**Participant Information Sheet**

**Research Project**: ***Surfacing the National Collections: adapting image cataloguing standards to transform access to National Museums Scotland’s online collections.***

**Principal Researchers**: The research will be conducted by a team: PI Professor Maria Economou Maria.Economou@glasgow.ac.uk and Co-I Dr Cassandra Kist Cassandra.kist@glasgow.ac.uk), both based in Information Studies at the University of Glasgow, and in collaboration with National Museums Scotland (the Museums).

*You are being invited to participate in a research study. Before you decide if you would like to participate, it is important for you to understand why the research is being done and what it will involve. Please take some time to read the following information carefully and discuss it with others if you wish. Feel free to ask the primary researchers (Maria or Cassandra) for clarification if there is anything that is not clear or if you would like more information. If after reading this information you decide that you do not wish to take part in the project, you are under no obligation to do so.*

**Main Aims of the Project**

This project investigates who is using and not using the images of National Museums Scotland’s (the Museums) online collections, and how user profiles (encompassing motivations, interests, demographics) shape how users search and access the online collections. In turn, the project is intended to inform the cataloguing standards and image categorization of the National Museums Scotland Collections webpages to meet different audiences’ interests and needs, improving accessibility.

**Why have I been chosen?**

Research participants have been recruited for three different reasons: **1)** You were recruited online to take part in a survey regarding your use/non-use of the Museums’ online collections. **2)** You were asked to take part in an interview based on your survey responses, and or were contacted through the Museums/ the researchers’ networks. **3)** Based on your professional work: you may use or contribute to the Museums’ collection management system.

**Do I have to take part?**

It is up to you whether or not to take part. If you decide to take part, you are still free to withdraw at any time and without giving a reason. If you decide not to take part, your relationship to the researchers, other museum staff, and the Museums will not be impacted in any way.

**What will happen to me if I take part?**

You will be asked to take part in one or more of the activities described below. No matter the activity, all participants are advised that their participation is entirely **voluntary**:

1) Taking part in an **online survey** as a user or non-user of the Museums’ collections webpages consisting of approximately 20 questions. To participate you must be over 18. At the end of the survey participants have the option of providing their email to participate in an interview or focus group.

2) Taking part in an **interview and or focus group** about participant’s experiences with National Museums Scotland's collections webpages and exploring improvements to metadata. This could involve a short search or image labelling task. During the task, participants will be asked to verbalize their thoughts, feelings, and reasoning behind their search/labelling strategy/steps and the outcomes.

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3) Taking part in an **Interview or a workshop** as a museum professional.

**Will my taking part in this study be kept confidential?**

The ability to maintain participant confidentiality is dependent on how you are taking part in the research:

1) **Users of the Museums’ Collections webpages & the general public**: If taking part in an **online survey,** and or taking part in an interview, unless you specifically request otherwise, all information which is collected about you during the course of the research will be **kept strictly confidential**. You will be identified by an ID number and any identifying information (I.e., your email) will be removed so that you cannot be recognised from it. Your participation and any information represented in the resulting outputs will be **anonymous**.

2) **Museum staff member**: If taking part in an interview as a museum staff member there are limits to the level of confidentiality that can be provided due to: The sample being small; The research is taking place at one organisation – National Museums Scotland; That due to your role in the institution, you may be identified from the context. Museum staff participants will have the option of being referred to by a pseudonym or job role instead of being identified by name. However, anonymity in the dataset and resulting publications and outputs cannot be guaranteed.

**Project data and the results of the research**

**How will my data be processed?**

**Survey responses**: answers from surveys will be kept together as profiles and aggregated during the analysis, any identifying information (i.e., emails) will be kept separate from the surveys and deleted following the completion of the fieldwork, **by June 1, 2023**. After this, survey participants will no longer be able to withdraw from the project. Qualtrics has standards in place to ensure the privacy and security of survey data, see here for info: <https://www.qualtrics.com/privacy-statement/>

**Data gathered from the interviews and workshops** will be recorded by the researchers on paper (by hand), by audio and/or video recording (incl. screen capture). For video and audio recordings of interviews, the researchers will transcribe these, and remove any identifying information of other individuals, for participants other than Museum staff, all identifying information of participants will be removed. The recordings will be deleted after they have been transcribed (**July 2023**). For online interviews most video, audio and web conferencing tools collect personal data from their users in order to optimise their service provision (e.g., Zoom collects information about user devices, network and internet connection), the researcher will not use this data but it's important for participants to understand Zoom’s privacy policy: <https://explore.zoom.us/en/privacy/> .

**Basis for data processing:**

Under the General Data Protection Regulation (GDPR), the University of Glasgow has to identify a legal basis for processing personal data and, where appropriate, an additional condition for processing special category data. In line with the University of Glasgow’s Charter which states that we advance learning and knowledge by teaching and research, the university processes personal data for research purposes under Article 6 (1) (e) of the GDPR: *Processing is necessary for the performance of a task carried out in the public interest.* Special category data is processed under Article 9 (2) (j): *Processing is necessary for archiving purposes in the public interest, or scientific and historical research purposes or statistical purposes.* Research will only be undertaken where ethical approval has been obtained, where there is a clear public interest and where appropriate safeguards have been put in place to protect data. In line with ethical expectations and in order to comply with common law duty of confidentiality, we will seek your consent to participate where appropriate.

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**Who can access my data?**

Data collection will be done in compliance with article 8, Protection of Personal Data in the Charter of Fundamental Rights of the European Union, and in compliance with the data protection acts, legislation, and directives of the partnering cultural institutions and the ESCRH framework. You have the right to access your data at any time by contacting the researchers. Once the data collected is anonymized, in accordance with UK GDPR, it may be used for the purposes of the project without further reference back to participants. However, participants **may request access or raise an objection** if they have legitimate grounds for concern that they remain directly identifiable from it or that it has been used for purposes other than those stated. Data will be accessed by the research team encompassing PI Professor Maria Economou, and Co-I Dr Cassandra Kist, and National Museums Scotland staff, and will not be shared with other parties, unless you explicitly give your consent. Processed data may be included in resulting outputs, such as reports, conferences, and publications.

**How will my data be stored?**

Data will be securely stored on the password-protected University of Glasgow cloud storage solution OneDrive for Business which has been approved by the EU for storing all types of university data (for more information, see [https://www.gla.ac.uk/myglasgow/it/office365/onedriveforbusiness/)](https://www.gla.ac.uk/myglasgow/it/office365/onedriveforbusiness/). Physical data, such as audio recordings or surveys will be stored in locked rooms at the University of Glasgow, until digitised at which point the originals will be destroyed. Unless participating as a Museums staff member, research participants will not be identified other than by a pseudonym/ ID number on digital transcripts, digitised research notes and in publications. Data maybe be transferred internationally as the University of Glasgow uses the EU approved cloud storage solution - OneDrive for Business. Data that underpins the project, will be retained in the University’s data repository for a period of ten years following the completion of the project (July 2024) in adherence to the University of Glasgow’s record retention schedule. This data can be used by the research team in future publications and outputs.

**When and in what form are the results likely to be published?**

This research may result in subsequent conference papers and academic research publications which will integrate and analyse the fieldwork and present it in academic journals, digital resources, a report for museum staff, and conferences (some of which will be in the public domain). These publications will present anonymized or aggregated data so that neither your name nor identifying information will be included. However, the ability to provide a level of anonymity and confidentiality for the Museums’ staff, as mentioned above, is limited and their anonymity cannot be guaranteed in publications and resulting outputs. As such, Museum staff will have the ability to retract any information and will have the option to approve the final interview transcripts, with the understanding that they may be identifiable in the dataset and resulting outputs/publications.

**Who is organising and funding the research? (If relevant)**

The University of Glasgow and the National Museums Scotland is funding this research in the form of a Glasgow Knowledge Exchange fund.

**Who has reviewed the study?**

Materials relating to the study have been reviewed and approved by members of the College of Arts Research Ethics panel.

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**Application reference number**: 100220077 **Date of approval letter**: March 15, 2023

**How can I access information relating to me or complain if I suspect information has been misused/ used for purposes other than I agreed to?**

You can contact the researcher or their supervisor in the first instance if you have any concerns. If you are not comfortable doing this, or if you have tried but don’t get a response or if the person in question appears to have left the University, you can contact the College of Arts Ethics Officer (email: arts-ethics@glasgow.ac.uk).

Where there appear to have been problems, you can – and indeed may be advised to – submit an ‘access request’ or an objection to the use of data. As part of the University’s obligations under UK General Data Protection Regulation (UK GDPR), participants retain the rights to access and objection with regard to the use of non-anonymised data for research purposes.

1. Access requests and objections can be submitted via the UofG online proforma accessible at: [https://www.gla.ac.uk/myglasgow/dpfoioffice/gdpr/gdprrequests/#](https://www.gla.ac.uk/myglasgow/dpfoioffice/gdpr/gdprrequests/).
2. Access requests and objection are formal procedures not because we mean to intimidate participants into not raising issues, but rather because the University is legally required to respond and address concerns. The system provides a clear point of contact, appropriate support and a clear set of responsibilities.
3. Anyone who submits a request will need to provide proof of their identity. Again, this is not to deter inquiries, but rather reflects the University’s duty to guard against fraudulent approaches that might result in data breaches.
4. You also have the right to lodge a complaint against the University regarding data protection issues with the Information Commissioner’s Office (<https://ico.org.uk/concerns/>).