



# LUND UNIVERSITY

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

Wiklund, Gunilla; Voog, Hanna; Kjellberg, Sara

2013

[Link to publication](#)

*Citation for published version (APA):*

Wiklund, G., Voog, H., & Kjellberg, S. (2013). *It's all about keeping quiet - using focus group interviews to understand the everyday life of researchers in order to support their research*. Abstract from QQML, Rome, Italy.

*Total number of authors:*

3

## General rights

Unless other specific re-use rights are stated the following general rights apply:

Copyright and moral rights for the publications made accessible in the public portal are retained by the authors and/or other copyright owners and it is a condition of accessing publications that users recognise and abide by the legal requirements associated with these rights.

- Users may download and print one copy of any publication from the public portal for the purpose of private study or research.
- You may not further distribute the material or use it for any profit-making activity or commercial gain
- You may freely distribute the URL identifying the publication in the public portal

Read more about Creative commons licenses: <https://creativecommons.org/licenses/>

## Take down policy

If you believe that this document breaches copyright please contact us providing details, and we will remove access to the work immediately and investigate your claim.

LUND UNIVERSITY

PO Box 117  
221 00 Lund  
+46 46-222 00 00

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

**Gunilla Wiklund<sup>1</sup>, Hanna Voog<sup>2</sup> and Sara Kjellberg<sup>3</sup>**

<sup>1</sup> Gunilla Wiklund, Faculty of Law Library, Lund University

<sup>2</sup> Hanna Voog, Social Science Faculty Library, Lund University

<sup>3</sup> Sara Kjellberg, Library and IT Services, Malmö University and Department of Arts and Cultural Sciences, Lund University

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.