



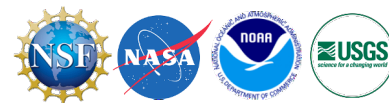
MAKING DATA MATTER
esipfed.org | #ESIPfed



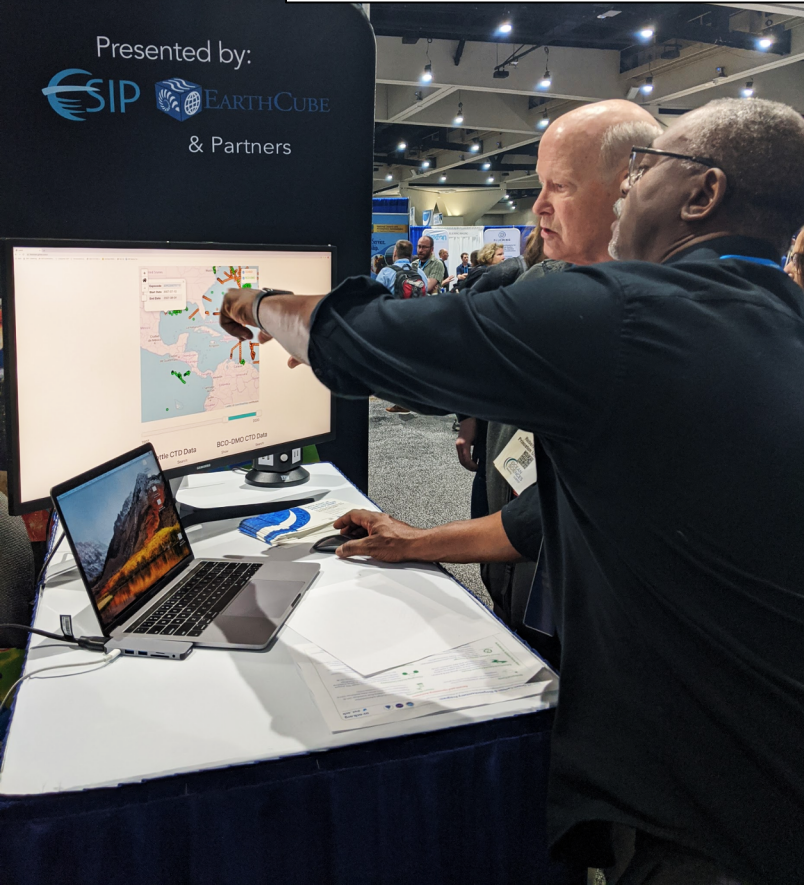
2020: Data Help Desk

Megan Carter
ESIP Community Director

Supported by:



What is the DATA HELP DESK?



Provides researchers with opportunities to engage with informatics experts familiar with their scientific domain and learn about skills and techniques that help further research and make data and software open and FAIR.



Data FAIR is a program of ESIP, EarthCube, AGU, & their partners.

DATA HELP DESK

Connect with data professionals to discover resources
to enhance your research and make your data FAIR

Presented by:
  EARTH CUBE
& Partners



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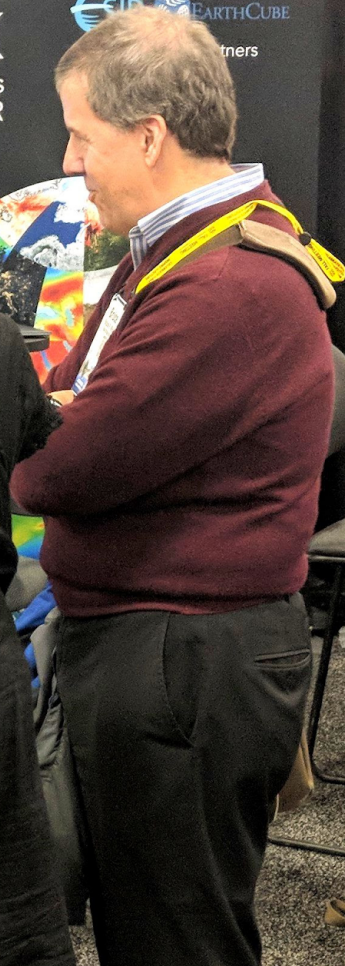
WELCOME TO THE

DATA HELP DESK

HOSTED BY THE

Submission Procedure

- 1 Register
- 2 Register
- 3 Submit
- 4 Review



Today's DATA HELP DESK Schedule (12/11)

Don't forget to check out the other Data Fair events at <http://bit.ly/2019DataFAIRatAGU>

Start	End	Data Reference Desk Topic	Data Reference Desk Lead	Data Reference Desk Lead Institution	Data Help Desk Workshop or Resource Demo	Data Help Desk Presenter	Data Help Desk Presenter Institution
10:00	11:30	General Data Management, CoreTrustSeal Certification and Cohort	Rebecca Koskela	EarthCube/UCSD	KBase's open science bioinformatics platform is free to use, powered by high performance compute, and has an easy-to-use graphical interface.	Elisha Wood-Charlson	DOE Systems Biology Knowledgebase (KBase)
					WORKSHOP (11:00-11:30 am): How to Create a Data Management Plan	Amber Budden	Arctic Data Center
11:30	13:00	General Data Management; Earth Science Information Partners	Megan Carter	Earth Science Information Partners	ESIP Data Management Training Clearinghouse	Karl Benedict	ESIP/University of New Mexico
13:00	14:30	CODING HELP DESK: Drop-in for Coding Help, Open to All Programming Languages	Sheila Saia	North Carolina State University	WORKSHOP (2:00-2:30 pm): Data Cleaning for Analysis and Publication	Karl Benedict	ESIP/University of New Mexico
14:30	16:00	General Data Management, Data Repository Practices	Deb Agarwal	Berkeley Lab/ESS-DIVE	Earth Systems Data Explorer	Desiray Wilson	NASA Langley Research Center
		How to Communicate about your Data Effectively	Cezanna Semnacher	Arctic Data Center / NCEAS			
16:00	17:30	General Data Management, Information Management, Metadata, Data Repositories	Kristin Vanderbilt	Environmental Data Initiative	Esri tools to work with Scientific Multidimensional Data and Analytics	Sudhir Shrestha	Esri



TELEPHONES
B2

Presented by:
DATA HELP DESK

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tailor-made for your research and make your data FAIR

ESIP
& Partners



DATA HELP DESK REACH

100+ Experts

Our team of Earth science data professionals has experience in informatics and in many scientific domains. They specialize in a wide range of data-related topics like finding, sharing, analyzing, publishing, and citing data.

400+ Researchers

The in-person Data Help Desk has reached hundreds of users over the last year across all geoscience domains.



Virtual Data Help Desk EGU 2020

4-8 May 2020

- Engage with Data Experts
- Learn Skills and Techniques
- Make your Data Open and FAIR



Ask questions through twitter via **#DataHelpDesk**



View short tutorials and demos. Details: **bit.ly/DataHelpEGU20**

A program of EGU, AGU, ESIP,
EarthCube, and their partners.



Participating Organizations



#datahelpdesk



MAY 03 - MAY 10

HISTORICAL DATA

PDF

XLS

CUSTOMIZE

SHARE

400

POSTS

177

USERS

1,174

ENGAGEMENT

438,843

REACH

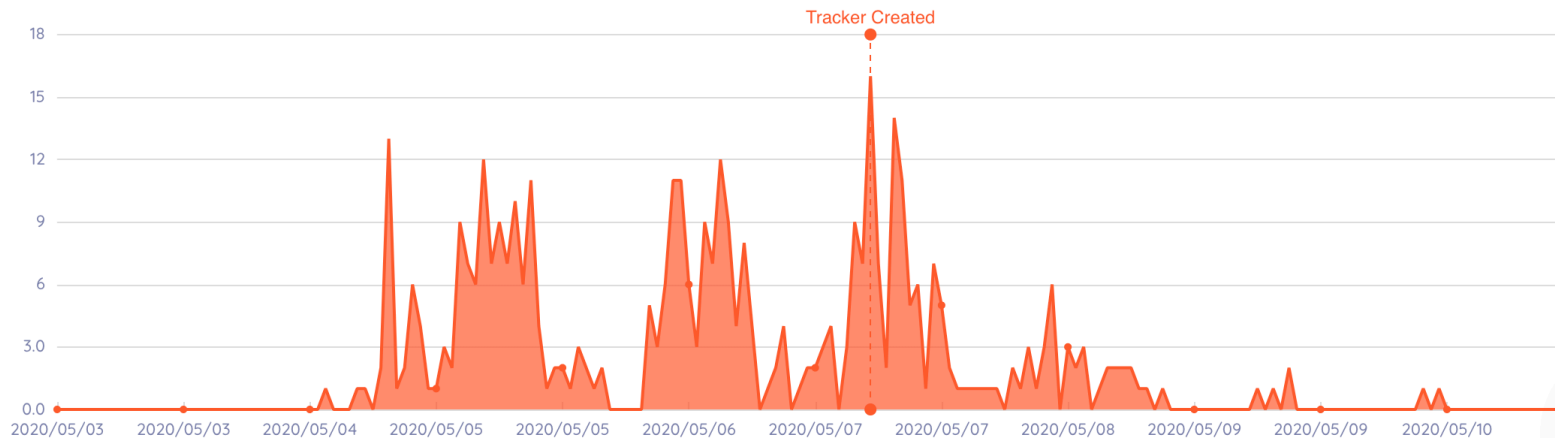
1,542,119

IMPRESSIONS

Timeline ?

CUMULATIVE | GROUP BY HOUR

Posts



Common Questions from Researchers

Where can I find a certain type of data?



Where can I deposit my type of data?

What is FAIR?

What is ESIP/EarthCube/other organization?

What is this all about?

Other Questions

What about model (or other large) data?



What about code and software?

Tell me about Data Management Plans.

My community wants to develop standards – what advice do you have?

Some Data Storage/Data Analysis Questions

Data Help Desk: Informing Science Data Help Desk Staffing through Transaction Analysis (Bishop & Borden, 2019)

- Survey of Data Help Desk attendees at 2018 ESA and AGU Meetings.
- 70% of researchers surveyed had no prior training in research data management.
 - Need for basic handouts on what data management is.
- Large number of interactions with students.
- High level of satisfaction with help received (88% Highly Satisfied).
- Year-round service recommended.

Keys to a Successful Data Help Desk

- Dedication of a core group of organizers
- Diversity of volunteers, both in organizations and topics represented
- Crowdsourcing responses: a diversity of perspectives is valuable. Often the DHD is about providing a lead, rather than an answer.
- Solid Communication Plan
 - Find other advocates – section chairs, scientific session presenters, etc.
 - Promotion on the meeting website
 - Twitter
 - Clear and attractive signage
- Smaller/more narrow scientific meetings tend to have volunteers and attendees that are more cohesive.
- Find commonalities – sharing science expertise of volunteers is important.

Challenges & Opportunities

- We are still at the stage of trying to help researchers feel comfortable with data management best practices and what FAIR is.
- Be ready to talk to a lot of students and early career researchers.
- We need more visible evidence of the benefits of good data management practices early in the research workflow, not just when a paper is published or additional funding needs approval.
- Those who have specific questions often have VERY specific questions.
- Publisher & funder messaging around requirements is often varied and confusing.
- Timing-wise: already too many places to be at a scientific meeting → what other opportunities are there to reach scientists?

Specific to Virtual DHDs

- In-person events allow for more serendipitous interactions.
- Twitter is a challenge for some.
- Measuring engagement is more difficult.
 - Not easy to know if people are benefiting from resources shared.

GET INVOLVED

VIEW DEMOS &
TUTORIALS

ASK
QUESTIONS

ATTEND
VIRTUAL
OFFICE
HOURS

- ▶ Help Desks are in planning phase for Virtual GSA and AGU Fall Meetings.
- ▶ Volunteer to demo your project, create a video or answer questions
- ▶ Join our partners in live events throughout the GSA and AGU meeting weeks.
- ▶ Follow the #datahelpdesk on Twitter



EARTH CUBE

AGU



#DataHelpDesk

<https://www.esipfed.org/datahelpdesk>



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