

Support for Scholars@Duke Data Consumers

Thank you for your interest in using Scholars@Duke data! This document explains how to get help and support for those consuming Scholars data on websites, for reports, or in other systems.

Scholars@Duke is built on the open-source research networking tool [VIVO \(http://vivoweb.org/\)](http://vivoweb.org/). Data made available in Scholars@Duke is considered public and open data for the Duke community. However, we do not monitor or regulate who is using this data and developers must take responsibility for supporting their sites.

Scholars@Duke offers authoritative faculty data feeds to Duke websites and other systems. As providers of open data, the Scholars@Duke team does not regulate how you choose to incorporate our data into your application. This also means that the Scholars team may have limited ability to troubleshoot or answer questions about how our data ultimately is displayed in your application.

This document is meant to communicate our support policies regarding Scholars data in downstream applications, particularly, for two kinds of data consumers:

- Duke website editors and managers
- Web developers and vendors

Policies for Duke Web Editors and Managers

If you're a web content editor, communicator, or website manager at Duke, please read this section to learn how to get support for your site's data feed from Scholars@Duke. This section assumes that you are working with someone like a web developer or programmer to build your website, and you're acting as the business owner or customer. The developer you're working with could be a Duke web developer, a vendor, or Duke Web Services.

Planning for Launch Day

- Before your website launches, you and your development team should have a maintenance agreement to ensure that support policies and processes are clearly understood, including support of Scholars data feeds.
- Make sure that the development team knows how to get help with questions about any of the data feed methodologies discussed later.
- Know your local Scholars power user and familiarize yourself with user resources on the [Scholars Support \(http://about.scholars.duke.edu/support-duke-faculty-delegates\)](http://about.scholars.duke.edu/support-duke-faculty-delegates) page. You need to serve as the first level of support for questions about Scholars data, so you'll need to understand the basics of where Scholars data comes from.

Even though you are not responsible for technical details, we recommend that you read this document and explore the links to supporting documentation. This understanding will help you communicate with the development team.

Go-Live and Maintenance

If you have questions about Scholars data after your website goes live, here's how to troubleshoot the problem and contact the right group for help:

- First, determine if the problem is with Scholars or with the data feeds.
 - If you have questions about data being fed from Scholars, please check the faculty member's Scholars@Duke profile to see if the data is correct in Scholars.
 - If data needs to be corrected in dFac, Elements or another source system, contact your [power user \(http://about.scholars.duke.edu/locate-power-user\)](http://about.scholars.duke.edu/locate-power-user) to find out how to get it updated.
 - If data looks OK in Scholars, then *the problem is not in Scholars*. Do not contact the Scholars team! Your development team may have answers.

- Next, report the problem to your development group, explaining that the data looks OK in Scholars, as follows:
 - If the developer or vendor determines that the Scholars widgets or the SPARQL endpoint is not working as they should be, then the developer should submit a Help ticket to the Scholars team. We need technical details from the developer, so it's important that they contact us directly.
 - If the developer or vendor uses the Scholars Drupal module, the developer or vendor must determine if the module is working correctly and if not, they should contact Duke Web Services at oit-dws@duke.edu.
 - If Duke Web Services developed your website or system, or if you have a support agreement with Duke Web Services, contact them at oit-dws@duke.edu.
- Training on Scholars and Elements is available for those who'd like to learn more. Please refer to the [Scholars Support \(http://about.scholars.duke.edu/support-duke-faculty-delegates\)](http://about.scholars.duke.edu/support-duke-faculty-delegates) or attend a Scholars/Elements training class.

Policies for Web Developers and Vendors

The Scholars@ team offers limited support so that the data can be used in the intended manner, to feed accurate and up-to-date information into various applications. However, the data is sourced from several institutional systems and other trusted external sources, which makes the data structure complex. Troubleshooting typically involves many steps, starting with the Duke website administrator.

About Scholars Feeds

We make Scholars available to data consumers using one of three methods: the SPARQL endpoint, the widgets, and the Scholars Drupal modules, which uses the widgets. More details about these three methods are available in the [Data Consumers Guide \(http://about.scholars.duke.edu/sites/default/files/documents/Data%20Consumer's_Guide.pdf\)](http://about.scholars.duke.edu/sites/default/files/documents/Data%20Consumer's_Guide.pdf).

Drupal developers can take advantage of Scholars-specific modules that expose the widgets data as Drupal views. While there is no definitive way to implement these modules, please refer to the [DWS Scholars Module Wiki \(https://wiki.duke.edu/pages/viewpage.action?spaceKey=DrupalatDuke&title=DWS+Scholars+Module+Intro+101&flashId=1561369284\)](https://wiki.duke.edu/pages/viewpage.action?spaceKey=DrupalatDuke&title=DWS+Scholars+Module+Intro+101&flashId=1561369284) for recommendations on configuring. Many of the data fields available in the widgets follow a naming convention that will require some general knowledge of faculty processes and potentially the VIVO-ISF ontology. In the [Data Consumers Guide \(http://about.scholars.duke.edu/sites/default/files/documents/Data%20Consumer's_Guide.pdf\)](http://about.scholars.duke.edu/sites/default/files/documents/Data%20Consumer's_Guide.pdf), a Data Dictionary is provided to explain what each of these fields provides.

Depending on which method you are using to retrieve Scholars data, you may experience some delays in getting refreshed data into your system. Please be sure to document the expected refresh schedule for your website or application.

Support Agreements: Required for Using Scholars Feeds

In order to consume Scholars data, you must have a support or maintenance agreement with the Duke organization whose website you're developing. Required for Duke developers and vendors, this support agreement should discuss maintenance of the site after launch. The agreement should state:

- All parties involved, their roles, and their organizations
- Your willingness as a developer to be familiar with Scholars resources for data consumers
- The refresh schedule to let the Duke web administrator know when to expect refreshed data from Scholars
- How the Duke web administrator should contact you if there are problems with the site
- How the Duke web administrator should request improvements, new features and bug fixes

Resources for Developers and Vendors

If you are a vendor who plans to feed Scholars data to a Duke website or application, please be aware of the resources we provide to support Scholars data consumers. Before reaching out for support, we expect that you have taken the time to read our documentation and subscribe to the data consumers listserv. Following are our support expectations for vendors consuming Scholars data:

- Review the [Data Consumers Guide](http://about.scholars.duke.edu/sites/default/files/documents/Data%20Consumer's_Guide.pdf) (http://about.scholars.duke.edu/sites/default/files/documents/Data%20Consumer's_Guide.pdf).
- Subscribe to the data consumer's listserv by emailing scholars@duke.edu. This listserv will alert you about downtimes and issues with the Scholars data feeds.
- Attend quarterly Data Consumers' group meetings when possible and meet other developers who are using Scholars data, as well as learn about new features and data in Scholars@Duke.

Implementing Scholars Feeds

Implementing Scholars data fields using either the widgets, the Scholars Drupal module, and the SPARQL queries requires different levels of technical expertise. Adding the individual widgets to a webpage is as simple as pasting embed code but working with the JSON code or the Drupal module requires deeper knowledge of these tools. The Scholars team is not staffed to coach users on how to use these technologies, but the Scholars data consumers community is experienced and helpful, so getting to know others can help you find creative solutions to your questions.

- If you find that the widgets or the SPARQL endpoint are not working as documented, please submit a [Help ticket](https://about.scholars.duke.edu/content/submit-scholarsduke-help-ticket) (<https://about.scholars.duke.edu/content/submit-scholarsduke-help-ticket>) or email scholars@duke.edu with complete information about the problem you're seeing. **Note:** Please do not ask the Duke web administrator to submit a ticket about a problem with the feeds. We may need technical details from a developer.
- If you're using the Scholars Drupal module:
 - Read the [DWS Scholars Module Wiki](https://wiki.duke.edu/pages/viewpage.action?spaceKey=DrupalatDuke&title=DWS+Scholars+Module+Intro+101&flashId=1561369284) (<https://wiki.duke.edu/pages/viewpage.action?spaceKey=DrupalatDuke&title=DWS+Scholars+Module+Intro+101&flashId=1561369284>) for more information.
 - Contact oit-dws@duke.edu to report problems with the Scholars Drupal module.
 - If you need suggestions about implementing the Drupal module, you can join the Duke community of Drupal developers by [subscribing](https://lists.duke.edu/sympa/subscribe/duke-drupal) (<https://lists.duke.edu/sympa/subscribe/duke-drupal>) to the Drupal@Duke listserv.
 - For more help with Drupal, read the [DWS Scholars Module Wiki](https://wiki.duke.edu/pages/viewpage.action?spaceKey=DrupalatDuke&title=DWS+Scholars+Module+Intro+101&flashId=1561369284) (<https://wiki.duke.edu/pages/viewpage.action?spaceKey=DrupalatDuke&title=DWS+Scholars+Module+Intro+101&flashId=1561369284>) or email the Drupal@Duke listserv.

Available Support

The following diagram describes the support processes for data consumers:

