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Innovating Library Services for Researchers [Poster]

Ideas, initiatives, and interaction were the formula to generate plans for the library services in a new multidisciplinary academic environment. Three renowned Finnish universities, Helsinki University of Technology TKK, Helsinki School of Economics HSE, and the University of Art and Design TaiK, will merge and in August 2009 a new Aalto University will enroll its first students. The objective of the new university is to create a new inspiring science and art community and the university library aims to provide world-class services to its clientele. In order to facilitate the transformation process the library personnel was actively involved in the service planning process.

The poster presents the successful work of the task force in charge of the new library services for researchers. Each three libraries were represented by an expert member who brought along their subject specific knowledge and together they were to find fresh ideas on how to create library services for the increasingly international and nomadic researcher of today.

The task force first benchmarked researcher services that the libraries currently offer their users and supplemented the work with an international web-based benchmark of the highly ranked universities in their field. An in-depth interview with a post-doc researcher was conducted to compliment the survey and the different phases of the research cycle were used to structure the analysis. The poster includes examples of suggested services.

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