Library
Research Services
Framework

LaTrobe
University
Library

Glossary

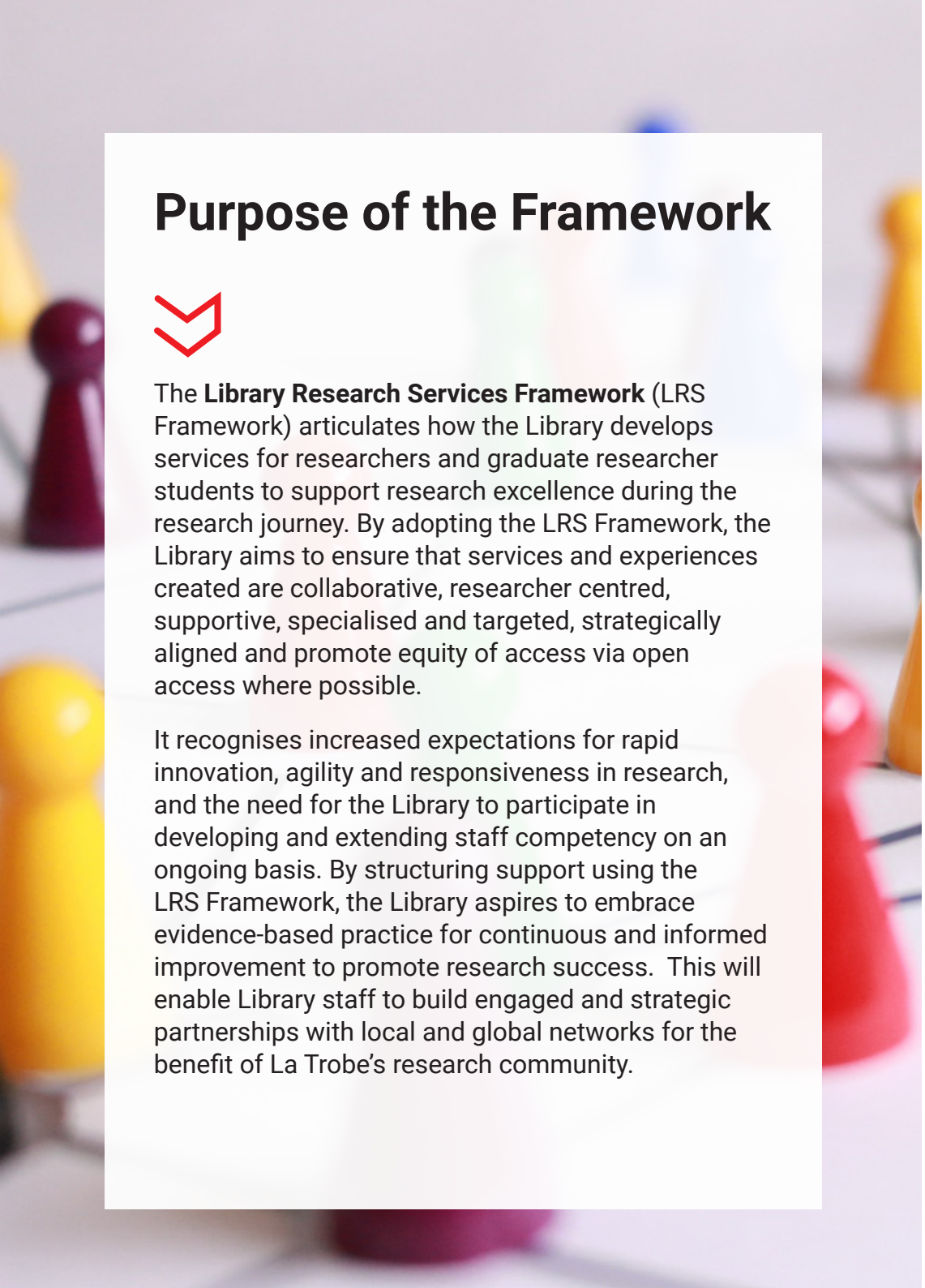
Definitions of terms used in this Framework:

Graduate researcher refers to all students enrolled in a Masters by research degree or a Doctoral degree at La Trobe University in all disciplines and all stages of their studies

Research lifecycle refers to the process that researchers undertake when completing a project or study from beginning to completion

Researcher refers to employees of La Trobe University who are undertaking research either wholly or partially in their role.

University refers to La Trobe University's seven campuses and online presence.



Purpose of the Framework

The **Library Research Services Framework** (LRS Framework) articulates how the Library develops services for researchers and graduate researcher students to support research excellence during the research journey. By adopting the LRS Framework, the Library aims to ensure that services and experiences created are collaborative, researcher centred, supportive, specialised and targeted, strategically aligned and promote equity of access via open access where possible.

It recognises increased expectations for rapid innovation, agility and responsiveness in research, and the need for the Library to participate in developing and extending staff competency on an ongoing basis. By structuring support using the LRS Framework, the Library aspires to embrace evidence-based practice for continuous and informed improvement to promote research success. This will enable Library staff to build engaged and strategic partnerships with local and global networks for the benefit of La Trobe's research community.

Alignment to Strategic Plan

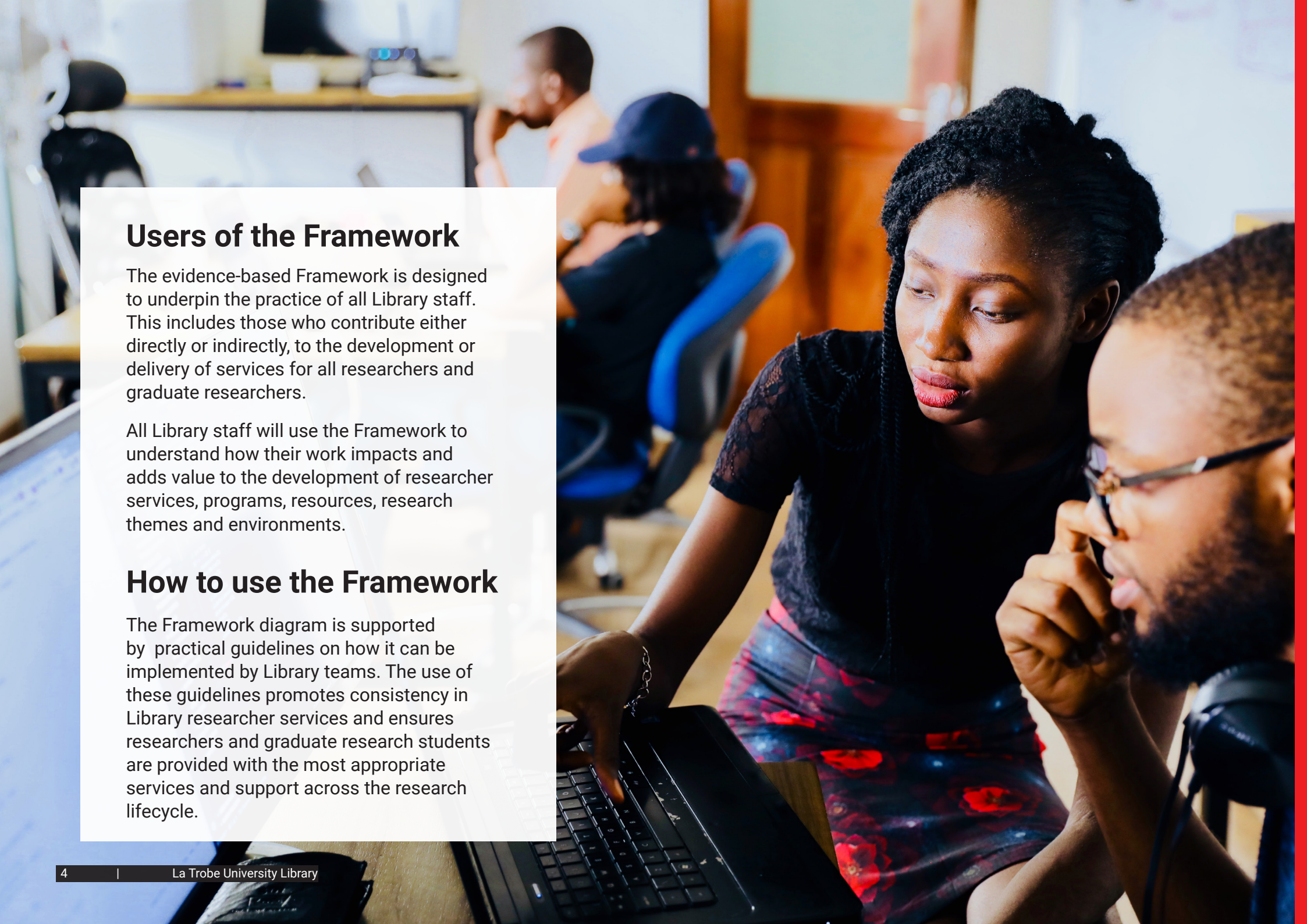
The Framework aligns to La Trobe's Strategic Plan 2020-2030 in two ways:

Researchers

The LRS Framework is researcher-centred and designed to guide Library staff to provide tailored services to support researchers to develop and improve their research performance whilst also being sustainable and scalable. By using the Framework to develop researcher services, Library staff will create and promote strategically designed programs to build life-long information, digital and research capabilities for researchers and graduate research students. Through this approach, and working alongside the DVC (Research and Industry Engagement) portfolio, the Library will contribute strategically to University objectives and ensure researchers and graduate research students are supported "to sustain and bolster their research performance" (La Trobe Research Plan).

Improving Efficiency and Productivity

The LRS Framework enhances the Library's internal processes. It enables the Library to adopt a more informed, proactive, collaborative, sustainable, and scalable approach towards its researcher services experiences. This supports the Library to rationalise its research services development decision-making and simplify processes. By using this approach, the Library contributes to maximising efficiency and improving productivity by articulating success measures, which will allow the Library to thrive in a post-COVID world.



Users of the Framework

The evidence-based Framework is designed to underpin the practice of all Library staff. This includes those who contribute either directly or indirectly, to the development or delivery of services for all researchers and graduate researchers.

All Library staff will use the Framework to understand how their work impacts and adds value to the development of researcher services, programs, resources, research themes and environments.

How to use the Framework

The Framework diagram is supported by practical guidelines on how it can be implemented by Library teams. The use of these guidelines promotes consistency in Library researcher services and ensures researchers and graduate research students are provided with the most appropriate services and support across the research lifecycle.

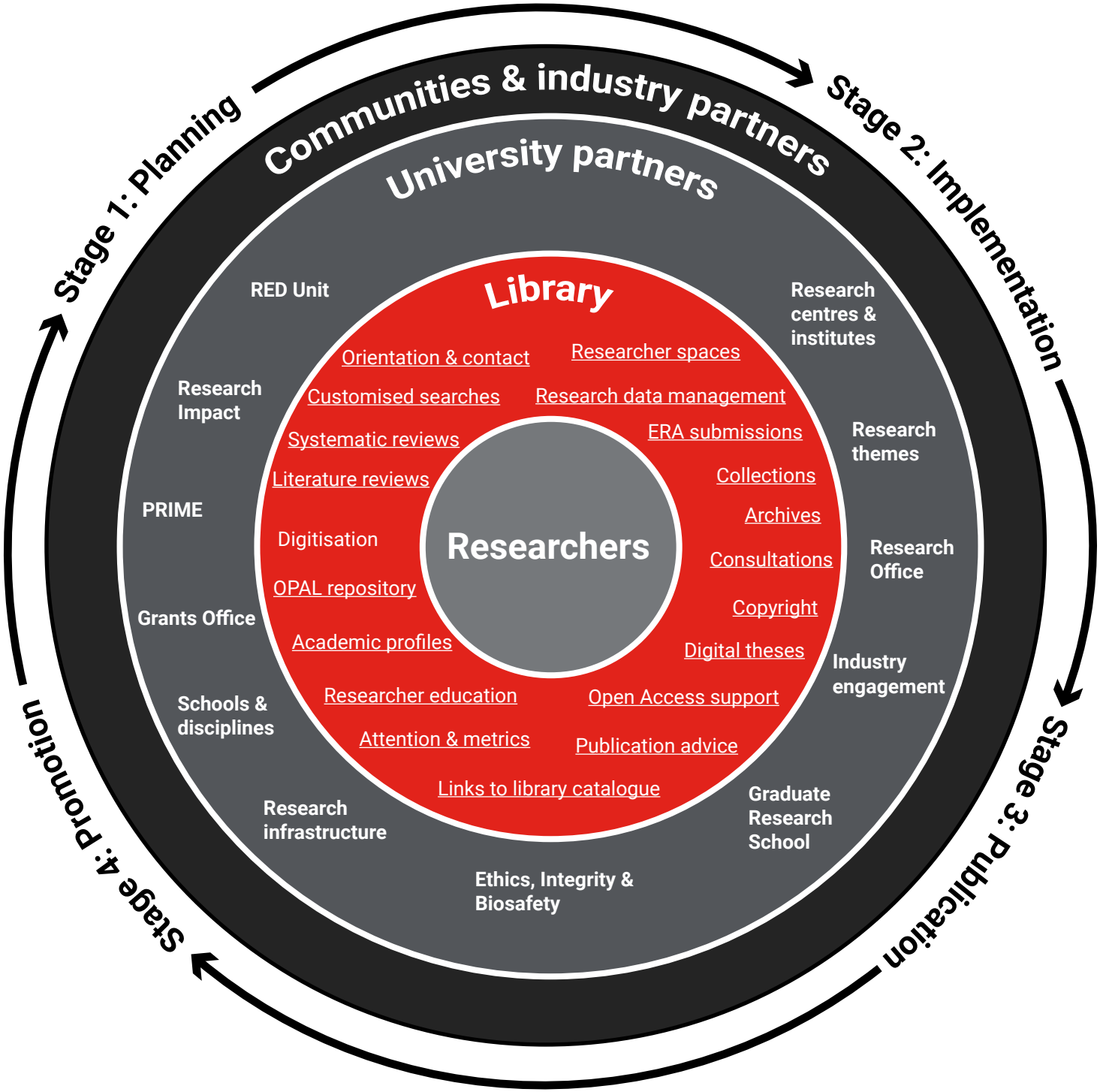
Elements

The Framework features three elements which inform design and delivery of library researcher experiences. These elements are:

1. Research lifecycle/journey

2. Library research support

3. Practice principles


Stage 1: Planning
Stage 2: Implementation
Stage 3: Publication
Stage 4: Promotion
Communities & industry partners
University partners
Library
Researchers
Orientation & contact
Researcher spaces
Customised searches
Research data management
Systematic reviews
ERA submissions
Literature reviews
Collections
Digitisation
Archives
OPAL repository
Consultations
Academic profiles
Copyright
Researcher education
Digital theses
Attention & metrics
Open Access support
Publication advice
Links to library catalogue
RED Unit
Research centres & institutes
Research Impact
Research themes
PRIME
Research Office
Grants Office
Industry engagement
Schools & disciplines
Graduate Research School
Research infrastructure
Ethics, Integrity & Biosafety

1. Research lifecycle/journey

Library services are mapped to the four stages of the research lifecycle, representing the synergies between researchers or graduate research students and the Library across their research journey at La Trobe. Library services are mapped to the four stages of the research lifecycle to represent all potential touch points between researchers or graduate research students and the Library.

The Library collaborates with our partners to provide researchers and graduate research students with services to accelerate their research performance which are:

Cohesive

Researchers and graduate research students can seek and access expert Library support seamlessly through a single point of contact.

Relevant

Research support the different needs of researchers and graduate research students across all stages of their research journey.

Inclusive

The diverse and specialised needs of researchers and graduate research students are accommodated.

2. Library Research Support

Library teams offer a range of expert services that are continually evolving in response to changes in research practice.

Collaborative

Focused on establishing relationships and partnerships with researchers to accelerate research performance and outcomes.

Researcher centred

All services are consistently delivered with the researcher needs as the focus across each stage of the research lifecycle.

Supportive

Services are designed to underpin, promote and extend the research experience at point of need to ensure researchers reach their goals.

Specialised & targeted

Researcher experiences are inclusively designed and delivered to suit different needs, abilities and requirements and experiences are delivered through various channels, are visually consistent, and available across all points of the research lifecycle.

Focused on equity of access

All researcher education, support, and environments will advocate and foster open access initiatives and publication as much as possible.

Strategically aligned

Services are mapped to university plans to best support the fulfilment of synchronised goals and objectives.

3. Practice Principles

There are four key principles of practice that guide the researcher and graduate lifecycle:

Evidence-based practice

The design, delivery and evaluation of all researcher services is informed by evidence-based practice. An evidence-based approach supports good practice and continuous improvement using a variety of evidence.

Sustainability & scalability

Library staff purposefully design researcher and graduate researcher learning experiences for a variety of contexts and as a part of a broader strategy to maximise reach, efficiency, and minimise duplication.

Outreach & engagement

Collaboration through proactive engagement and collaboration with researchers and graduate researchers. Library staff deliver outstanding Library research services and experiences.

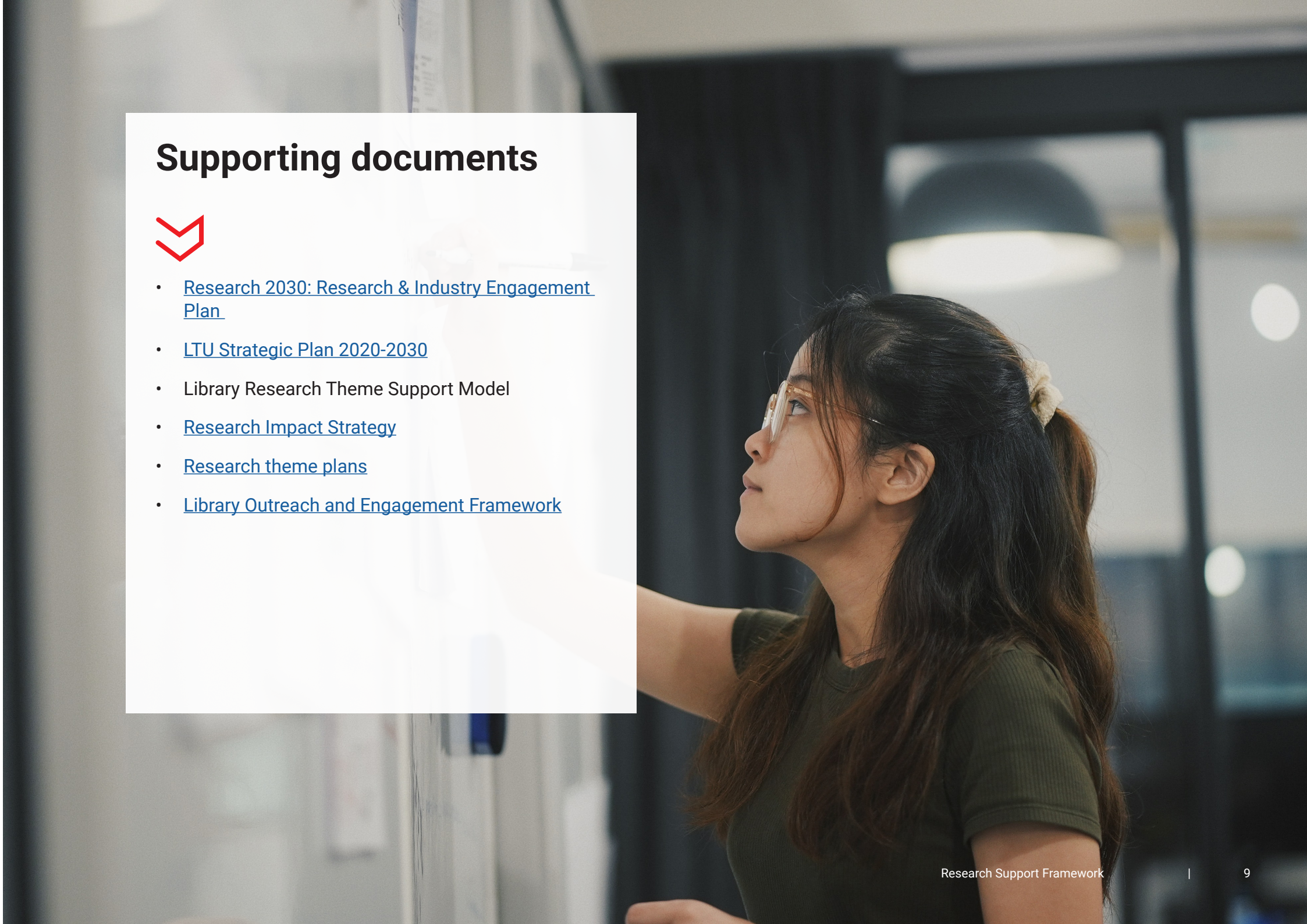
Networked ways of working

The Library advocates and demonstrates its value to the University and beyond through engagement and collaboration with other University departments and centres as well as external communities.

We support all Aboriginal and Torres Strait Islander researchers and those undertaking First Nations research. Library staff will maintain awareness of and promote current best practice guidelines, such as the AIATSIS Code of Ethics for Aboriginal and Torres Strait Islander Research.

Supporting documents

- Research 2030: Research & Industry Engagement Plan
- LTU Strategic Plan 2020-2030
- Library Research Theme Support Model
- Research Impact Strategy
- Research theme plans
- Library Outreach and Engagement Framework



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