

2021-11-02 Dataverse Community Call

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Dataverse Community Call 1 (2 AM UTC)

Dataverse Community Call 1 Agenda/Notes

- IQSS Updates
 - 5.8 this week
- GDCC Updates
 - Embargo merged - working on an efficiency issue
 - Multiple licence PR - working on 'punch list'
 - Previewers - creating gdcc repo - will put out update instructions - should have a couple months+ to update if using github.io
- Community Questions
 - None tonight!
 - (Jim) A comment - Daylight Savings is almost upon us!
 - (Danny) I'll put a note in the Google Group to cover both calls

Dataverse Community Call 1 Attendees

- Danny Brooke (IQSS)
- Jim Myers (GDCC, QDR)
- Jamie Jamison (UCLA)
- Marina McGale (ADA)
- Janet McDougall (ADA)
- Steve McEachern (ADA)
- Mingjing Peng (ADA)

Dataverse Community Call 2 (3 PM UTC)

Dataverse Community Call 2 Agenda/Notes

- IQSS Updates

- 5.8 this week
- GDCC Updates
 - Embargo merged - working on an efficiency issue
 - Multiple licence PR - working on 'punch list'
 - Previewers - creating gdcc repo - will put out update instructions - should have a couple months+ to update if using github.io
- Community Questions
 - (Courtney, TDL) Question for others with multi-institutional Dataverse repos -- How do you handle Helpdesk? Currently, the TDL gets questions from all 9 institutions' users and then either 1) works on it if it's technical or 2) hands it off to the local institutional liaison. There are pages linked from the landing page at data.tdl.org and on the main nav page under Learn More that lists the liaisons and their contact info for each school, but if a user doesn't know to go there, they'll just click the Support button at the top which goes to the main Helpdesk at TDL. Any ideas welcome - ideally, we'd like the Support button to ask whether something is a technical question or a usage one, then direct it accordingly (TDL, liaison)
 - At Scholars Portal, we have the email address setup as a listserv. The listserv has contacts from each institution. We added a customization which makes the user's affiliation appear in the subject line of the email, so they can tell when an email has come in for their institution. Our team is also on the list and monitors for technical issues.
 - (Danny) The messages from the contact form go to support@dataverse.harvard.edu and are sent to RT (<https://bestpractical.com/request-tracker>). There's a specific queue set up and we have a first-line support team at IQSS that takes on most tickets. If they can't answer, it goes to Sonia's team, where there is a rotation between the team members on a week-by-week basis. If they can't answer it, it goes to me (Danny) who either resolves it or works with the development team to get the issue resolved. We have an issue in the backlog that we haven't yet been able to get to that could provide some better options here: <https://github.com/IQSS/dataverse/issues/7830>
 - (Sherry) We use an email list, when someone uses the form it goes to the list.
 - (Sherry) We've had some inquiries from other institutions about Dataverse - I love talking up Dataverse !
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Dataverse Community Call 2 Attendees

- Danny Brooke (IQSS)
- Gustavo Durand (IQSS)

- Jim Myers (GDCC, QDR)
- Kaitlin Newson (Scholars Portal)
- Sherry Lake (UVA)
- Kris Dekeyser (KU Leuven)
- Dieuwertje Bloemen (KU Leuven)
- Phil Durbin (IQSS)
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