

Integrating Data Management Planning Into a Holistic Service Model

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NEW YORK UNIVERSITY
LIBRARIES

Overview

The Holistic Service Model, originally developed by NYU Libraries as a way to effectively expand reference services, is one potential way to incorporate data management planning into the larger scope of library services. This poster explains how the different elements of the Holistic Service Model apply to data management planning support, helping to provide a more seamless user experience within a complex service environment.

Partners

Public Services: subject specialists, reference associates

Specialized Library/ITS Departments: Data Services, Digital Library Technology Services (DLTS), High Performance Computing (HPC)

Others at NYU: Office of Sponsored Programs (OSP), grant officers in schools & departments

Throughout NYU's Global Network University: NYU Health Sciences Libraries, NYU-Poly Dibner Library, NYU Abu Dhabi, NYU Shanghai, Center for Urban Science & Progress (CUSP)

Challenges

Large number of partners
Large number of researchers
Different levels of experience
Different levels of need
Decentralized university structure
Global reach

Holistic Service Model (HSM)

History

Developed in 2009 to better incorporate virtual reference services into public services workflow.

Philosophy

"The HSM postulates that everyone in the NYU Libraries is part of an interconnected system in which each and every staff member is engaged directly or indirectly in public service; accordingly, it follows that the success of the HSM will multiply through participation and support from all sectors of the organization."

Principles of the Holistic Service Model

"We commit to our shared service philosophy."

"We engage in the ongoing effort to identify and inculcate a shared core expertise library-wide."

"We know when and how to branch out from our individual expertise to consultation and referral."

"We maintain a centralized knowledge base that is definitive and dynamic."

Data Management Planning

Attitude

We all have a role in support of data management planning.

Training/Development

- Training programs on DMPTool
- Brown bags ("Top 5 Things")

Referral process

Public Services staff
> DMPTool
> Data Services
> HPC/DLTS/OSP

Knowledge base

- LibGuide for data management planning
- Incorporating relevant material into LibAnswers FAQ

Future

- Growing data management planning service offerings beyond the DMPTool
- Cultivating relationships with partners to bridge services
- Supporting new collaborative, data-rich initiatives at NYU (e.g., CUSP)