How do you do? And where do we go from here? Understanding the everyday life of researchers in order to support their research: Library collaboration and partnership with researchers at Lund University

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How do you do? And where do we go from here?
Understanding the everyday life of researchers in order to support their research: Library collaboration and partnership with researchers at Lund University

ANN-SOFIE ZETTERGREN, SOCIAL SCIENCES FACULTY LIBRARY, LUND UNIVERSITY
‘Cheshire Puss… Would you tell me, please, which way I ought to go from here?’

‘That depends a good deal on where you want to get to,’ said the Cat.

‘I don't much care where—’said Alice.

‘Then it doesn't matter which way you go,’ said the Cat.

‘--so long as I get SOMEWHERE,’ Alice added as an explanation.

‘Oh, you're sure to do that,’ said the Cat, ‘if you only walk long enough.’
How do you do?

We wanted to explore:

• the researchers’ everyday life
• the key obstacles in their research processes

in order to shift focus and develop the library support for Lund University researchers

NOT

• evaluate library support, services or resources
How did we do it?

A threefolded project design was used:

a) a literature review focusing on definitions and examples of research support services, as well as the needs of researchers and their experiences of support services

b) a survey to get an overview of the support services offered today at LUB, the decentralized library network at Lund University

c) focus group interviews with researchers to investigate key obstacles in their research processes
How to think about research?

<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>
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</thead>
</table>

References:
What did they talk about?

- limited time
- the need of funding
- the everyday fragmentation
- networks
- information overload
- the need of organization
Major conclusions – translated back to the library context

Availability
• Strategic ways of being updated and informed
• Reliable intuitive systems

Visibility
• Publishing and availability of research
• Developing competences and workflows

Proximity
• Flexible support for the individual researcher
• Identification and creation of networks
Un-intended discoveries

- The interview sessions as get-togethers
- Focus group interviews as a model for getting to know your users/community
- Shift of focus as another source of information
- There’s so much to learn from one another
What do we do next?

Collaboration and strategic partnership

• Librarian + researcher
• Librarian + librarian
• Librarian + administrator

University/faculty/department level

Strategic documents and breakfast seminars
Back to Alice…

‘…it's no use going back to yesterday, because I was a different person then.’
Further reading

Wiklund, Gunilla & Voog, Hanna (2013). ”It takes two to tango – making way for relevant research support service at Lund university libraries (LUB)” ScieCom Info, vol. 9, no 1.

http://journals.lub.lu.se/ojs/index.php/sciecominfo/article/view/6125