From Project to Customized Service:
Research Support at the University of Groningen Library

Shaghayegh Abdolahzadeh
 https://orcid.org/0000-0002-8255-6111
University of Groningen, The Netherlands

Peter G. Braun
 https://orcid.org/0000-0002-9870-465X
University Medical Center Groningen, University of Groningen, The Netherlands

Christina Elsenga
 https://orcid.org/0000-0001-5799-282X
University of Groningen, The Netherlands

Marijke Folgering-van der Vliet
 https://orcid.org/0000-0002-5307-077X
University of Groningen, The Netherlands

Babette Knauer
 https://orcid.org/0000-0002-6021-3695
University of Groningen, The Netherlands

Ane W. van der Leij
 https://orcid.org/0000-0003-0202-5730
University of Groningen, The Netherlands

Fareeba Sheedfar
 https://orcid.org/0000-0002-1315-1903
University of Groningen, The Netherlands

Giulia Trentacosti
 https://orcid.org/0000-0002-4871-477X
University of Groningen, The Netherlands

Kathryn O. Weber-Boer
 https://orcid.org/0000-0002-4495-3001
University of Groningen, The Netherlands

EXECUTIVE SUMMARY

The academic landscape of the Netherlands has been influenced in recent years by new governmental policies regarding open access and open science, national and European legal guidelines, developments in ICT, and changes in how researchers are assessed. The University of Groningen Library (UB) has seized the opportunity in these developments, providing research support in the domains of registration and archiving of research output, open access publishing, research data management, and research analytics. Increased efficiency in traditional library procedures and the introduction of project-based

funding have provided staff capacity for these developments. Full-service customization, to meet the needs of researchers and alleviate their time and work pressure, lies at the heart of the UB's research support.

INTRODUCTION

This chapter describes how research support services at the University of Groningen Library (UB; *Universiteitsbibliotheek*) developed and how they are embedded in the organization—both in the library and the University of Groningen (UG; *Rijksuniversiteit Groningen*). What is UB research support, in the complex context of European (EU) and national (Dutch) science policies, the research funding ecosystem, the requirements of the university and faculties, and calls from research groups and individual researchers? What value does it add to UG research? Four specific academic support services are highlighted here: registering and archiving research output, open access publishing, research data management, and research impact analysis. The final section summarizes results and challenges, and attempts a look ahead.

Four Centuries at the Heart of Academic Groningen

Wandering through the Dutch city of Groningen, visitors quickly notice that it is a vibrant university city. One in four of its 200,000 inhabitants is a student at one of the institutes of higher education in Groningen, which makes the city the youngest in the Netherlands. The UG was founded in 1614. It is home to 30,000 students and is the alma mater of the first female student and the first female lecturer in the Netherlands, the first Dutch astronaut, as well as the first president of the European Central Bank. Astronomer Jacobus Kapteyn, historian Johan Huizinga, Nobel prize winners Frits Zernike (physics, 1953) and Ben Feringa (chemistry, 2016) are among those who have contributed to the international scientific reputation of the university (University of Groningen [UG], 2019b).

A new UG strategic plan for the coming years will soon be presented, but UG research has concentrated on the themes of healthy ageing, energy, and sustainable society. The UG mission statement emphasizes the ambition to be an international research university, with a strong regional rooting in the north of the Netherlands. The university aims for research of the highest standard, with strong core disciplines as the foundation of its cross-disciplinary research. These core disciplines and this cross-disciplinary approach are called upon in fundamental research, as well as in trying to find seeking innovative answers to today's societal challenges (UG, 2015a).

Today, the UG has eleven faculties, employs 6,100 staff (including 3,400 academic staff, of which one third is international), offers over 100 Master's degree programmes, of which 90% are taught in English, and produces 9,000 research publications a year (UG, 2020a). Along with all Dutch universities, it is a member of the Association of Universities in the Netherlands (VSNU). The UG cooperates closely with the universities of Ghent (Belgium), Göttingen (Germany), Tartu (Estonia), and Uppsala (Sweden) through the U4Society Network (U4Society, 2020); among its other European collaborations, it participates in the Coimbra Group (Coimbra, 2020). It partners with renowned universities in Asia, North and South America, Africa, and Oceania (UG, 2020b). It ranks number 65 in the Academic Ranking of World Universities (2019) and number 73 in the Times Higher Education World University Rankings (Times Higher Education, 2020).

The UG prides itself on being a city campus with faculties spread all over Groningen. The heart of this campus (not only geographically) is the library. It is still situated at the location where it was founded in

Related Content

Data Mining with Cubegrades
Amin A. Abdulghani (2009). *Encyclopedia of Data Warehousing and Mining, Second Edition (pp. 519-525).*
www.irma-international.org/chapter/data-mining-cubegrades/10869

The Effectiveness of Breakout Rooms in Blended Learning: A Case Study in the Faculty of Engineering, Design, and Information Technology (EDICT) Degree at Bahrain Polytechnic
Fatema Ahmed Waliand Zahra Tammam (2024). *Embracing Cutting-Edge Technology in Modern Educational Settings (pp. 69-92).*
www.irma-international.org/chapter/the-effectiveness-of-breakout-rooms-in-blended-learning/336191

Classification of Graph Structures
Andrzej Dominik (2009). *Encyclopedia of Data Warehousing and Mining, Second Edition (pp. 202-207).*
www.irma-international.org/chapter/classification-graph-structures/10821

Exploiting Simulation Games to Teach Business Program
Minh Tung Tran, Thu Trinh Thiand Lan Duong Hoai (2024). *Embracing Cutting-Edge Technology in Modern Educational Settings (pp. 140-162).*
www.irma-international.org/chapter/exploiting-simulation-games-to-teach-business-program/336194

Automatic Genre-Specific Text Classification
Xiaoyan Yu, Manas Tungare, Weiguo Fan, Manuel Pérez-Quiñones, Edward A. Fox, William Cameronand Lillian Cassel (2009). *Encyclopedia of Data Warehousing and Mining, Second Edition (pp. 120-127).*
www.irma-international.org/chapter/automatic-genre-specific-text-classification/10808