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Shifting focus to create knowledge collaboratively

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This poster presents a project at Lund University Libraries (LUB), Lund, Sweden, with the object to identify areas where the present research support services ought to be developed and strengthened. The project is built upon the idea that if libraries are to offer relevant research support services, the librarians must collaborate with researchers in order to understand their needs and wishes in relation to their research processes. By doing so librarians are able to better understand the subject areas and knowledge cultures that researchers are active in.

A three folded project design was used: a) a literature review focusing on definitions and examples of research support services as well as researchers' needs and experiences of support services, b) a survey to get an overview of the support services offered today at LUB, and c) focus group interviews with researchers to investigate key obstacles in their research processes. The purpose was not to evaluate current research support services but to develop more knowledge of how the researchers themselves experience their research processes and its obstacles. By shifting focus from the library's current support and focusing on the researchers' everyday lives, new insights are gained that is valuable for the future development of research support. Apart from offering such insights, the use of the method focus group interviews generated a model for how librarians can work in order to get to know the research and learning community and how to create networks and partnerships for the future. Future projects, using the same method, could for instance work as a way to get to know the problems that students and teachers are experience on how information literacy is developed within and used in specific subject areas.