BLUEPRINT FOR SUCCESS

Developing a Library Research Support Strategy

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CAMBRIDGE LIBRARIES

>100 libraries
University Library
Legal deposit/Research library

Faculty & Departments
Covering 70+ disciplines

Colleges
39 College libraries

Connected libraries
20+ connected institutions
WHO IS THE CAMBRIDGE RESEARCHER?

- Cover a vast range of subjects
- Highly motivated
- Expect the best experience
- Extremely time poor
CAMBRIDGE EXPERIENCE

OSC est. 2015
University Library & Research Office
Growing team
Large Open Access team and several specialist roles
Diverse user base
Researchers, librarians, academics, support staff
STEPS TO BUILD YOUR STRATEGY
FIND OUT ABOUT YOUR RESEARCH COMMUNITY

- Who are they?
- What do they need from you?
- What do they want from you?

REMEMBER THAT THESE MAY NOT BE THE SAME THING
AUDIT YOUR CURRENT SERVICES

- Assess how you are currently supporting your researchers
- Which services are you offering?
- Create a map of current research support
- Be very broad in your scope
LOOK AT WHAT OTHERS ARE DOING

▪ Utilise your network
▪ Are there areas you can adapt?
▪ Are there opportunities for collaboration?
▪ Align with your wider institutional strategy
IDENTIFY THE GAPS

- What are the gaps between what researchers want and what you are offering?
- What are comparable institutions doing that you are not doing?
- How can you fill these gaps?
UPSKILL YOUR STAFF

- Your staff are your most important resource
- Look at local expertise
  - Both within the library and outside
- Right people in the right roles
  - Aptitude and skill
DISCOVER YOUR USP

- What can the library bring to research support that no one else can?
- How can you solve the problems of your research community?
- How can you help your library stand out?
SHOUT ABOUT IT!

- Tell your research community
- Tell your colleagues around the institution
- Tell those at other libraries
- Tell everyone!
HORIZON SCAN

- Keep up to date with the latest changes
- What are the likely factors influencing your services and your users?
- How can you address these?
RESPOND TO CHANGE

Research support is a fast moving area
  = can be hard to plan
Many external influences
Adapt your strategy over time

BE AGILE!
Thanks for listening

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