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## Moving on - one year later: cooperation and development of Research Support services at Lund University Libraries

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2

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# Moving on – one year later

COOPERATION AND DEVELOPMENT OF RESEARCH SUPPORT SERVICES AT  
LUND UNIVERSITY LIBRARIES

*GUNILLA WIKLUND*, FACULTY OF LAW LIBRARY

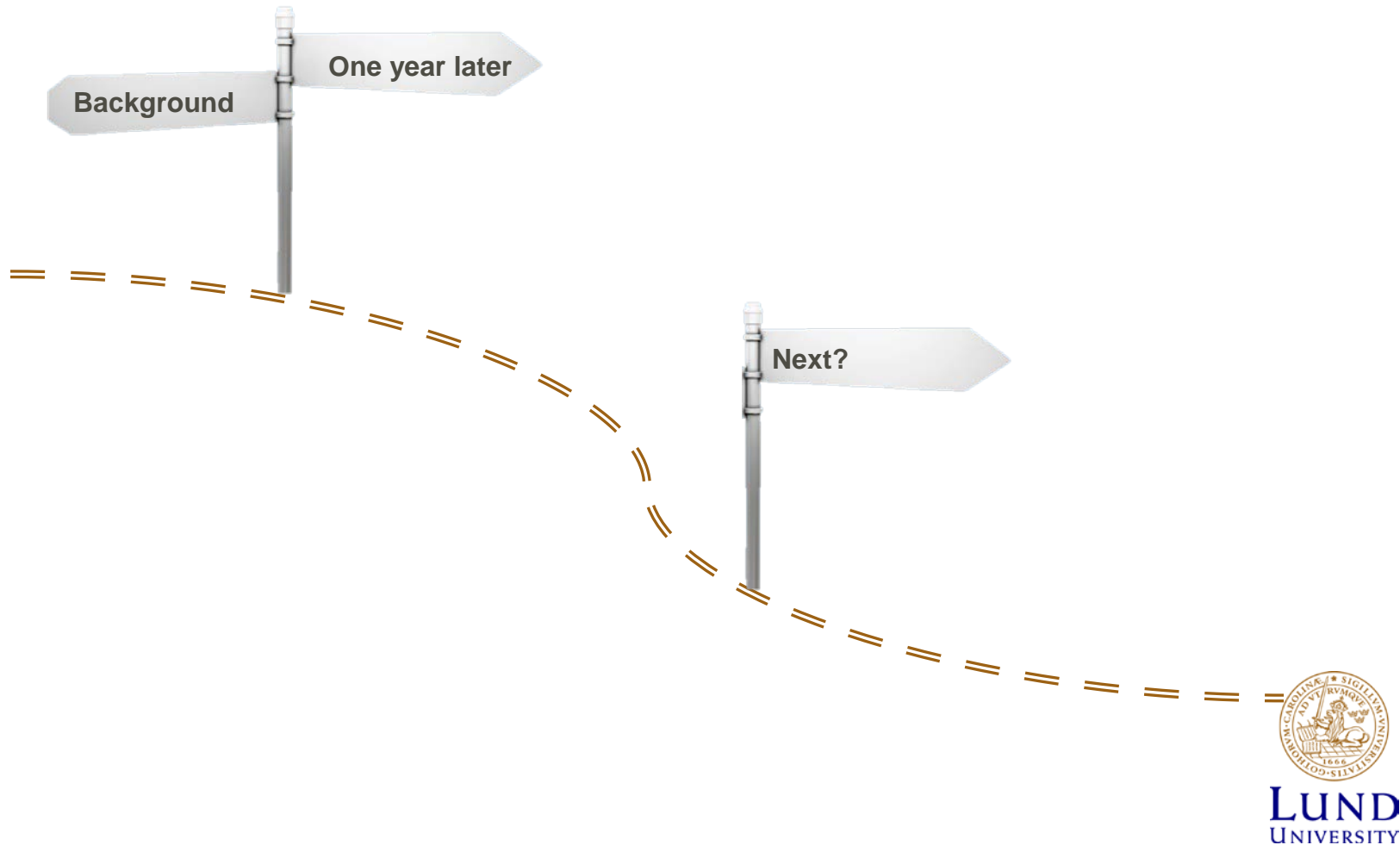
*HANNA VOOG*, FACULTY OF SOCIAL SCIENCE LIBRARY

Fotograf: Mikale Risedal



# Today:

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# Background: LUB

University Library

Medical Faculty Library

Social Sciences Faculty Library

School of Economics and Management Library

Libraries of the Faculties of Humanities and Theology

Faculty of Law Library

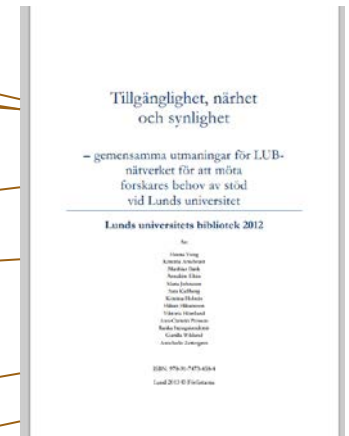
Faculty of Arts Library

Faculty of Engineering, LTH, Library

Science Faculty Library

Independent Research Institutes

= LUB (Lunds universitets bibliotek)



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# Background: project

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*Purpose of the project:*

To identify areas where the present research support services at Lund University ought to be developed

**By shifting perspectives**

**from** the library's point of view

→ **to** the researchers' everyday lives & key obstacles in their research processes

*We did not want to:* evaluate library support services or resources



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# Background:

## Schematic model of the research process

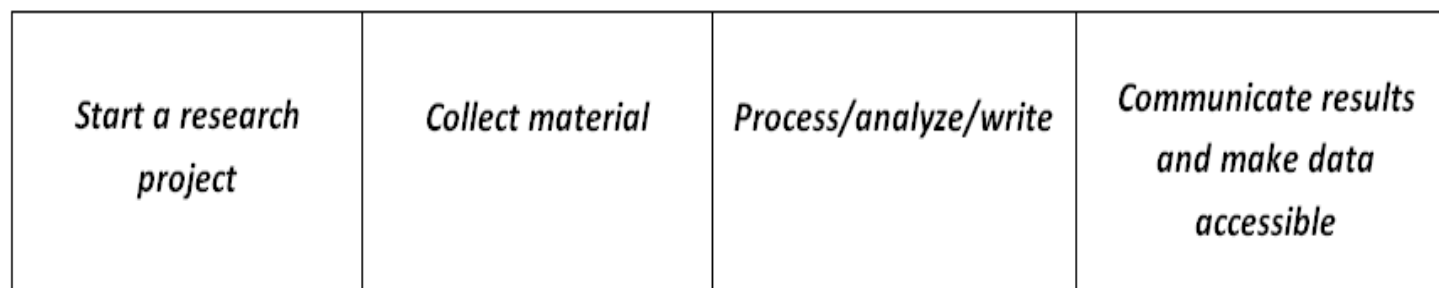
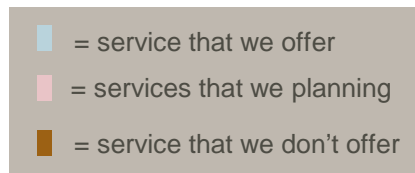
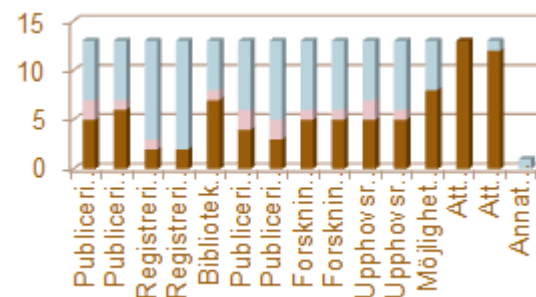
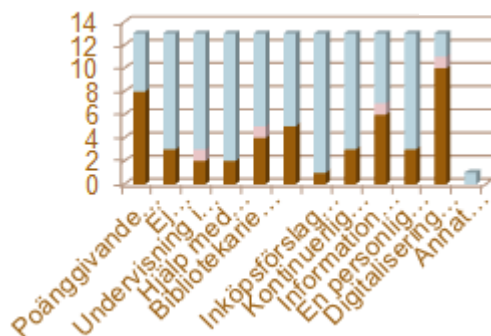
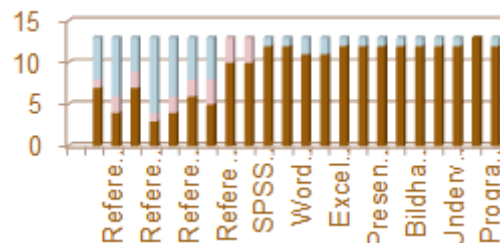
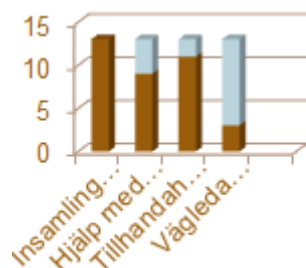


Figure 1: The research process, a schematic model: (Voog et al., 2013)



# Background:

## Results from the focus groups

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**The everyday lives of the researchers:**

**Lack of time, money and the possibility to focus on the research**

- **Availability**
- **Visibility**
- **Proximity**





# One year later

University Library

Medical Faculty Library

Social Sciences Faculty Library

School of Economics and Management Library

Libraries of the Faculties of Humanities and Theology

Faculty of Law Library

Faculty of Arts Library

Faculty of Engineering, LTH, Library

Science Faculty Library

Independent Research Institutes

↓  
= LUB (Lunds universitets bibliotek)

*New Ways of organizing support*  
*Seminars for researchers*

*Rebuilding web pages*

*Open access*

*Copyright issues*

*Information seeking*

*Monitoring and scientific intelligence*

*Joint events*

*Evaluation of research*

*Marketing*

*Self-archiving*

*Institutional repository*

*Publishing strategies*



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A photograph of a laboratory setting. In the foreground, a glass Erlenmeyer flask is partially filled with a vibrant purple liquid. From the neck of the flask, wisps of white smoke or vapor are rising. To the left of the flask, a whole purple cabbage sits on a wooden cutting board. The background is a blurred laboratory with various pieces of equipment and bright light sources.

**Gammelt vin  
på nye flasker?**  
Eller måske nyt vin  
på gamle flasker?



# The Wine metaphor...

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- The bottle  
aka the organization of the research support services
- The label  
aka the marketing of services and knowledge
- The wine  
aka the actual research support services offered
- *The product*



# Ex from LUB, “the Bottle”

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- **Organization of work:**
  - concentrating the competence
  - spreading the competence
- **Cooperation between units**



# Ex from LUB , “the Label”

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- **Marketing** – towards the organization
- **Marketing** – towards the researchers



# “The wine” – actual support services

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- Seminars – for researchers / for editors of journals and series
- Seminars – a meeting point for researchers
- OA and self-archiving support
- Dedicated support to research groups/ researchers (“embedded”)
- Scientific monitoring and analysis
- Increased reference management programme support
- Digitizing on demand

<i>Start a research project</i>	<i>Collect material</i>	<i>Process/analyze/write</i>	<i>Communicate results and make data accessible</i>
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# NEXT: The final product: opportunities for the future

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- **Proximity; partnership building**
- **Continuous conversations.**
  - **Focus groups interviews/discussions?**
- **Scaling up**
- **Period of trial-and-error**
- **Competencies**
  - **learning-by-doing**
  - **sharing, workshops**
  - **journal clubs, invite researchers**
  - **monitoring**
  - **inspiration**





A woman in a lab coat is pouring liquid from a glass bottle into a small container. In the foreground, a large glass bottle is being held by a hand. The background shows a laboratory setting with various equipment and a window.

**Thank you for listening!**

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**Hanna.Voog@sambib.lu.se**



# Some reading:

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- Kjellberg, S. , Wiklund, G. & Voog H. (2014). It's all about keeping quiet! *QQML Journal*, 3(1) (forthcoming).
- Wiklund, G., & Voog, H. (2013). It takes two to tango – making way for relevant research support service at Lund university libraries (LUB). *ScieCom Info*, 9(1).
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- Lund University Libraries: <http://www.lub.lu.se/biblioteken.html>



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