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**It's all about keeping quiet -
using focus group interviews to understand the
everyday life of researchers in order to support their
research**

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Over the last years the interest in research support services at libraries has increased and there are discussions on the contents and design of the support. In the fall 2012, a project was undertaken at Lund University with the purpose of identifying areas where the present support services ought to be developed and strengthened. A central idea was that if libraries are to offer relevant research support services they need to understand researchers' needs and wishes in relation to their research and everyday lives as researchers. In order to do so, focus group interviews with researchers were chosen as the main method. A schematic model of the research process, from starting a project to communicating the results, was used and in each of the seven focus groups at different faculties, the researchers were asked to discuss how they work in each phase and if they experience obstacles of any kind. The work processes and obstacles were analyzed and possible support services suggested. This paper describes how the method was used as well as advantages and challenges. A major advantage was the shift of focus from the libraries' point of view to the researchers' perspective. For the moderating librarian a challenge was not to interfere in the discussion and yet to see to it that the discussion kept going. A challenge most rewarding in terms of valuable insights into the researchers' experiences, opinions and needs for the future.