

## Summary of the Jisc UK ORCID Consortium Members Survey 2017

This is the summary report of a survey undertaken from March to April 2017 to assess the progress of UK ORCID consortium members in adopting and integrating ORCID and to gain feedback on the Jisc UK ORCID consortium support service. All members of the consortium were given an opportunity to respond to the survey, including an extension to allow for those who had not been able to meet the initial deadline.

### 1. Participation

There was a high level of participation in the survey – approximately 63% of members (49 institutions) took part. The respondents were mainly senior staff, many at director level, from a variety of departments including policy, administration, libraries, research support, repositories and information services.

### 2. Implementation

There was a significant variation in terms of progress made with regard to implementing ORCID in the broadest sense, as outlined below:

What have you achieved with your ORCID implementation so far?		
Answer Options	Response Percent	Response Count
Still planning	26.5%	13
In development	24.5%	12
Upgrading	6.1%	3
Waiting to launch	2.0%	1
Complete	40.8%	20
	<b><i>answered question</i></b>	<b>49</b>
	<b><i>skipped question</i></b>	<b>0</b>

In terms of integration, **23** institutions have completed an integration with 3 members in the process of upgrading their current integration (see Point 5 below).

### 3. Challenges

System challenges were the most significant challenges identified, together with technical skills. Only 3 institutions felt that development costs were a major issue. A large minority (38.3%) found support from senior managers easy to come by, whilst only 1 institution felt a real lack of support. Most found collaboration between services was satisfactory, with only 3 feeling this was difficult.



The table below shows more detail about the variation in responses to each of the questions in this section. For example, buy in from researchers clearly varies significantly, with some feeling they are well on the way to securing researcher buy in and some feeling they have yet to start.

*Rated on a scale of 1 least difficulty to 5 most difficulty*

Answer Options	1	2	3	4	5	Rating Average	Response Count
Technical skills	7	12	11	8	8	2.96	46
Development costs	11	15	12	5	3	2.43	46
System challenges	3	8	11	15	10	3.45	47
Buy in from researchers	2	14	18	6	5	2.96	45
Collaboration between services	9	20	8	7	3	2.47	47
Support from senior leadership	18	15	10	3	1	2.02	47
Commentary							21
<b>answered question</b>							<b>47</b>
<b>skipped question</b>							<b>2</b>

#### 4. Further planning

Some intend to take a proactive approach to future plans, using video tutorials and integrating ORCID with other systems. Others are taking a more passive approach, waiting on a variety of issues, including how researchers view the usefulness of ORCID but also overcoming technical obstacles, particularly with regard to integration.

#### 5. Integration of ORCID iDs into systems and processes such as CRIS, institutional repositories, HR, directory, student registry and website.

There are signs of progress with integration, mostly in relation to Symplectic, CRIS and PURE. Institutional system(s) that connect to the ORCID registry are as follows:

Answer Options	Response Count
Symplectic Elements	10
None	10
CRIS	8
PURE	8
home-grown IAM self-service service	3
Eprints	2
Converis	2
VV Impact tracker	1
Worktribe	1

Few institutions use other systems to store ORCID iDs:

Answer Options	Response Count
None / Not yet	25
Entered manually	8
Institutional repository	4
Symplectic Elements	3
N/A	3
CRIS/ PURE	2
Converis	1

Other institutional systems that allow users to sign into or sign up to ORCID:

Answer Options	Response Count
No	14
CRIS/ PURE	12
Symplectic Elements	8
Institutional repository	2
Converis	1

Of 39 responses, 22 indicate systems where ORCID iDs are displayed:

Answer Options	Response Count
No	17
Symplectic Elements	6
PURE	6
CRIS	4
Institutional repository	4
Converis	2

Systems where permission is obtained to write to or update a user's ORCID record:

Answer Options	Response Count
No	26
PURE	7
Symplectic Elements	3
Converis	2

*There is a count of 3 for Symplectic; however, there may be some misunderstanding here as Symplectic integration does not add data to ORCID records.*

Systems where information is ingested from the ORCID record:

Answer Options	Response Count
No / Not yet	28
Symplectic Elements	7
Researchfish	4
Converis	3
PURE/ CRIS	2
Repository	1
VV Impact tracker	1

## 6. Approach taken to project management of ORCID implementation

Generally (with 2 exceptions) institutions have not appointed a project manager for ORCID implementation. Many institutions have a steering group overseeing ORCID but that is not usually their sole focus.

## 7. System suppliers working with institutions

Answer Options	Response Count
Symplectic Elements	11
PURE/ Elsevier	11
Eprints	9
Clarivate / Converis	5
Worktribe	2
DSpace	1
Researchfish	1

- Those working with **Clarivate Analytics** are waiting for a new version of **Converis**.
- Those working with **Elsevier Pure** were generally positive, although some felt that integration with ORCID was not always their highest priority.
- There are mixed views on **Eprints**: very good experience for two institutions, but “we are stuck until there is a reliable plug in that links ORCID with our repository” for two others, while another commented: “Explored using **eprints**, abandoned that pretty quickly.”
- Again, there were mixed views on **Symplectic**, from “very good experience” and “very supportive”, to “The solution works, but is only partial, i.e. it is a one-way feed from ORCID into the **CRIS**, and then only for outputs that have a Scopus, PubMed or other online ID (i.e. not

manual records). We strongly encourage ORCID and suppliers to work together to improve this integration.”

- **Worktribe** “have been open to engaging with ORCID and have implemented a link...”
- One institution worked with **DSpace**, but was unhappy.

## 8. Departments involved with ORCID implementation

Terminology varies between institutions, but can be condensed as mainly Library/Information Services (33 institutions) and Research Services (30 institutions)

## 9. Institutional approval required to initiate the implementation of ORCID

Answer Options	Response Count
Research Committee	12
None/ not known/ no specific approval	10
Pro-Vice Chancellor/ Dean	8
Senior management	8
Chief Information Officer / Librarian	4

## 10. Difficulties obtaining institutional approval to adopt ORCID

Most (33) did not encounter difficulties. However, some expressed concern that problems may arise at a later stage and some have already felt this. Cost may be an issue for some, while for others, the worry centres on practical benefits of ORCID. A convincing business case has smoothed the path in some cases, but there have been divergent views between different departments on who should pay or whether it should be a priority. Senior support has clearly helped, but examples of successful practice can also be persuasive.

## 11. Use of a business case or formal proposal for the project

Out of 39 responses, 12 had used a business case or formal proposal to make the case for the project. Five institutions have said they are happy to share their business case with us.

## 12. Consultation with human resources or legal departments in the course of the project

Out of 41 responses, 13 had consulted with their HR department and 5 had consulted with Legal Services/Data Protection.

## 13. Advocacy and communication strategies adopted to promote ORCID

Answer Options	Response Count
Training sessions	15
Email	10
Intranet / website	9
Promotional material, leaflets, banners	8

- “Enabling individuals to keep up to date lists of publications has proved the best strategy. Saving time on creation of metadata and accuracy of metadata has also been a big plus.”
- “Blog was most successful in demonstrating value of ORCID to users.”
- “Research support administrators in 2 colleges, academic advocacy in one. Competition between the three. Competition was particularly effective.”

#### 14. Institution mandating ORCID

In the majority of cases (27) there was no mandate for ORCID, but 8 said it was being considered and 7 institutions have mandated use.

- “Mandates rarely work unless linked to an external policy necessity, eg REF2021 make ORCID a requirement to submit (which would be a good way to press ahead).”

#### 15. Linking ORCID to a specific system or process or calendar event at the institution

Answer Options	Response Count
No	25
Pure	6
Cris	5
Symplectic Elements	5
Calendar event	5
Not known	3

“It is linked to certain internal funding schemes where applicants are required to provide their ORCID in order to be eligible to apply.”

“We're trying to connect it to induction.”

#### 16. Web page to explain ORCID to researchers

The vast majority (35 responses) have dedicated web pages to explain ORCID to researchers. A number of useful examples were supplied and will be shared.

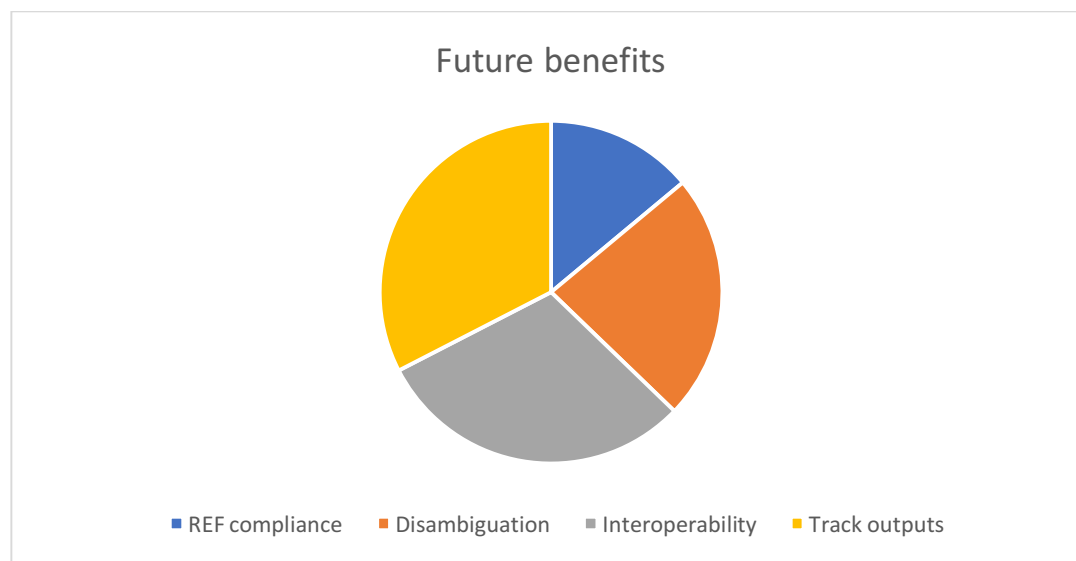
#### 17. Benefits from ORCID implementation already seen

Most (24) felt it was too early to say. Comments were as follows:

- “Much more accurate information on publications and research activity. We have found it a useful source of truth for checking against other sources of information.”
- “ResearchFish integration, and a few researchers have independently advocated communication of their ORCID to highlight their work.”
- “Reduction in staff time spent entering publication details manually.”
- “Better engagement from researchers - helped me to build relationships as I offer to import people's publications.”
- “Better linking of research outputs.”
- “Increased repository deposit.”
- “Better search results.”
- “Improved visibility of authors and outputs.”
- “Better awareness of academic publishing requirements.”

- “Better onboarding for new academic staff.”
- “Automatic linkage between researchers and publications in Symplectic Elements based on ORCID connection - eliminating the step where a researcher has to "claim" their publication.”
- “Obviously for individuals there has been direct benefit where funders and publishers mandate ORCID e.g. Wellcome Trust, Royal Society.”
- “Since the rollout we have had no panicked academics looking for an ORCID in advance of a pending grant application or publication deadline.”
- “Simple and effective.”

## 18. Anticipated future benefits



- “Disambiguation of works” is anticipated by ten of our respondents.
- There is also an expectation (expressed by 6 respondents) that REF 2021 (and other bodies) will require the use of ORCID. Interoperability is a clear hope, expressed by 13 institutions.
- On the back of interoperability, 14 institutions say they hope that they will be able to track outputs more effectively.

## 19. Awareness of the UK ORCID support service website (<http://ukorcidsupport.jisc.ac.uk>)

Most (41 respondents) were aware of the support service website.

## 20. Usefulness of resources on the website

Of the 27 who responded, 18 felt that the resources were useful, whilst 6 had not used it yet. From those who had used the resources, the website was seen as particularly useful for helping to make a business case for ORCID. Technical support was also valued but there were suggestions for how it might be improved:

- “More technical guidance e.g. on API for non-technical staff”
- “More basic or generalised information would be appreciated - similar to those on <https://members.orcid.org/research-organizations>. At the moment there feels a bit of an information gap between the two.”
- “Maybe some more developer help would be good. Feels like there is a lot of reliance on one or two members of the community for technical help rather than JISC playing a full role.”

- “Aim to inspire community to think more holistically and address some fundamental questions as expressed in the University of Oxford scoping study (July 2016). Some practical information such as: a) Metadata crosswalk between various CRIS/Repository systems and ORCID schema. b) Vendors functionality scored versus ORCID Collect and Connect programme and ORCID API 2.0 support. c) How to avoid multiple system (CRIS, IR, HR) integration and partial functionality chaos.”

## 21. Awareness of ORCID Help Desk facility at [ukorcidsupport@jisc.ac.uk](mailto:ukorcidsupport@jisc.ac.uk)

The majority of respondents (37) were aware of the support facility; 8 replied that they were not, suggesting that some awareness raising is still required.

## 22. Help Desk usage

Of the 35 respondents to this question, 21 (60%) had used the help desk. Most questions are technical and generally there is positive feedback on the help desk facility.

Type of question(s) asked:

Answer Options	Response Count
Technical	10
Integration	5
Communications	5
API	5

Timeliness of response:

Answer Options	Response Count
Yes	19
Not really	1
Don't know	1
N/A	1

Helpfulness of interaction:

Answer Options	Response Count
Yes	17
No	2
Don't know	1
N/A	1

Did the response provide the answer?

Answer Options	Response Count
Yes	14
No	4
Don't know	1



### 23. 1:1 phone call consultation offer

The offer of a 1:1 call was introduced later so most respondents had not been offered a call.

Answer Options	Response Count
No	26
Yes	9
Helpful	4
Don't know	4
Unhelpful	1
N/A	1

One member had used it "about ORCID HR integration." Other comments are:

- "we really have found the support invaluable - even down to us sharing our process/screenshots."
- "it was helpful to know there was specific support."
- "No - we would like one though!"

### 24. Attendance at UK consortium member events (<http://ukorcidsupport.jisc.ac.uk/events/>)

Did you or a colleague attend any of the UK consortium member events?

Answer Options	Response Count
Yes	26
No	9
Webinars only	2
Don't know	2

Most found it useful to share experiences, best practice and ideas for disseminating; technical sessions were also valued.

### 25. Suggestions for other events

Answers	Response Count
Searching the ORCID API	14
ORCID Collect and Connect	9
Learning from UK ORCID Consortium member implementations	9
New technical developments,	7
UK ORCID Consortium Members report	1

*Note that the question had been set up incorrectly so respondents could only enter one option; 18 respondents said they would have ticked more than one option or were interested in all the options.*

Other suggestions included:

- “Future usage for ORCID.”
- “How to achieve tangible benefits for academics with saving time with metadata exchange.”
- “Practical examples of ORCID integrations and researcher engagement experience.”
- “ORCID technical aspects for non-technical people. Learning from best practice/benchmarking.”

## 26. Views on how proactive the Jisc UK ORCID support service is

27.

*Rated on a scale of 1 not at all proactive to 5 very proactive*

	1–	2–	3–	4–	5–	Total–	Average
<b>How proactive is the support service?</b>	<b>7.14%</b> 3	<b>16.67%</b> 7	<b>33.33%</b> 14	<b>38.10%</b> 16	<b>4.76%</b> 2	42	3.17

The service is largely deemed to be proactive to very proactive, but attention needs to be paid to the nearly 24% of those who felt it could be more proactive.

## 28. Suggestions for other forms of support

Help with ideas for advocacy would also be appreciated. Some respondents were particularly keen for more support on integration with other systems. Also a suggestion that Jisc might be more proactive in persuading other system suppliers to facilitate integration: “Maybe put central pressure on system providers (CRIS, repositories, publishers, funders).” On a more general technical level:

- “Some information about the new ORCID API would be useful.”
- “More proactive warnings on future system changes.”
- “A sandbox that can be populated with credible real user's data (with consent) for testing.”
- “General help getting to grip with the services on offer - “we notice you haven't searched your API” would you like to talk to someone/watch this video guide/attend this webinar/event etc.”
- “Perhaps more for Universities who do not have any technical resource for ORCID. How can these Universities make the most of ORCID without technical support?”

## 29. Further comments

There is a wish that Jisc might do more to help ORCID dissemination. There is also some dissatisfaction on the part of a small number of members related to specific issues e.g.:

- “We have had long discussions with JISC / ORCID about using the API all unsuccessful. Very disappointed in the interactivity of ORCID and our ability to use it.”

On a positive note:

- “We had a lot of momentum last year, we signed up over 60% of our research-active staff.”
- “Keep up the good work!”
- There is also enthusiasm for further developing the ORCID community: “Should we (community) think more strategically on ORCID integration? Could an ORCID integration web hub source code be maintained by the community for the community? The hub application could facilitate metadata exchange with ORCID register and offer a pluggable architecture for integration with local IT systems.”
- “Would be great to have a procedure for when researchers move institutions (with regards to best practice for which email addresses to use). Would be good to have an open, honest discussion about the challenges of integrating with ORCID.”
- “Happy to contribute our ResearchFish experience.”