« Not just documentation providers ... »:
changing the perception of the library by designing new services for researchers
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A small library: 42 people
The Research Support Services: 5 people

Creating Research Support Services in the Library: the social sciences focus

Participants to the survey

Priorities for researchers

- Managing research data
- Developing requests to purchase books
- Improving about Open Access
- Informing about scholarly communication
- Informing about the CRIS/Repository system
- Suggesting rankings
- Conducting bibliometric studies
- Improving documentary research
- Organizing training sessions for PhDs
- Informing about new purchases
- Increasing documentary collection

Managing research data
Developing requests to purchase books
Improving about Open Access
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Conducting bibliometric studies
Improving documentary research
Organizing training sessions for PhDs
Informing about new purchases
Increasing documentary collection

Level of satisfaction with the documentary collection

- Management
- Social sciences
- Economics
- Management
- Social sciences

Increase of documentary collections: notably WDRS, ebooks
Digitalization of all PhD thesis collection
Resources federated in a one-stop-shop website

Digital transformation: Digitalizing traditional services

Promoting available services
Improving communication

Services of the documentary portal / level ofusage

- Training sessions for specific databases
- Automatic suggestion of books
- Suggested readings
- Quick access to non-popular databases
- Quick access to hard-to-find databases

Managing bibliographic references (reader’s assistant)

NOW

WISDOM

Raising awareness about open science

- Research data: what they do
- Sharing data
- Explaining data: finding specialists

- Scientific community
- Digital humanities
- Social sciences
- Economics
- Library

What researchers wanted

What we did in 2 years time (2017-2019)

Increase of documentary collection
WDRS, ebooks ...

Information about new purchases
Implemented in Odyssee (our documentary portal)
Starting this year, a few sessions

Training PhD candidates on O.S.

Improvement of documentary research
To be done

Bibliometric studies
To be developed

Suggested readings
Implemented in Odyssee (our documentary portal)
Numerous communication actions, OA Week

Information about CRIS and repository
Newsletter

Information about scholarly communication evolutions
Newsletter, mails, OA Week

Information about Open Access

Development of requests to purchase books
Gaining momentum

Management of data
Beginnings

What researchers want to be informed about

- New documents available in the library
- Scholarly environment
- Emerging tendencies of research
- Disciplinary networks (visualizations)

One good thing: our researchers are very much willing to receive information

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