Beyond the Crossroads:
Transforming Research Support Services at Te Herenga Waka Library

Trish Wilson
Te Herenga Waka, Victoria University of Wellington, New Zealand

Aubrey Kirkpatrick
Te Herenga Waka, Victoria University of Wellington, New Zealand

Katy Miller
Te Herenga Waka, Victoria University of Wellington, New Zealand

Marcus R. Harvey
Te Herenga Waka, Victoria University of Wellington, New Zealand

EXECUTIVE SUMMARY

The key strategic goal for research at Te Herenga Waka - Victoria University of Wellington is to create a culture of ambitious research for transformative impact. To support this goal, a library restructure and investment in library teams supporting research has enabled a detailed understanding of the university's research output and how to increase its visibility. New working relationships and clearly defined research initiatives have demonstrated the diverse value of the library. New services and tools are outlined that help create value for schools, academics, and postgraduates; benchmark university performance; develop tailored services; enhance research profiles; and foster collaboration. Challenges and opportunities remain, including developing a university policy to support open access (OA) research and a new OA research repository to aid the promotion of, and access to, university research. The library continues to change perceptions of its services and works collaboratively to enhance individual and university research reputations.

INTRODUCTION

This chapter follows the implementation of a comprehensive library research service at Te Herenga Waka - Victoria University of Wellington (Te Herenga Waka) from the perspective of a work in progress. It covers a developing understanding of the needs of our users, the role of the Library in supporting the research lifecycle, a maturing strategic vision, and further reorganisation within the Library to meet the present challenges. By strengthening its research services, the Library has closely aligned itself with Te Herenga Waka's strategy and particularly the strategic research goal that seeks to deliver "ambitious research and transformative impact" (Te Herenga Waka, 2019).

This chapter builds on a 2018 article, written by (with others) two of this chapter's authors. The article 'Research Support at the Crossroads: Capability, Capacity, and Collaboration' was published in *New Review of Academic Librarianship* (Lang, Wilson, Wilson & Kirkpatrick, 2018). It described research support at that point at Te Herenga Waka Library as being at a crossroads, with the implementation of an ambitious research support strategy and the Library deepening its engagement with research issues, such as those relating to bibliometrics and research impact.

This chapter explores how the Library at Te Herenga Waka has navigated 'beyond the crossroads.' It describes a further restructure conducted since the 2018 article, the changing context in terms of Te Herenga Waka's strategic direction, and how the Library's services have developed in response. In addition, it addresses the emerging needs of users, and the initiatives that the new structure has enabled the Library to align with, and contribute to, the University's research goals.

BACKGROUND AND CONTEXT

Founded in 1897 in Aotearoa New Zealand, Te Herenga Waka's vision is "to be a world-leading capital city university and one of the great global-civic universities" with a shared purpose of "research, teaching, and engagement that transforms lives" (Te Herenga Waka, 2019, p. 5). One of eight public universities in New Zealand, Te Herenga Waka offers both undergraduate and postgraduate degrees and in 2018 had a full-time equivalent student population of approximately 17,500 and over 1000 teaching and research staff of which approximately 46% are international academics (Victoria University of Wellington, 2018; QS, 2020).

Universities are maturing in their view of how their research engages the outside world and considering impact beyond citations and scholarly recognition. Professor Wendy Larner, University Provost, in her address as the Royal Society Te Apārangi President, discussed the current highly individualised research model as being outdated in today's world where deep interpersonal relationships, co-designing of research and tackling the grand challenges were at the fore (Larner, 2019). This perspective is also reflected in Te Herenga Waka's recently refreshed Strategic Plan 2020-2024 as shown in Figure 1, particularly the following two of the five key strategies: Ambitious research for transformative impact; Engagement that deepens relevance, impact, and reputation (Te Herenga Waka, 2019).

Related Content

Survival Data Mining

Qiyang Chen (2009). *Encyclopedia of Data Warehousing and Mining, Second Edition (pp. 1896-1902).*

www.irma-international.org/chapter/survival-data-mining/11078

Hybrid Genetic Algorithms in Data Mining Applications

Sancho Salcedo-Sanz, Gustavo Camps-Vallsand Carlos Bousoño-Calzón (2009). *Encyclopedia of Data Warehousing and Mining, Second Edition (pp. 993-998).*

www.irma-international.org/chapter/hybrid-genetic-algorithms-data-mining/10942

Extending a Conceptual Multidimensional Model for Representing Spatial Data

Elzbieta Malinowskiand Esteban Zimányi (2009). *Encyclopedia of Data Warehousing and Mining, Second Edition (pp. 849-856).*

www.irma-international.org/chapter/extending-conceptual-multidimensional-model-representing/10919

Evaluation of Decision Rules by Qualities for Decision-Making Systems

Ivan Bruha (2009). *Encyclopedia of Data Warehousing and Mining, Second Edition (pp. 795-801).*

www.irma-international.org/chapter/evaluation-decision-rules-qualities-decision/10911

Real-Time Face Detection and Classification for ICCTV

Brian C. Lovell, Shaokang Chenand Ting Shan (2009). *Encyclopedia of Data Warehousing and Mining, Second Edition (pp. 1659-1666).*

www.irma-international.org/chapter/real-time-face-detection-classification/11041