



# LUND UNIVERSITY

**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**

Zettergren, Ann-Sofie

2013

[Link to publication](#)

*Citation for published version (APA):*

Zettergren, A.-S. (2013). *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*. Paper presented at LILAC 2013, Manchester, United Kingdom.  
[http://www.slideshare.net/infolit\\_group/zettergren-final-version](http://www.slideshare.net/infolit_group/zettergren-final-version)

*Total number of authors:*

1

## 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



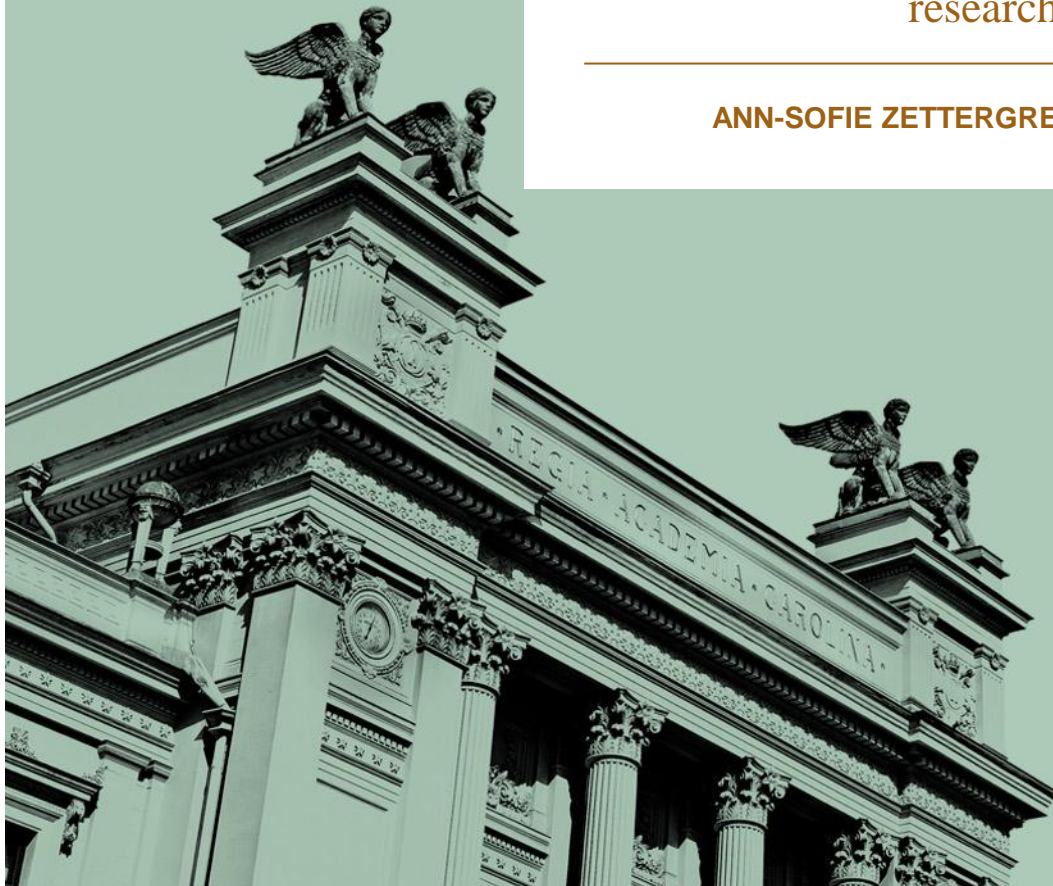
**LUND**  
UNIVERSITY

## 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?’

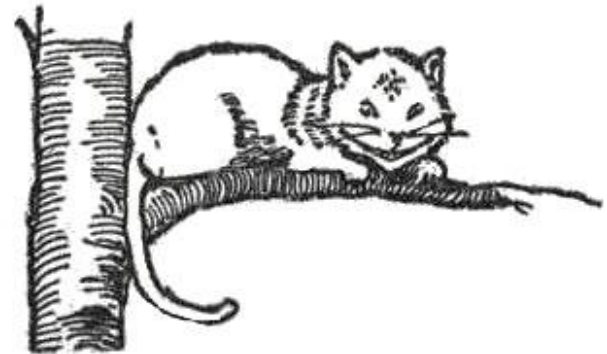
‘That depends a good deal on where you want to get to,’ said the Cat.

‘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?

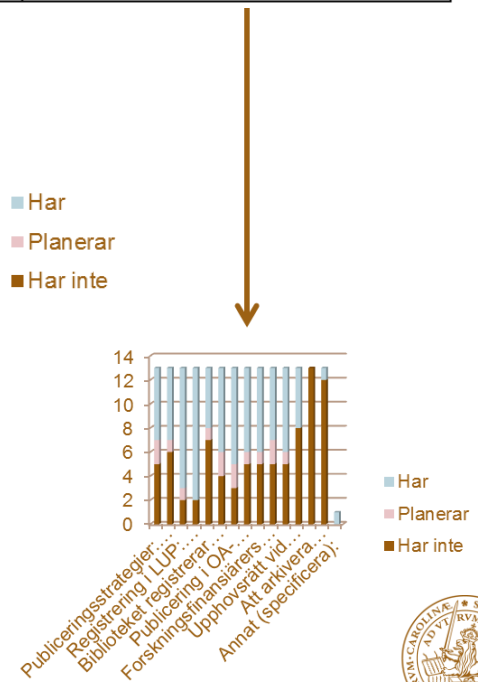
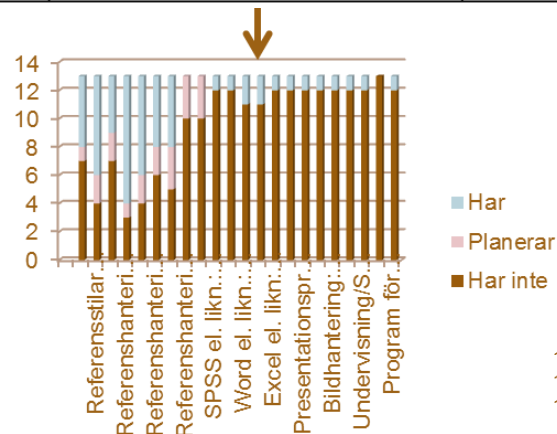
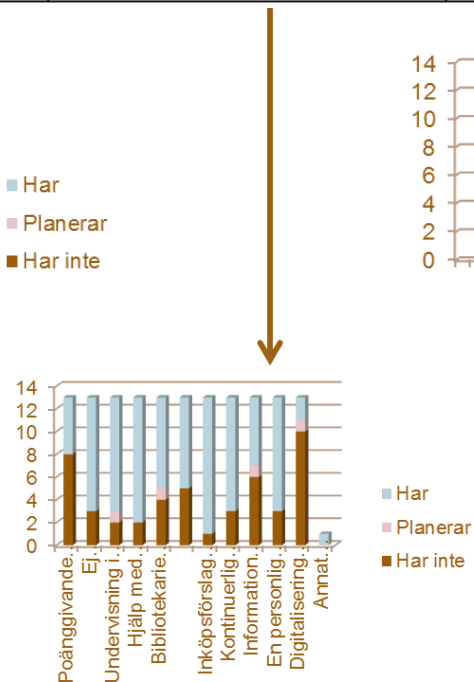
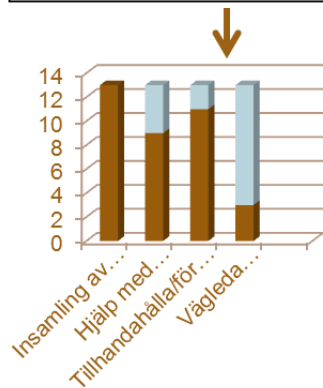
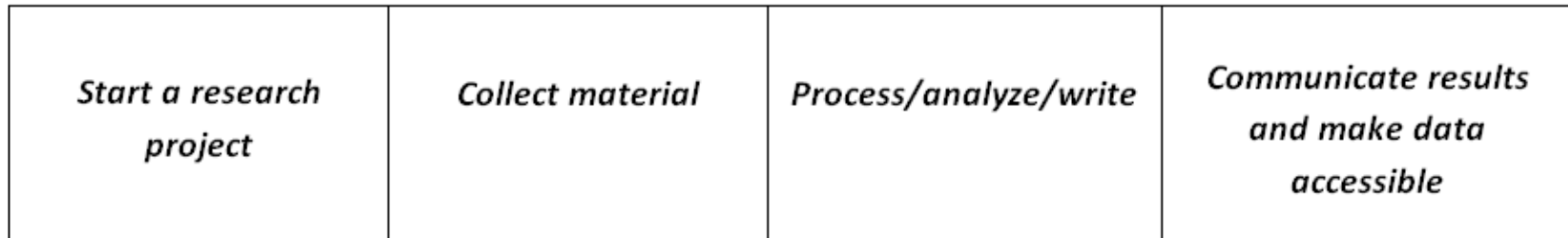
---

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?



## 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.



**LUND**  
UNIVERSITY

# 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>





LUND  
UNIVERSITY