Changes in Academic Libraries: Evolution and Innovation in Research Support Services
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Purpose
New services are emerging in academic libraries in response to technological, political, economic and social changes in the operating environment, particularly as a result of developments in national research policy and networked data-driven science. The study investigates the evolving roles of libraries and librarians offering research support services, including existing and planned services, in addition to library readiness for research support, with particular reference to the education and development of the current and future library workforce.

The focus is libraries in the higher education institutions of Australia, New Zealand, the United Kingdom (UK) and Ireland.

Research questions
• What specialist research support services are being offered?
• What new services do libraries plan to offer in the future?
• Are library staff constrained in providing specialist support?
• Do staff need additional education and training for new roles?
• How might LIS schools respond to evolving library roles?

Methods
The research has taken a pragmatic approach, employing an online questionnaire survey analyzed with descriptive statistics. The instrument contained 35 questions in four main sections: (1) About you and your organization (2) Research support services – Bibliometrics (3) Research support services – Research data management (4) Research support services – Future plans.

Sample population
Academic libraries were identified through the membership lists of their respective national organizations: the Council of Australian University Libraries (CAUL), Council of New Zealand University Librarians (CONZUL), Society of College, National and University Libraries (SCONUL) in the UK and Consortium of National and University Libraries (CONUL) in Ireland.

<table>
<thead>
<tr>
<th>About you and your organization</th>
<th>Bibliometric literacy/training</th>
<th>Citation reports</th>
<th>Disciplinary research trend reports</th>
<th>Faculty candidate evaluations</th>
<th>Grant application support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>92%</td>
<td>100%</td>
<td>50%</td>
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<tr>
<td>New Zealand</td>
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<td>UK</td>
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<td>Ireland</td>
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<thead>
<tr>
<th>Number of institutions</th>
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<th>NZ</th>
<th>UK</th>
<th>Ireland</th>
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<td>9</td>
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<tr>
<td>Number of responses</td>
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<td>8</td>
<td>88</td>
<td>9</td>
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<tr>
<td>Response rate (rounded)</td>
<td>92%</td>
<td>100%</td>
<td>54%</td>
<td>100%</td>
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</table>

Table 1. Survey responses by country

The main constraint on service development for both bibliometrics and data management is a shortage of staff knowledge and skills. The majority of respondents agreed there is a need for specialist electives on such topics in LIS professional education programs.

Acknowledgments
The authors acknowledge with thanks the financial support provided by the Information Studies Research Priority Area, Information Infrastructure Program, Faculty of Education, Charles Sturt University. They also gratefully acknowledge the time and effort contributed to the study by the participants and colleagues who advised on design of the survey instrument.

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