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Developing research support services - Focus group interviews as a method for librarians to understand the everyday life of researchers

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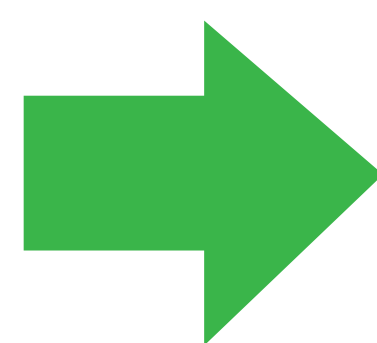
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Developing research support services

- Focus group interviews as a method for librarians to understand the everyday life of researchers

Sara Kjellberg ¹, Gunilla Wiklund ², Hanna Voog ³

- Research support services is a topic that at the moment gains much attention in research libraries.
- The aim of this project was to identify areas where the research support services could be developed.
- In the literature a library perspective is often used, focusing on specific projects in a particular library or on particular aspects of offered support, e.g. related to publishing issues.
- We wanted to change perspectives.



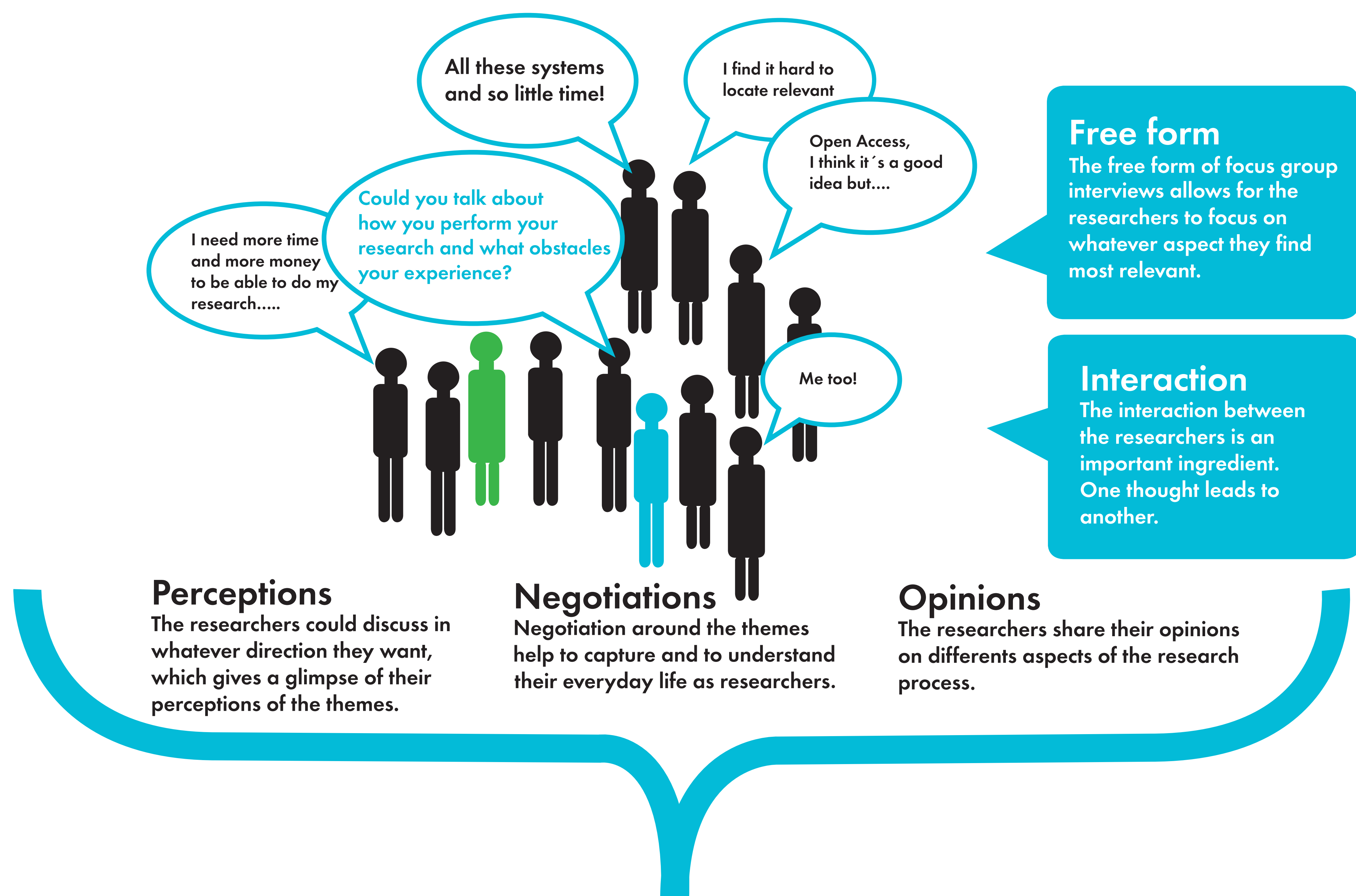
What does the everyday life of researchers look like?

| | | | |
|--------------------------|------------------|-----------------------|--|
| Start a research project | Collect material | Process/analyze/write | Communicate results and make data accessible |
|--------------------------|------------------|-----------------------|--|

Figure 1. A schematic model of the research process (Voog, H., et al. 2013)

This schematic model of the research process, from starting a project to communicating the results, was used in the focus group interviews.

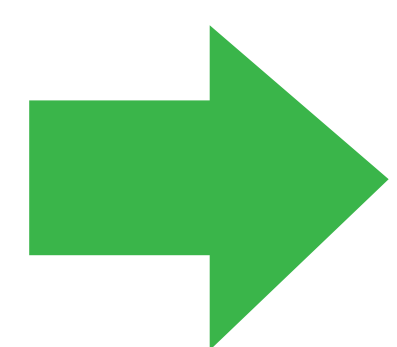
From focus group interviews...



- Insights into researchers' everyday lives
- Librarians' knowledge of information handling and support services

... to focus group conversations

- Ongoing conversation
- Feedback
- Interaction between researcher - librarian



Possibility to develop research support services

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