

# eResearch Intermediaries – Birds of a Feather

Cameron Maxwell<sup>1</sup> and Rowan Brownlee<sup>2</sup>

<sup>1</sup>Intersect, Sydney, Australia, cameron.maxwell@intersect.org.au

<sup>2</sup>University of Sydney Library, Sydney, Australia, R.Brownlee@library.usyd.edu.au

## INTRODUCTION

This Birds of a Feather session, initiated by Intersect's eResearch analysts with participating colleagues, will gather together all those who work on the front line of eResearch service delivery, as "intermediaries" between researchers on one hand and eResearch service developers and providers on the other.

No matter what your title, or whether you're in a university library, IT support services, faculties, research office, a dedicated eResearch unit, or any other group, if you work directly with researchers supporting them in utilising eResearch methods and technologies, we'd like you to come along and share your experiences. Some of the things we have in common? We may:

- Inform, educate or train others concerning the current state-of-the-art in eResearch technology and services;
- Act as a conduit between researchers and IT professionals;
- Develop workflows and procedures or advise on policies for eResearch delivery;
- Design and architect eResearch IT solutions; and
- Manage eResearch project delivery;
- Interact with researchers across the full life cycle of eResearch service development and provision.

## SESSION FORMAT

The BoF will commence with several short presentations of case studies of eResearch development where an "intermediary" played a leading organising role.

General discussion will follow on the issues and opportunities that surround direct interaction with eResearch users, namely researchers and research management or technical support staff. Potential topics include

- Interacting with researchers and research teams: common problems and their solutions;
- Bridging the gap and translating across borders: helping researchers communicate their eResearch needs, helping service providers communicate what is available;
- Dealing with distributed collaborative researchers and virtual teams: how to get agreement when you can't get everyone in the room;
- Managing the quality of eResearch service delivery: what it means for researchers;
- Data management: taming the beast, how to manage data and share it;
- When can we re-use: is a new eResearch solution required or are we just reinventing the wheel, and how do we tell the difference;
- Managing culture change in an eResearch environment;
- Service gaps: what is being delivered and what still needs to be;
- Opportunities for our own professional and career development.

## ABOUT INTERSECT

Intersect is a not-for-profit established to provide eResearch services and solutions to the research sector in NSW, including universities as well as relevant public and private sector agencies. By developing a concentration of eResearch expertise in NSW Intersect is able to work with the existing technical capabilities of its members and partners to identify, develop and deliver world-class ICT enabled platforms to drive the next generation of research and innovation.