

Research Support, or There and Back Again



Changes in the provision of support to Researchers resulting from a review of
Te Tumu Herenga | Libraries and Learning Services at the University of Auckland 2018–2019

Hine Rangi Busby, Rachel Chidlow, Emma Richardson

Research Services, Te Tumu Herenga | Libraries and Learning Services, The University of Auckland

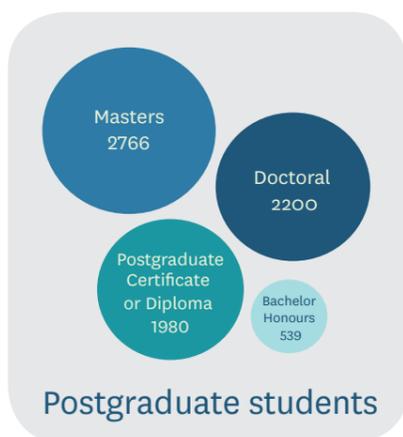
Introduction

The research ecosystem has become increasingly sophisticated, driven by research impact and assessment, by technological transformation, changes in the publishing industry, and by researcher behaviour and expectations. This environment continues to develop rapidly and requires new knowledge and expertise.

Improving research rankings and research performance, and the importance of international collaboration were drivers for change within Te Tumu Herenga | Libraries and Learning Services. The current state of operations led to variability in the service offered to researchers across the University. Changes were required to better cater to the transforming research ecosystem and associated needs of Researchers.

The 2018 implementation of a new Service Delivery Model in Te Tumu Herenga | Libraries and Learning Services enabled significant changes in research support to be implemented.

Who do we support?



What changed – staffing

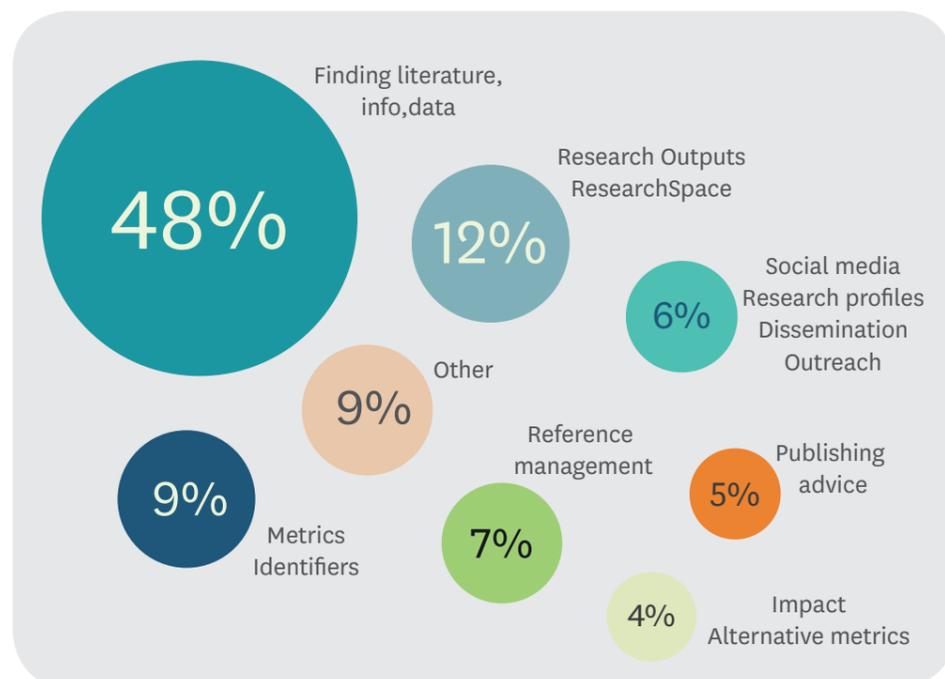


Specialised research services staffing increased from 7FTE to 18FTE. A functional service delivery model was implemented, allowing us to provide a specialised service and gain deeper knowledge of the Research function across the University. 16 Research Services Advisers provide dedicated support to the eight Faculties and two Large Scale Research Institutes (LSRIs) of the University.

What changed – services

For the first half of 2019 a total of 1107 separate queries were received by the Research Services Team, 384 of those resulted in consultations.

The scope and range of services has been expanded and continues to grow as the research life cycle evolves.



The following services are currently provided:

- Advisers offer consultations and training sessions.
- User support and business ownership of Research Outputs (Symplectic Elements) and ResearchSpace (institutional repository).
- Postgraduate and researcher skills development, provided primarily online complemented with individual consultations/group workshops as required.
- Partnering with research stakeholders to support University research reporting and benchmarking.

One year on

Achievements

We have created a diverse and multi-skilled team of Research Advisers, some of whom have Masters and Doctoral qualifications, others of whom have more traditional Library qualifications, some have both.

Opportunities

While the team has already established some good connections and relationships with key stakeholders across the University, there is an opportunity to expand these networks further and form true partnerships with stakeholders.

Challenges

Scoping service provision has been challenging. With a significant increase in staffing FTE what new services might we consider offering? Are there existing services to consider for modification or discontinuation?

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