Open Science & Data Help Desk Volunteer Guidelines

Thank you very much for volunteering to take part in the **Data Help Desk at EGU 2025**, to be hosted at the EGU General Assembly! Please read the guidelines and tips below in their entirety. Contact datahelpdesk@esipfed.org with questions.

Tell others about the Data Help Desk

We need your help to tell others about the Data Help Desk starting now through the end of the event. Please share via:

- Email: Here is some text you can share about the event.
- Social Media: Use #DataHelpDesk and #EGU24. Below are some suggested posts, but feel free to create your own!
    - Do you have #OpenScience or data-related questions? Ask the #DataHelpDesk during #EGU25 (27 April–2 May) at Exhibit Booth #X208
    - Want to learn more about FAIR and open data? The #DataHelpDesk is here for you during #EGU25! Come to Exhibit Booth #X208
    - Looking for data? The #DataHelpDesk is here for you during #! Visit the #DataHelpDesk at Exhibit Booth #X208
    - Excited to be a data expert for the #DataHelpDesk during #EGU25 (27 April–2 May) at Exhibit Booth #X208

Answer Data & Software Questions (In-Person)

Between 27 April and 2 May, you'll join us at the booth within the Open Science Pavilion in the Exhibit Hall to answer data & software-related questions. What kinds of questions will you receive? We're not sure, but some common questions are listed below. You might also meet researchers who don't have questions, but who are perhaps curious about the purpose of the event and the broader Pavilion. That's your chance to share your take on Open Science and perhaps pivot to how your work/organization helps researchers overcome challenges and leverage opportunities.

Common questions:

- Where can I find a certain type of data?
- What's a good repository for a certain type of data?
- How can I write a good data management plan (DMP)?
- How can I cite a dataset?
- What are FAIR and open anyways?
- What data exactly do I need to archive, especially if I'm working with very large volumes of data?

If you cannot answer a question that you receive, don't panic. Please record it or have the researcher record it on the sign-in sheets that will be provided by organizers and we will follow-up after AGU as best we can.

Share a Demo (In-Person)

We are also looking to feature demos of tools and resources that might help researchers with finding, managing, visualizing, analyzing, publishing, or citing data or software. This is not an exhaustive list - remember the goal of this event is to help researchers learn about skills and techniques that will help them further their research and make their data and software open and FAIR. These demos will also take place at the Open Science & Data Help Desk located at Exhibit Hall booth #X212 and will be scheduled in specific time slots based on availability as marked in the volunteer form.

We recommend that your demo not be longer than 10 minutes in length, though this is not a firm limit. Please note also that internet bandwidth may be limited, so it may be best to take screenshots or create slides, rather than to do a live demo.

You will also be responsible for providing your own laptop and dongle for connecting to the monitor, likely via USB.

Key topics to cover in your demo:
- Resource Name
- Description of what the resource does and who it is for. Is it for researchers from a certain domain?
- How can the resource be accessed?
- Contact information to learn more.
- Mention/show funding support.

For repositories, here are some more specific questions you could address:
- What types of data does your repository accept?
- Does the archive accept data from any funding stream, or just from NSF-funded projects (for example)?
- Are there any restrictions on data that are accepted (e.g., data sets > 1 TB can't be accommodated, or repo won't accept model output)?
- What metadata standard does your repository use?
- What is the procedure by which a scientist submits metadata (e.g,, via Word template)

- Are there personnel at the repository who can help a scientist get their data and metadata archived?
- When should a researcher engage with your repository?
- Does your repository offer any training opportunities?
- What license(s) does the repository support?
- How much does it cost to deposit a dataset in your repository?

Answer Data & Software Questions (Online)

Questions will be received online via a form found at http://sgiz.mobi/s3/Data-Help-Desk-Questions.

Any questions that do come in will automatically be posted to the ESIP Slack Workspace in the #datahelpdesk-experts Channel. You will need to join to see and respond to questions. If you are not a member of the ESIP Slack Channel, contact staff@esipfed.org to get an invite. Then, find and join the #datahelpdesk-experts channel. This will be a place for crowdsourcing answers and backchannel conversation amongst experts. Organizers will monitor questions and expert input and make sure input is communicated back to those who originally asked the question.

Code of Conduct

Participating in this event, which is part of #EGU25, implies that you agree to adhere to [EGU's Meetings Code of Conduct](#), as well as [ESIP's Community Participation Guidelines](#).