Blueprint map

The backstage of researcher's publishing journey

illustrates the processes and challenges that occur in the backend of the researcher's publishing journey. It demonstrates the opportunities that can arise from the challenges at each stage.

Multiple teams are involved in these processes, each represented by different colors. 'Line of visibility' separates operations that are visible to users and those are not. When reading the blueprint, please adopt the perspective of backend operations and strive to associate and analyze the relationships based on your expertise as a service provider.

**Book: As a representation, we took book as an example to explain actions. Most of blueprint details represent all/different kinds of publication types and routes (published externally, or with us).*

CHALLENGES

1.One-person team

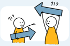
team
energy
time
work

Relying on a single person for key publishing tasks risks knowledge loss, delays, and disruption if they leave or are overwhelmed.

2.Limited Personnel Capacity

A small team's capacity constraints can lead to backlogs, delays, and frustrated authors, potentially causing missed opportunities for the university.

3.Unclarity on Internal Processes' Flow and Ownership



Unclear internal processes and ownership can cause confusion, errors, and inefficiencies, potentially leading to overlooked tasks and a diminished researcher experience.

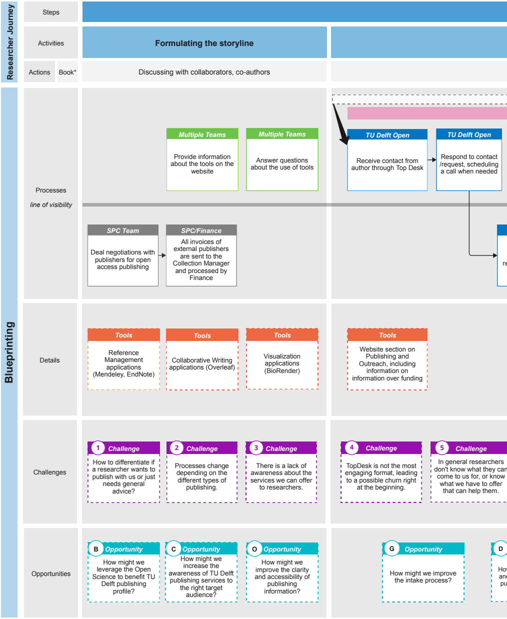
4. Misaligned Understanding on Tools Value Proposition

Differing interpretations of tool value can lead to underutilization, insufficient outcomes, and resistance to adopting new technologies within the team.

POSSIBLE QUICK WINS

- Website FAQ and clear guidelines
- Actively share identifier with researchers
- Make it clear that a publication can be shared through repository even though it didn't go under official 'publication' process
- An area in the website where researchers can ask direct questions and the answers will be available to other researchers to see it
- Clear handover from TU Delft Open Group to Repository Group - take ownership on registering in repository

TU Delft | Library



Researcher Journey

Steps

Activities — **Formulating the storyline**

Actions — Book* — Discussing with collaborators, co-authors

Blueprinting

Processes

line of visibility

Multiple Teams — Provide information about the tools on the website

Multiple Teams — Answer questions about the use of tools

TU Delft Open — Receive contact from author through Top Desk

TU Delft Open — Respond to contact /request, scheduling a call when needed

SPC Team — Deal negotiations with publishers for open access publishing

SPC/Finance — All invoices of external publishers are sent to the Collection Manager and processed by Finance

re

Details

Tools — Reference Management applications (Mendeley, EndNote)

Tools — Collaborative Writing applications (Overleaf)

Tools — Visualization applications (BioRender)

Tools — Website section on Publishing and Outreach, including information on information over funding

Challenges

① **Challenge** — How to differentiate if a researcher wants to publish with us or just needs general advice?

② **Challenge** — Processes change depending on the different types of publishing.

③ **Challenge** — There is a lack of awareness about the services we can offer to researchers.

④ **Challenge** — TopDesk is not the most engaging format, leading to a possible churn right at the beginning.

⑤ **Challenge** — In general researchers don't know what they can come to us for, or know what we have to offer that can help them.

Opportunities

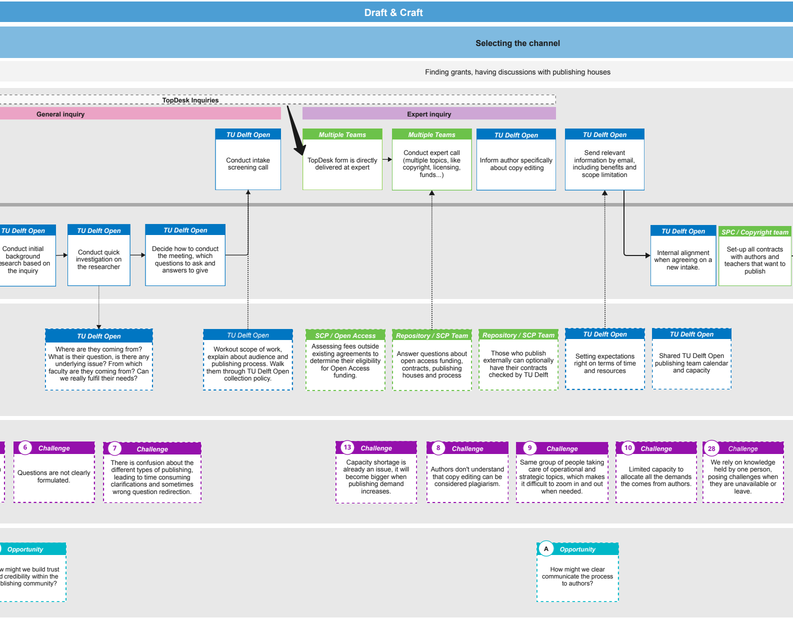
B **Opportunity** — How might we leverage the Open Science to benefit TU Delft publishing profile?

C **Opportunity** — How might we increase the awareness of TU Delft publishing services to the right target audience?

O **Opportunity** — How might we improve the clarity and accessibility of publishing information?

G **Opportunity** — How might we improve the intake process?

D — Ho an pu



Draft & Craft

Selecting the channel

Finding grants, having discussions with publishing houses

TopDesk Inquiries

General inquiry

Expert inquiry

TU Delft Open
Conduct intake screening call

Multiple Teams
TopDesk form is directly delivered at expert

Multiple Teams
Conduct expert call (multiple topics, like copyright, licensing, funds...)

TU Delft Open
Inform author specifically about copy editing

TU Delft Open
Send relevant information by email, including benefits and scope limitation

TU Delft Open
Conduct initial background esearch based on the inquiry

TU Delft Open
Conduct quick investigation on the researcher

TU Delft Open
Decide how to conduct the meeting, which questions to ask and answers to give

TU Delft Open
Internal alignment when agreeing on a new intake.

SPC / Copyright team
Set-up all contracts with authors and teachers that want to publish

TU Delft Open
Where are they coming from? What is their question, is there any underlying issue? From which faculty are they coming from? Can we really fulfil their needs?

TU Delft Open
Workout scope of work, explain about audience and publishing process. Walk them through TU Delft Open collection policy.

SCP / Open Access
Assessing fees outside existing agreements to determine their eligibility for Open Access funding.

Repository / SCP Team
Answer questions about open access funding, contracts, publishing houses and process

Repository / SCP Team
Those who publish externally can optionally have their contracts checked by TU Delft

TU Delft Open
Setting expectations right on terms of time and resources

TU Delft Open
Shared TU Delft Open publishing team calendar and capacity

6 **Challenge**
Questions are not clearly formulated.

7 **Challenge**
There is confusion about the different types of publishing, leading to time consuming clarifications and sometimes wrong question redirection.

13 **Challenge**
Capacity shortage is already an issue, it will become bigger when publishing demand increases.

8 **Challenge**
Authors don't understand that copy editing can be considered plagiarism.

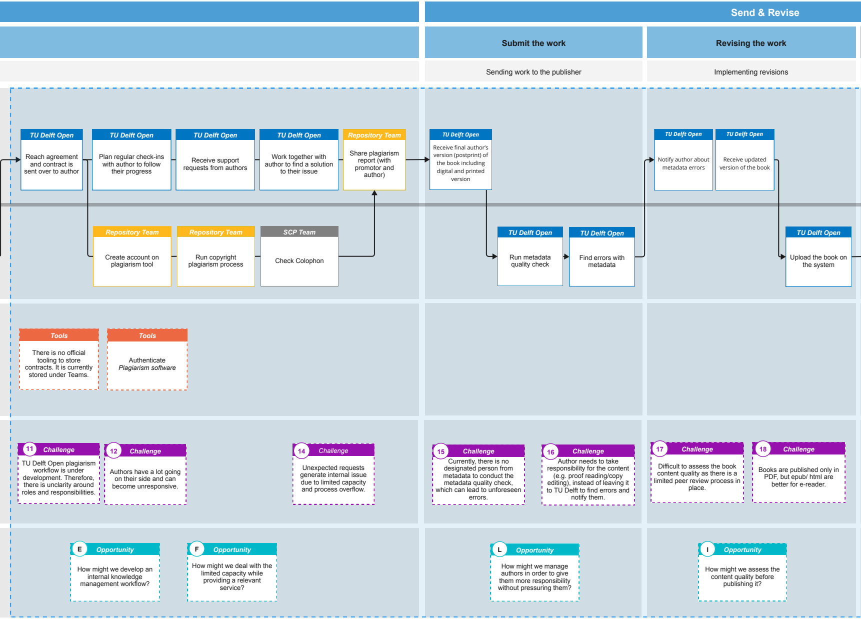
9 **Challenge**
Same group of people taking care of operational and strategic topics, which makes it difficult to zoom in and out when needed.

10 **Challenge**
Limited capacity to allocate all the demands the comes from authors.

28 *Challenge*
We rely on knowledge held by one person, posing challenges when they are unavailable or leave.

Opportunity
w might we build trust d credibility within the blishing community?

A **Opportunity**
How might we clear communicate the process to authors?



Send & Revise

Submit the work

Sending work to the publisher

Revising the work

Implementing revisions

TU Delft Open
Reach agreement and contract is sent over to author

TU Delft Open
Plan regular check-ins with author to follow their progress

TU Delft Open
Receive support requests from authors

TU Delft Open
Work together with author to find a solution to their issue

Repository Team
Share plagiarism report (with promotor and author)

Repository Team
Create account on plagiarism tool

Repository Team
Run copyright plagiarism process

SCP Team
Check Colophon

TU Delft Open
Receive final author's version (postprint) of the book including digital and printed version

TU Delft Open
Run metadata quality check

TU Delft Open
Find errors with metadata

TU Delft Open
Notify author about metadata errors

TU Delft Open
Receive updated version of the book

TU Delft Open
Upload the book on the system

Tools
There is no official tooling to store contracts. It is currently stored under Teams.

Tools
Authenticate *Plagiarism software*

11 **Challenge**
TU Delft Open plagiarism workflow is under development. Therefore, there is unclarity around roles and responsibilities.

12 **Challenge**
Authors have a lot going on their side and can become unresponsive.

14 **Challenge**
Unexpected requests generate internal issue due to limited capacity and process overflow.

15 **Challenge**
Currently, there is no designated person from metadata to conduct the metadata quality check, which can lead to unforeseen errors.

16 **Challenge**
Author needs to take responsibility for the content (e.g. proof reading/copy editing), instead of leaving it to TU Delft to find errors and notify them.

17 **Challenge**
Difficult to assess the book content quality as there is a limited peer review process in place.

18 **Challenge**
Books are published only in PDF, but epub/ html are better for e-reader.

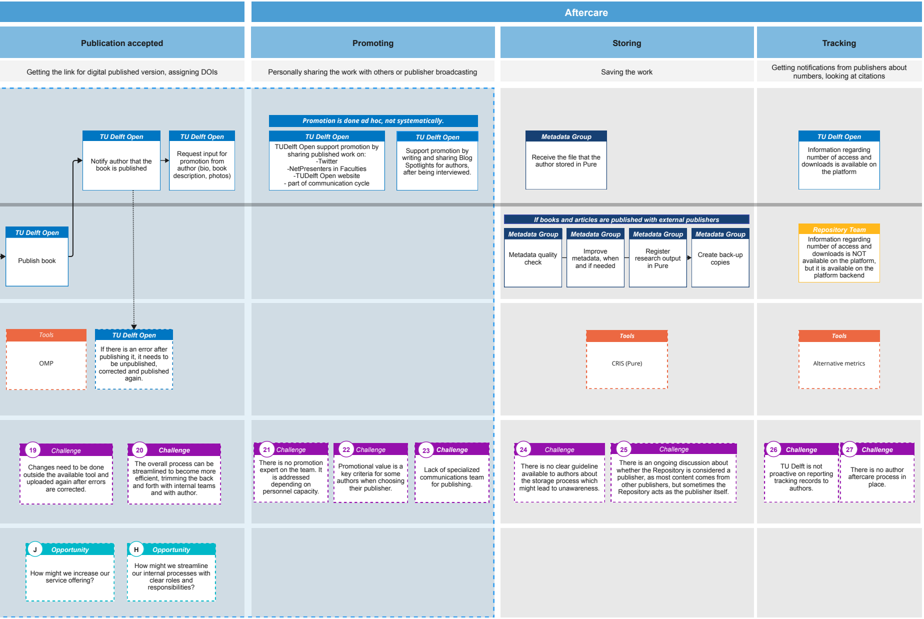
E **Opportunity**
How might we develop an internal knowledge management workflow?

F **Opportunity**
How might we deal with the limited capacity while providing a relevant service?

L **Opportunity**
How might we manage authors in order to give them more responsibility without pressuring them?

I **Opportunity**
How might we assess the content quality before publishing it?

**Blue highlighted area: books published with TU Delft Open*



Aftercare

Publication accepted

Getting the link for digital published version, assigning DOIs

TU Delft Open
Publish book

TU Delft Open
Notify author that the book is published

TU Delft Open
Request input for promotion from author (bio, book description, photos)

Tools
OMP

TU Delft Open
If there is an error after publishing it, it needs to be unpublished, corrected and published again.

19 **Challenge**
Changes need to be done outside the available tool and uploaded again after errors are corrected.

20 **Challenge**
The overall process can be streamlined to become more efficient, trimming the back and forth with internal teams and with author.

J **Opportunity**
How might we increase our service offering?

H **Opportunity**
How might we streamline our internal processes with clear roles and responsibilities?

Promoting

Personally sharing the work with others or publisher broadcasting

Promotion is done ad hoc, not systematically.

TU Delft Open
TUDelft Open support promotion by sharing published work on:
-Twitter
-NetPresenters in Faculties
-TUDelft Open website
- part of communication cycle

TU Delft Open
Support promotion by writing and sharing Blog Spotlights for authors, after being interviewed.

21 **Challenge**
There is no promotion expert on the team. It is addressed depending on personnel capacity.

22 **Challenge**
Promotional value is a key criteria for some authors when choosing their publisher.

23 **Challenge**
Lack of specialized communications team for publishing.

Storing

Saving the work

Metadata Group
Receive the file that the author stored in Pure

If books and articles are published with external publishers

Metadata Group
Metadata quality check

Metadata Group
Improve metadata, when and if needed

Metadata Group
Register research output in Pure

Metadata Group
Create back-up copies

Tools
CRIS (Pure)

24 **Challenge**
There is no clear guideline available to authors about the storage process which might lead to unawareness.

25 **Challenge**
There is an ongoing discussion about whether the Repository is considered a publisher, as most content comes from other publishers, but sometimes the Repository acts as the publisher itself.

Tracking

Getting notifications from publishers about numbers, looking at citations

TU Delft Open
Information regarding number of access and downloads is available on the platform

Repository Team
Information regarding number of access and downloads is NOT available on the platform, but it is available on the platform backend

Tools
Alternative metrics

26 **Challenge**
TU Delft is not proactive on reporting tracking records to authors.

27 **Challenge**
There is no author aftercare process in place.