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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

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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



In the beginning...

‘Cheshire Puss... Would you tell me, please, which way I ought to go from here?’

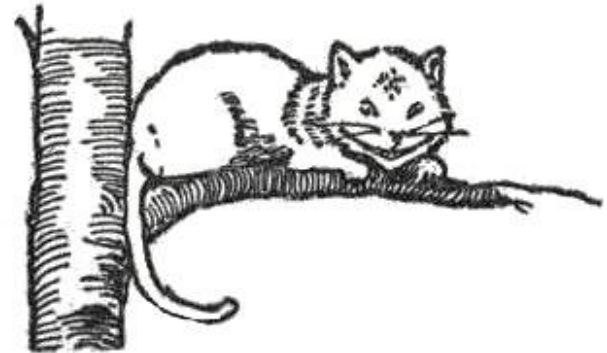
‘That depends a good deal on where you want to get to,’ said the Cat.

‘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



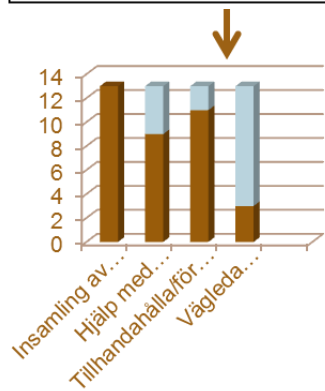
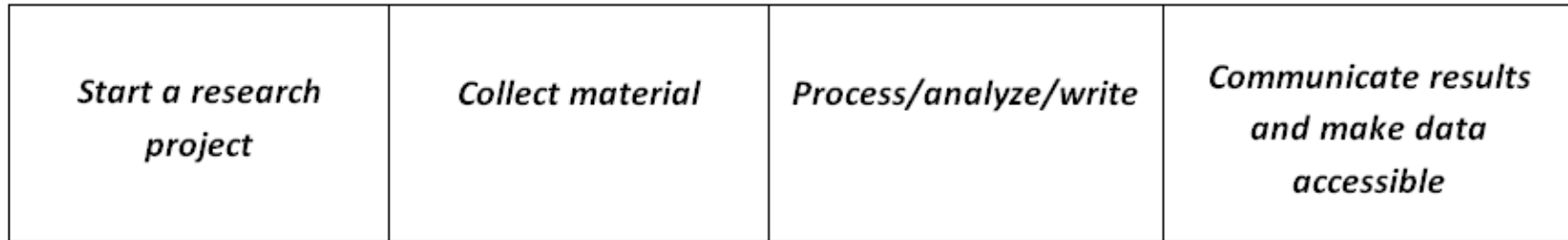
How did we do it?

A threefolded project design was used:

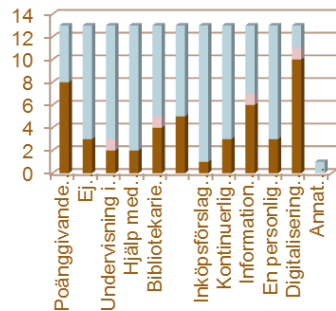
- a) a literature review focusing on definitions and examples of research support services, as well as the needs of researchers and their experiences of support services
- b) a survey to get an overview of the support services offered today at LUB, the decentralized library network at Lund University
- c) focus group interviews with researchers to investigate key obstacles in their research processes



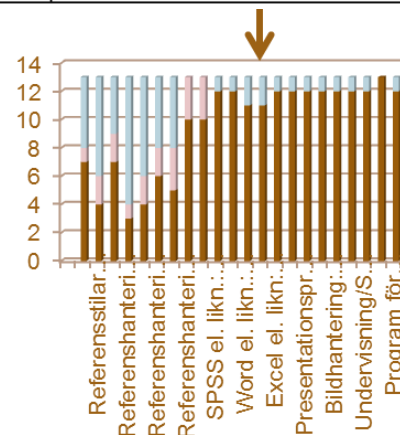
How to think about research?



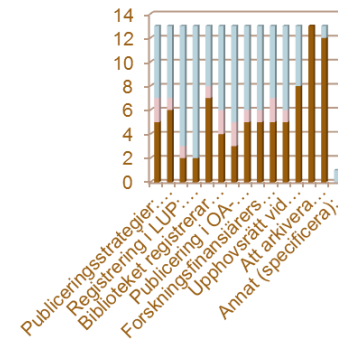
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References:

BJÖRK, B.-C. 2006. A model of scientific communication as a global distributed information system. *InformationResearch*, 12.
 BLASCHKE, P. E. A. O. Forskerservice på BTHs högskolebibliotek. Vilka tjänster är viktigast för forskarna?. Rekommendationer baserade på enkät och intervju.



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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>





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