2013 Research Publications Repository Survey Report

September 2013
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**Introduction**

The CAUL Research Publications Survey has been held annually since 2009. Formerly titled the CAIRSS Repository Managers Survey, in 2013 the title changed to the *Research Publications Repository Survey*. The information gathered in the survey assists to identify, examine and analyse institutional research publications repository practices and trends within Australia and New Zealand. The survey summary is open access. The 2013 dataset will be available to members from the CAUL website.

In 2013, for the first time, the survey was open to all CAUL/CONZUL members (47 members). Previous surveys were limited to 46 members of the former CAUL Australian Institutional Repository Support Service (CAIRSS).

Conducted in June 2013, the response rate for the 2013 survey was 95.65% (45 out of a possible 47 respondents). The respondents were 38 Australian CAUL members and 7 New Zealand respondents. During the CAIRSS program, the numbers of survey respondents’ fluctuated. Some variances in the report may be attributed to the small (and changing) data set. Appendix 2 provides respondent time series data.

The survey questions focused on several areas including general repository questions; repository staffing; repository software; repository statistics; repository copyright; mandates and policies; research workflows; repository perceptions; and data management. In the 2013 survey there were new questions regarding workflow practices, promotion and feedback, and services to depositors. Even with these changes, comparative data is available that allows CAUL to track and analyse the development and management of repositories.

**Key Findings**

**Percentage of open access records**

The percentage of open access publicly available items has dropped -- possible causes are provided in the detailed findings. ([Figure 1](#) and [2](#))

**Additional repositories**

Growth in repositories is detected; this may require rethinking of questions for the 2014 survey. ([Figure 4](#))

**Long-term plan**

The survey shows an increase in development of long-term plans for research repositories. In 2012, 26% had a plan, but this has increased to 36% in 2013 (16 respondents = 10% increase). Examples include a business plan for the repository at the Australian National University. The Deakin University Library 2013 Plan incorporates the future direction in the eResearch space. The James Cook University plan includes investigation of the addition of special collections and programmatic harvesting of records from abstracting and indexing services. ([Figure 5](#))

**Repository deposit mandates**

Institutions mandating deposit for *all research publications have increased* from 11% in 2012 to 16% in 2013. ([Figure 7](#))
**Staffing**
In 2013 73% (33 respondents), indicated that there had been no increase in staffing, and 27% (12 respondents) indicated an increase. In 2012, the numbers were 73% (29) reporting no increase and 28% (11) reporting an increase. The growing emphasis on open access, new compliance standards by the NHMRC and ARC, and the acknowledged role of the libraries in managing repositories will bring new challenges for CAUL members to do more with less. (Figure 12 and 13)

**Software**
No respondents indicated that their institution had changed software in the last 12 months. (Figure 14)

**Statistics**
80% (36 respondents) have management statistics in place. From the open-ended responses, it is clear that respondents want more from their management statistics.

The wish list ranges from repository wide download statistics; easier ways for calculating the number of items added to the repository; the number of accesses to complete works in the Research Publications Repository (RPR) during the year; the number of accesses to metadata record items in the RPR during the year.

One interesting example of use of the data comes from the University of Canterbury where some faculties are now including the proportion of full-text in their UC Research Repository as key performance indicators (KPIs) on their yearly action plans.

**Workflow**
The new workflow questions demonstrates that quality control is evident and formal assessment of workflow has taken place in some institutions. Repository staff do the bulk of the processing (Figure 21) and 12 respondents have formally assessed their workflow (Figure 23). These assessments have been used to develop guidelines for HERDC; have been the result of a restructure, or in the case of University of Western Sydney as part of ISO 9001 audit.

**Links with Research Systems**
The increase in the use of a single entry point such as Symplectic has grown, from 6% (2) in 2012 to 22% (10) in 2013 (Figure 24).

A significant number of repositories are involved in the HERDC collection and are capable of tagging mandated deposits (Figure 27).

**Copyright**
An overwhelming 93% (42 ) respondents answered Yes to the use of Sherpa/ROMEO. No questions were asked about OAKList in 2013.

**Data management**
Integration with data management and research repositories appears to be on the increase. With 8 respondents or 18% now integrated up from the 4 who answered yes in 2012(Figure 32).

Plans to house research data within repositories indicate a slight increase up from 15 to 20 respondents in 2013, 35% in 2012 to 45% in 2013 (Figure 33). Given that the management of research data will continue to impact upon research repositories, further monitoring of the integration between the two would be beneficial.
Services
There is evidence of a growing number of services being offered, with more planned. For example, UOW provides access to a selected works feature, which allows UOW authors to create profile pages, drawing their publications from the repository into a personal bibliography on the selected works site. Services should be promoted and shared with the repository community (Figure 34).

Promotion and Feedback
Promotion and feedback is common across all repositories. This appears to provide development ideas and a proactive way to engage the repository community. Harvesting to provide alternative discovery is common with Google, Trove, Google Scholar and ROAR featuring widely. (Figure 35)

Funding
Most repositories continue to be funded out of the library operational budget (Figures 36 and 37). Additional budget detail could be valuable to track the impact of new mandates and the growing awareness of open access.

Detailed Findings
There has been continued growth in the number of items in repositories. The number of repositories that have items in the range of 20,000-29,999 has increased to four (two in 2012). Significantly, the number of repositories with 30,000 or more items stands at 22% (10), up from the two reported in 2012. Six repositories have items in the 30,000 – 49,999 range; two repositories in the 50,000 – 69,999 range and two repositories have more than 70,000 item in their repositories.

Figure 1 Number of items in research repository

Percentage of open access items
The percentage of open access records in research repositories is of growing significance to CAUL and
CONZUL members. In 2013, repository statistics were included in the CAUL statistics for the first time. Recent discussions on the CAIRSS list reinforce the interest in improved accuracy and accessibility of numbers. It is important for the repository community to ensure that the statistics that are being collected now are meeting their purpose.

Clarity around terminology used and what is counted is needed. For example, do “open access” items include records (metadata) without full-text attached; does it include images.

In 2013, respondents were asked to provide the percentage of items that were open access (publicly available). The results show a decrease in the percentage of open access items. (Figure 2)

![Average percentage of open access items](image)

Figure 2 Average percentage of publicly available open access items

In the 2012 survey report, it was suggested, “2013 will be a year with no ERA exercise, and the impact of the NHMRC mandate will start to be seen, so it is anticipated that there may be a rise in the overall percentage of Open Access content in Australian research repositories.” This anticipated rise has not been realised.

In 2012, possible reasons for a decrease in full-text from 2011 included:

1. The prioritization of ERA activities in the appropriate timeframes within an institution means that recruiting the appropriate content for submission (which may include “dark” content) can take priority over recruitment of open access content; and
2. The requirement for institutions to retain content for ERA purposes, which may be so-called “dark” content, that is, content which is accessible only for ERA assessors, and is not open access.

As there were no ERA activities in 2013 it possible that further demands on institutional research repositories examined later in this report may responsible for this drop. There may be other reasons for the reported decrease; including an increase in the total number of items in repositories. It could also relate to the terminology issues mentioned earlier. How and what questions were asked in 2013 could explain the change. For example, in 2013 respondents were not only asked to provide “Percentage of research repository items open access full-text”, but to disaggregate by the following categories:
1. Open Access with embargo: publicly available after a certain period
2. Institution Access: only available for users within our institution
3. No open access: archived but not available at all

It is difficult to apply meaningful analysis to the responses to these questions. A number of respondents could not provide data, and some provided data for theses and/ or their RPR. Others provided numbers instead of percentage.

Figure 3 not provided due questionable data.

**Figure 3 Average of percentage of open access items by type –**

**Additional repositories**

In 2013, 64% of respondents indicated that there were additional repositories in their institutions. The decrease is not as significant as the data suggests, with 29 respondents answering Yes in 2013, compared with 30 in 2012.

The open-ended answers showed that some respondents found it challenging to answer the survey as their institution had more than one research repository in place.

In 2014, changes to this question should be considered to elicit a more accurate number of repositories being managed by members. Information sought could include the repository description, item numbers and the percentage, which are open access. Working with the AOASG would be useful in this area. (See Recommendations for additional information)

**Repositories in addition to RPRs**

![Repositories in addition to RPRs](image)

**Figure 4 Repository growth**

**Long term plan**

The number of long-term plans for institutional repositories has increased from six in 2012 to 11 in 2013.
One example is from the University Of Wollongong (UOW), where in mid-2012, the UOW executive approved the repurposing of Research Online (UOW’s institutional repository) as the definitive platform for making all UOW research outputs available globally. The UOW executive challenged the UOW community to achieve 60% full-text of research outputs in the repository. In response, the Library has been working with the UOW community to increase the percentage of full-text through a number of sourcing strategies. The UOW Strategic Plan for 2013-2018 identifies increased citation rates as a key goal to support research and impact. The UOW executive has stated in public forums the importance of including full-text publications in the repository to support achievement of this goal. The UOW Library’s Business Plan for 2013 includes the following strategy “Strengthen the visibility of UOW Research through support for the continued growth in full-text content within the institutional repository”.

Others still in development include the University of Melbourne where a 2012 review of the institutional repository (IR), produced a roadmap for the development of the IR, including software, engagement, collection development, response to funder mandates, and copyright/IP issues. A cross-institutional committee is carrying many of these issues forward in 2013-14.

One-year plans are also evident. The University of Canberra, for example, “have a one year plan: to populate with missing content, enhance functions that will appeal to our primary users (such as statistics), then promote the repository and request post-prints from authors in bulk.”

Developments like these are encouraging and CAUL may well do more to facilitate, through sharing of plans, supporting members to learn from each other.

Given the growth of repositories and their role in supporting mandates (NHMRC and ARC) this result is encouraging. Future growth in repository staffing (Figure 12) may be needed for these plans to be effectively implemented.

Figure 5 Evidence of long-term strategies.

Repository deposit mandates
In 2013, respondents were asked to indicate the existence of deposit mandates in their institution.
Figure 3 below shows the 2013 responses for mandated data by type. Figure 6 shows that there has been a 5% growth in respondents whose institutions mandate deposit for all research. However, five respondents did not answer this question so the significance is unconfirmed. Examples of other included metadata.

![Mandated deposit by type: 2013](image)

Figure 6 2013 mandated deposit by type

![Mandated deposit for all research](image)

Figure 7 Time series data for mandated deposit for all research

The mandated deposit of theses continues to be the most common. Non-responses for 2012 and 2013 are counted in Figure 7 as unsure. The 2013 figure below is based on the responses provided for doctoral theses. (Figure 8)
Figure 8 Time series data for mandated deposit for theses
In 2013, respondents were asked to disaggregate by thesis type (Figure 9). The results below show that 82\% (37 respondents) mandate the deposit of Doctoral thesis and 67\% (30 respondents) the deposit of Master theses.

**Figure 9 Mandated deposits for theses by type**

2013 shows a small decrease on the percentage of institutions that *do not mandate* the deposit of HERDC content, down from 64\% in 2012 to 58\% (26 respondents) in 2013. However, Figure 10 does not show that 13\% (6 respondents) did not answer the question re *deposit of HERDC* and that 51\% (23 respondents) did not answer re *deposit of other*.

**Figure 10 Times series data for mandated deposit for HERDC and “other” 2012 and 2013**
**Staffing repositories.**

91% (41 respondents) indicated that the library manages the institutional research publications repository.

![University areas responsible for repositories](image)

*Figure 11 University areas responsible for research publications repositories*

There were few costing exercises in 2013 with 87% (39 respondents) confirming that no repository staff costing exercises had taken place since the last survey (Figure 12). 27% (12 respondents) indicated an increase in staffing (Figure 13). Some of those indicated that increased staffing numbers include recruitment of part time staff.

For 2014, it would be useful to ask if staffing has decreased. Future growth in staffing is unlikely because of productivity efficiencies, i.e., funding cuts to the Higher Education sector.

The growing emphasis on open access, new compliance standards by the NHMRC and ARC and the acknowledged role of the libraries in managing repositories will bring new challenges for CAUL members to do more with less.
Figure 12 Research repository staff costing exercises

Figure 13 Increase in research repository staff
Software
As no respondents indicated that their institution had changed software in the last 12 months it is interpreted that the 2012 data remains unchanged (Figure 14). In 2013, it was noted that some respondents answered that they use a combination of software, for example Fedora 3, VITAL 5.4.1 or Vital 3.4.3 / Valet 1.1.3 / Fedora 2.2. This makes calculating software in use difficult. The combinations are interpreted to refer to software used in different repositories within an institution.

What is interesting is the range of software versions in use. The reasons for this could include cost for upgrade (time and money), functionality not needed, or considering moving to another platform. Figure 15 shows that 38% (17 respondents) are planning to review or change their software.

For 2014, a drop down box would allow for standardisation of responses. Respondents should also be given the opportunity to select as many as apply.

Figure 14 Repository software in use

Figure 15 Plans to review/change software
71% (32 respondents) expressed interest in open source software and 76% (34 respondents) in hosted repository software (Figure 16).

![Figure 16 Interest in hosted and open source software](image)

The open-ended responses showed that supported open source software with a strong user community was preferred. Dspace appears to fit this category. A number of respondents are using hosted software, for example bepress.

**Statistics**

While 80% (36 respondents) have management statistics in place, it is clear that respondents want more from their management statistics than what is currently available.

The wish list ranges from repository wide download statistics; easier ways for calculating number of items added to the repository; number of accesses to complete works in RPR during the year; number of accesses to metadata record items in RPR during the year.

Other ideas include times cited; use made of specific elements of metadata record, including links to publisher sites and the user-statistics information itself. Another would like “Reliable access statistics that don't include search engine hits and repository manager usage”.

Alternative metrics, or “altmetrics” is also something that respondents would like and some are in the process of implementing e.g. La Trobe University.

Easier interface with CAUL statistics is also important. Work in this regard has commenced in 2013 by the CSAC, the CAUL Statistics Advisory Committee.

It is clear CAUL members need stronger statistical data. Interest from the NHMRC and ARC (and publishers) in repository data/statistics is data is also growing (re mandate compliance).
In 2013, respondents were asked to indicate if their software displayed repository wide usage statistics and to select as many that as applied. Figure 18 shows the number of responses per type. Examples of other type of statistics available included: Auckland University of Technology “No. of abstract views per year/month, No. of abstract views by country, Most downloaded records by past four weeks/this year/last year/all years, Top 50 authors/papers”. Central Queensland University are using Google Analytics to provide level statistics.
Most respondents use statistics for reporting within the library (43) and reporting to University Committees. Figure 19 shows how statistics are used (number of responses per type). The most common other use was reporting to CAUL.

There were also interesting examples of other. For example, data from the UOW repository is included in UOW enterprise Business Intelligence system for reporting publications including deposit rates to faculties and individuals. Flinders University provide statistics to the academic community on request and in late 2013 will implement a statistics service. At the University of Canterbury statistics (downloads and citation counts) are advertised as a valuable reason to upload full-text to the repository and encourage faculties to increase their full-text. Some faculties are now including proportion of full-text in eprints as KPIs on their yearly action plans.

**Workflow**

In 2013, new questions about workflow were introduced. The intention is to identify workflow practice.

Figure 20 shows that 70% (31 respondents) occur when researchers and/or authors provide content to repository staff to deposit. 68% (30 respondents) of deposits are the result of material collected by repository staff independently of researchers and/or authors.

The workflow results show that repository staff are responsible for the bulk of the processing (Figure 21).

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1 Not all % or number for 2013 will equal 100% or 100 from workflow onwards, one respondent skipped the last few sections and where possible nil response has been count as unsure.
How materials are deposited

- Self Deposit
- Deposit by Faculty/School administrative staff on behalf of authors, no quality control by repository staff
- Deposit by Faculty/School administrative staff on behalf of authors, quality control by repository staff
- Researchers and/or authors provide content to repository staff to deposit into the RPR
- Material is collected by repository staff independently of researchers and/or authors.

Figure 20 How materials are deposited

Area responsible for processing deposits

- Acquisitions staff
- Cataloguing staff
- Repository staff
- Lending staff
- Other

Figure 21 Area responsible for processing deposits

84% (36 respondents) require their authorised depositors sign a deposit agreement (e.g., click-through and web form agreements).

Only 20% of respondent (9 respondents) use a research identifier scheme such as ORCHID and Dublin core is the most commonly used metadata standard (Figure 22).

12 respondents have had formal assessment of their workflow (Figure 23). These assessments have been used to develop guidelines for HERDC, and in the case of the University of Tasmania, the...
assessment was due to a restructure and procedures and workflows were assessed and updated as a result.

![Bar chart showing metadata standards in use]

**Figure 22 Metadata standards in use**

![Pie chart showing formal assessment of workflow]

**Figure 23 Formal assessment of workflow**
Links with Research Systems
Work continues on the integration of research repositories workflow into research management systems. However, it is worth noting that in 2012 the number of responses for Yes was 29, there were 12 No, and 2 were unsure (not counted previously). In 2013, 27 answered Yes, 16 No and 2 unsure.

![RPR integrated into workflow of RMS](image)

**Figure 24 RPR integration into RMS**

Research Master continues to be widely used (Figure 25). There appears to be an increase in customised applications either bespoke or a combination. For example, Central Queensland University “use InfoED (for research funding management) and Symplectic Elements (for research outputs management) which links to our DSpace repository via Repository tool connection software (RTC). More details on RTC, see [http://hdl.handle.net/2292/20336](http://hdl.handle.net/2292/20336).

![Research management systems](image)

**Figure 25 Research Management System used**
Use of a single entry point such as Symplectic has grown, from 6% (2) in 2012 to 22% (10) in 2013 (Figure 26). In 2013 more than half of the respondents indicated that their RPR was involved in HERDC collection. 25 of the 45 respondents (57%) all confirmed that their RPR was capable of tagging mandated deposits (Figure 27).
Copyright
Copyright questions were revised in 2013. Given the drop over the years in the usage of OAKList (68% in 2012 from 92% in 2011) no questions were asked about OAKList. 93% (42 respondents) use Sherpa/ROMEO and a similar number (43 out of 45) store information about copyright permissions.

Use of Sherpa/ROMEO

80% (36) of respondents confirmed that they are undertaking retrospective submission of old theses into their research repositories. The manner of these activities ranged from one-off projects to comply with an ILL or upon the request of the author.

Some institutions indicated that they seek permission from every thesis author, whereas others indicate that they place the item in the repository and work with a take-down policy whereby an author may request the thesis be removed. Others include but with restricted access until permission is obtained. Sixteen institutions have received take down requests with most in the 1-5 requests range (Figure 31). For the institution that had six-ten requests they explained:

“We have had a ... number of take-down notices from ... academics who requested the take-down for reasons related to republishing of content...small number of requests for embargo of theses. These have been for items, generally not embargoed previously, but which the author now wishes to embargo, generally for publishing reasons. Only one takedown notice was the issue related to copyright”.
Data management has continued as an area of interest for research repositories. Use of ReDBox has almost doubled from 14% in 2012 to 29% in 2013 (up from 6 to 12 users). Other has tripled from 5% to 16% in 2013 (up from 2 to 7 users).

As with previous years, the survey asked respondents to indicate what (if any) persistent identifiers were in use in the research repository. Respondents were permitted to select more than one option, as different types of persistent identifiers are often found in use for different purposes. Figure 31 shows that institutions are still making significant use of handles and DOIs. Some participants also commented that they were currently planning to implement other types of identifiers for other purposes, for example, research data.

Integration with data management and research repositories appears to be on the increase (Figure 32).
Plans to house research data within repositories indicate a slight increase up from 15 to 20 respondents in 2013 (35% in 2012 to 45% in 2013). (Figure 35)

Given that the area of research data management will continue to impact upon research repositories, further monitoring of the integration between the two would be beneficial to the community.

**Figure 31** Persistent identifiers

**Figure 32** Integration between data management and research repository
Persistent URLs based on a unique eprint id number, appear to be one the most frequent others. Some respondents expressed concern about minting DOIs.

Figure 33 Plans to house research data metadata

**Services**

Twenty respondents offer services to depositors (Figure 34). Examples of services include UoW who provides access to a Selected Works feature, which allows UOW authors to create profile pages, drawing their publications from the repository into a personal bibliography on the Selected Works site. At QUT, publication records are collated by author name creating publication lists for each author. See [http://eprints.qut.edu.au/view/person/Foth,_Marcus.html](http://eprints.qut.edu.au/view/person/Foth,_Marcus.html)

Bond University will create and maintain research focussed 'Personal Researcher Pages' for researchers/authors, which aims to include their publications, qualifications, areas of expertise and awards with links to their CV and Thompson Researcher ID if available.

Future services identified include print on demand, publishing and output of bibliometric data/citation counts from external sources. Monash University are planning a “DOI minting service that creates a RIF-CS Collection record in the RPR. A theses examination system will replace print examination copies with digital and fully automate the ingestion of thesis into the RPR.”

Figure 34 Services Offered to depositors
Promotion and Feedback
Sixteen respondents use tools to gather feedback on their RPR. The type of tools used includes emails, focus groups and surveys. Feedback has been used to streamline workflows, and update documentation and review/improve of metadata practices. Swinburne University of Technology state, “we have made many of our collection decisions based on advice from researchers. The service is very responsive”

In response to challenges faced respondent provide a variety of responses. For the ANU it is” Nomenclature! Complexity of the forms. Confusion between Digital Archive and Library Digital Archive and Print Repository v Digital Repository and Institutional Repository. Also lack of IT programmer support at key times of change eg after a new release.”

For our New Zealand colleagues the lack of mandated deposits was noted. Edith Cowan University would like “…better integration with university’s research management system, to reduce duplication of effort by researchers. Competing tools such as Research Gate. Lack of awareness by researchers “What’s in it for me” attitude - perception that RPR is work and perception that RPR is part of the University bureaucracy”

For some it was agreed that the while RPR was acknowledged, there were challenges in increasing the amount of open access material available, this may be related to a lack of awareness or misconceptions about open access within the academic community.

Many RPR are discoverable via alternative search engines portals (Figure 35). For 2014, indexing in the library catalogue could be counted.

![Alternative RPR discovery](image)

Figure 35 Alternative RPR discovery tools
**Funding**

Most repositories continue to be funded from the library operational budget (Figure 36). (2012 data has been updated to count nil responses as unsure). Few libraries appear to have additional sources of funding (Figure 37). The data shows that this extra source is usually support from the Office of Research.

For 2014, it may be useful to ask about actual budget allocation (software, human resources, infrastructure, promotion etc.)

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**Figure 36 Research repository funding – Library**

![Bar chart showing funding through library operational budget](image)

**Figure 37 Additional research repository funding**

![Bar chart showing additional funding](image)
**Recommendations**

**Strategic**

1) Encourage sharing of new services that are implemented, this could be through the annual community days or other initiatives.

2) Develop best practice guides to the implementation of mandates.

**Operational**

3) Encourage sharing of new services that are implemented, this could be through the annual community days or other initiatives.

**Survey**

4) Continue to review and develop the survey instrument including:
   a. Provide additional guidance to respondents on definitions used (eg item versus record)
   b. Ask for numbers rather than percentage of open access records, etc.
   c. Indexing in the library catalogue be included as harvesting tool
   d. Additional budget detail be sought either through this survey or CAUL statistics
   e. Changes to questions should be considered to elicit a more accurate number of repositories being managed by members. Information sought could include the repository description, item numbers and the percentage, which are open access. Working with the AOASG would be useful in this area.
   f. It would be useful to ask if staff have decreased. Future growth is unlikely as a result of productivity efficiencies, i.e., funding cuts to the Higher Education sector
   g. Implement drop down boxes for some questions to allow for standardisation of responses (eg Software)

**Methodology**

CAUL Research Advisory Committee (CRAC) revised the survey to reflect suggestions made in 2013 by CAUL members’ repository staff and by the Committee.

The 2013 survey was as online survey and was open 17 June - 28 June 2013.

**Distribution**

The 2013 dataset will be available to members from the CAUL website. This summary report will be freely available from the CAUL website.
Appendix 1 2013 Research Publications Survey

A PDF version of the survey is available from the CAUL website from http://www.caul.edu.au/content/upload/files/survey$/crac2013repository-managers.pdf
Appendix 2 Survey respondents time series data

Time series data is provided as background for some of variances in the time series data. Given the small data set, such variances are expected.

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
<th>Respondent details</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>95.65%</td>
<td>45 out of a possible 47 respondents. The respondents were 38 Australian CAUL members and 7 New Zealand respondents.</td>
</tr>
<tr>
<td>2012</td>
<td>93.4%</td>
<td>43 out of a possible 46 respondents. 2012 Survey included respondents from across both the 39 Australian CAIRSS members and the seven CONZUL CAIRSS members. CONZUL CAIRSS membership increased by one 2012</td>
</tr>
<tr>
<td>2011</td>
<td>82.2%</td>
<td>37 out of a possible 45 respondents. 32 were Australian members (out of a possible 39) plus five new CONZUL/CAIRSS members.</td>
</tr>
<tr>
<td>2010</td>
<td>82%</td>
<td>32 out of a possible 39. Online survey of Australian members only.</td>
</tr>
<tr>
<td>2009</td>
<td>100%</td>
<td>39 out of a possible 39. A telephone survey of Australian members only.</td>
</tr>
</tbody>
</table>

Table 1 Survey respondents time series data