, access, and policy development.

Due to the complexities in collecting information from such a large variety of countries – each one being a whole universe of people and organisations – six countries were selected as the starting point and main focus of research: Argentina, Brazil, Chile, Colombia, Mexico and Peru. Information was gathered using freely-available publications in several formats, mainly institutional websites, and complemented by interviews with stakeholders when necessary.

This initial approach allowed ECLAC to get a first overview of the RDM landscape in LAC. It could be established that – although isolated or relatively unknown – there are several initiatives from scientific communities and organisations related to the management of research data.

One of the trends identified in the region is the promotion of the management of research data through national legal initiatives in the domain of access to scientific information. The most prominent case is Argentina, where the enactment of the law n° 26899\(^1\) in 2013 set new requirements for individuals and organisations whose research is publicly funded and led to the creation of the National System of Repositories.

ECLAC was able to identify different levels of understanding about the implications of RDM and to perceive that stakeholders had different interests and expectations in terms of their collaboration with LEARN. However, they had something in common: they wanted to learn more about RDM and they were also interested in knowing other people and organisations with experience in this area, in particular within the Latin American and Caribbean spectrum. This prompted ECLAC to plan new activities to that end.

6.5. TARGETED ACTIVITIES

Having in mind the differences, needs and expectations of stakeholder groups, ECLAC organised a series of online mini-workshops, designed to serve two main purposes: first, to allow stakeholders to meet and know about each others' experience in RDM and, second, to present and discuss issues about the management of research data, which could also help in setting a common understanding of RDM concepts, as a theoretical ground to build upon in future activities.

The first mini-workshop, titled “Research Data Management (RDM): An overview”, was held on 20 April, 2016. A second event, more specific in terms of content, was held on 30 June, 2016, and consisted of a discussion of the current state of development of RDM in one Latin American country, Peru. Both events were held using a virtual platform, and lasted one hour.

A third mini-workshop was held in Port of Spain, Trinidad and Tobago, on 24 November, 2016. This event was different from the first two mini-workshops, as it was an on-site full-day event, focused on the developments in and particular characteristics of the Caribbean context.

ECLAC was able to identify different levels of understanding about the implications of RDM and to perceive that stakeholders had different interests and expectations in terms of their collaboration with LEARN. However, they had something in common: they wanted to learn more about RDM and they were also interested in knowing other people and organisations with experience in this area, in particular within the Latin American and Caribbean spectrum. This prompted ECLAC to plan new activities to that end.

6.5. TARGETED ACTIVITIES

Having in mind the differences, needs and expectations of stakeholder groups, ECLAC organised a series of online mini-workshops, designed to serve two main purposes: first, to allow stakeholders to meet and know about each others’ experience in RDM and, second, to present and discuss issues about the management of research data, which could also help in setting a common understanding of RDM concepts, as a theoretical ground to build upon in future activities.

The first mini-workshop, titled “Research Data Management (RDM): An overview”, was held on 20 April, 2016. A second event, more specific in terms of content, was held on 30 June, 2016, and consisted of a discussion of the current state of development of RDM in one Latin American country, Peru. Both events were held using a virtual platform, and lasted one hour.

A third mini-workshop was held in Port of Spain, Trinidad and Tobago, on 24 November, 2016. This event was different from the first two mini-workshops, as it was an on-site full-day event, focused on the developments in and particular characteristics of the Caribbean context.

ECLAC was able to identify different levels of understanding about the implications of RDM and to perceive that stakeholders had different interests and expectations in terms of their collaboration with LEARN. However, they had something in common: they wanted to learn more about RDM and they were also interested in knowing other people and organisations with experience in this area, in particular within the Latin American and Caribbean spectrum. This prompted ECLAC to plan new activities to that end.

6.5. TARGETED ACTIVITIES

Having in mind the differences, needs and expectations of stakeholder groups, ECLAC organised a series of online mini-workshops, designed to serve two main purposes: first, to allow stakeholders to meet and know about each others’ experience in RDM and, second, to present and discuss issues about the management of research data, which could also help in setting a common understanding of RDM concepts, as a theoretical ground to build upon in future activities.

The first mini-workshop, titled “Research Data Management (RDM): An overview”, was held on 20 April, 2016. A second event, more specific in terms of content, was held on 30 June, 2016, and consisted of a discussion of the current state of development of RDM in one Latin American country, Peru. Both events were held using a virtual platform, and lasted one hour.

A third mini-workshop was held in Port of Spain, Trinidad and Tobago, on 24 November, 2016. This event was different from the first two mini-workshops, as it was an on-site full-day event, focused on the developments in and particular characteristics of the Caribbean context.

6.5. TARGETED ACTIVITIES

Having in mind the differences, needs and expectations of stakeholder groups, ECLAC organised a series of online mini-workshops, designed to serve two main purposes: first, to allow stakeholders to meet and know about each others’ experience in RDM and, second, to present and discuss issues about the management of research data, which could also help in setting a common understanding of RDM concepts, as a theoretical ground to build upon in future activities.

The first mini-workshop, titled “Research Data Management (RDM): An overview”, was held on 20 April, 2016. A second event, more specific in terms of content, was held on 30 June, 2016, and consisted of a discussion of the current state of development of RDM in one Latin American country, Peru. Both events were held using a virtual platform, and lasted one hour.

A third mini-workshop was held in Port of Spain, Trinidad and Tobago, on 24 November, 2016. This event was different from the first two mini-workshops, as it was an on-site full-day event, focused on the developments in and particular characteristics of the Caribbean context.

ECLAC was able to identify different levels of understanding about the implications of RDM and to perceive that stakeholders had different interests and expectations in terms of their collaboration with LEARN. However, they had something in common: they wanted to learn more about RDM and they were also interested in knowing other people and organisations with experience in this area, in particular within the Latin American and Caribbean spectrum. This prompted ECLAC to plan new activities to that end.

6.5. TARGETED ACTIVITIES

Having in mind the differences, needs and expectations of stakeholder groups, ECLAC organised a series of online mini-workshops, designed to serve two main purposes: first, to allow stakeholders to meet and know about each others’ experience in RDM and, second, to present and discuss issues about the management of research data, which could also help in setting a common understanding of RDM concepts, as a theoretical ground to build upon in future activities.

The first mini-workshop, titled “Research Data Management (RDM): An overview”, was held on 20 April, 2016. A second event, more specific in terms of content, was held on 30 June, 2016, and consisted of a discussion of the current state of development of RDM in one Latin American country, Peru. Both events were held using a virtual platform, and lasted one hour.

A third mini-workshop was held in Port of Spain, Trinidad and Tobago, on 24 November, 2016. This event was different from the first two mini-workshops, as it was an on-site full-day event, focused on the developments in and particular characteristics of the Caribbean context.
6.1. WHAT ARE THE ISSUES?

The University of the West Indies (UWI) is unique, in that it is a multi-campus institution located in different countries in the English-speaking Caribbean. After 60 years of existence, it presently has over 45,000 students. Researchers—academic staff and postgraduate students—are actively engaged in many research initiatives at the various faculties, centres and units. However, the notion of research data management (RDM) is still in its infancy. Moreover, universities in the Caribbean have been outpaced by their counterparts in the developed nations with regards to RDM. The key issues that face the UWI, at this time, are:

- Lack of awareness
- Coordination of efforts
- Training
- Costs of implementation of RDM across the campuses of the region.

The LERU Roadmap for Research Data describes six high level sets of issues in introducing research data management at an institutional level:

- Policy and Leadership
- Advocacy
- Selection and Collection, Curation, Description, Citation, Legal Issues
- Research Data Infrastructure
- Costs
- Roles, Responsibilities and Skills.

In terms of placing the UWI in this matrix, the institution is at the earliest stage i.e. policy and leadership.

6.2. AWARENESS

At the UWI St. Augustine (STA) Campus located in Trinidad and Tobago, in September 2015, the UWI STA Campus Libraries participated in a two-day Annual Research Expo which highlighted the research conducted on the campus and the assistance provided for this. One of the objectives of the STA Campus Libraries on this occasion was to show the ways in which the Libraries provide valuable support throughout the entire research cycle from the formulation of the idea, preparation of the literature review and the actual study, gathering data, documentation, publications and archiving data.