Moving on - one year later: cooperation and development of Research Support services at Lund University Libraries

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Moving on – one year later

COOPERATION AND DEVELOPMENT OF RESEARCH SUPPORT SERVICES AT LUND UNIVERSITY LIBRARIES

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Today:

Background

One year later

Next?
Background: LUB

University Library
Medical Faculty Library
Social Sciences Faculty Library
School of Economics and Management Library
Libraries of the Faculties of Humanities and Theology
Faculty of Law Library
Faculty of Arts Library
Faculty of Engineering, LTH, Library
Science Faculty Library
Independent Research Institutes

= LUB (Lunds universitets bibliotek)
Background: project

By shifting perspectives
from the library’s point of view
→ to the researchers’ everyday lives & key obstacles in their research processes

*We did not want to:* evaluate library support services or resources
Background: Schematic model of the research process

<table>
<thead>
<tr>
<th>Start a research project</th>
<th>Collect material</th>
<th>Process/analyze/write</th>
<th>Communicate results and make data accessible</th>
</tr>
</thead>
</table>

Figure 1: The research process, a schematic model: (Voog et al., 2013)

- = service that we offer
- = services that we planning
- = service that we don’t offer
Background:
Results from the focus groups

The everyday lives of the researchers:
Lack of time, money and the possibility to focus on the research

• Availability
• Visibility
• Proximity
One year later

- New Ways of organizing support
- Seminars for researchers
- Rebuilding web pages
- Open access
- Copyright issues
- Information seeking
- Monitoring and scientific intelligence
- Joint events
- Evaluation of research
- Marketing
- Self-archiving
- Institutional repository
- Publishing strategies
Gammelt vin på nye flasker?
Eller måske nyt vin på gamle flasker?
The Wine metaphor…

- The bottle
  aka the organization of the research support services

- The label
  aka the marketing of services and knowledge

- The wine
  aka the actual research support services offered

- *The product*
Ex from LUB, “the Bottle”

• Organization of work:
  - concentrating the competence
  - spreading the competence

• Cooperation between units
Ex from LUB, “the Label”

- **Marketing** – towards the organization
- **Marketing** – towards the researchers
“The wine” – actual support services

- Seminars – for researchers / for editors of journals and series
- Seminars – a meeting point for researchers
- OA and self-archiving support
- Dedicated support to research groups/ researchers (“embedded”)
- Scientific monitoring and analysis
- Increased reference management programme support
- Digitizing on demand
NEXT: The final product: opportunities for the future

• Proximity; partnership building
• Continuous conversations.
  – Focus groups interviews/discussions?
• Scaling up
• Period of trial-and-error
• Competencies
  – learning-by-doing
  – sharing, workshops
  – journal clubs, invite researchers
  – monitoring
  – inspiration
Thank you for listening!

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Some reading:

• Kjellberg, S., Wiklund, G. & Voog H. (2014). It’s all about keeping quiet! *QQML Journal, 3*(1) (*forthcoming*).

• Wiklund, G., & Voog, H. (2013). It takes two to tango – making way for relevant research support service at Lund university libraries (LUB). *ScieCom Info, 9*(1).


• Lund University Libraries: http://www.lub.lu.se/biblioteken.html