Perception of Research Support Service in Academic Libraries: A Case Study of Select Indian Research Libraries

Monali Mitra Paladhi
Deputy Librarian
Indian Statistical Institute

"Research is seeing what everybody else has seen and thinking what nobody else has thought."

-Albert Szent-Györgyi
(Hungarian pharmacologist known for his work on vitamins and oxidation. He was awarded the Nobel Prize in Physiology or Medicine in 1937)

Factors affecting Academic Library Services

❑ Rapid advancement in Science & technology
❑ Invention of new tools and techniques
❑ More and more data-driven research
❑ Open-access publication policies
❑ Changes in Publishing Activities
❑ More information produced too frequently
❑ Growing complexity in retrieving authentic information

Users are at a loss and in need of adequate support from the libraries

Need for revolutionized functions and services of academic libraries

Research Support Service

"Specific information services provided by a particular library to promote research by meeting the unique information needs of the researchers within a particular institution".
- Forsman et al.

In academic libraries, RSS may be explained as :
- Assist researchers in carrying out their intellectual discovery during the research process
- Providing access to intellectual content (online and offline)
- Providing help in research data management (RDM)
- Helping researchers manage data-intensive operations in research
- Providing training and offering research support services in collaboration with other organizations
- Providing guidance related to research grants, ethics, and integrity, research performance

Importance of RSS

Ethical Access and use of Information

Research aid and Information literacy

Resource Management

Research Data Management

Guidance, advice, support to researchers

Publication Support

Networking and Collaboration

Training and Support

Technology and Implementation

Objectives

1
To examine - RSS provided by the top 10 research libraries in India as per the NIRF listing, 2023

2
To identify research databases that are being subscribed for RSS

3
To understand the gap and identify other potential RSS

Methodology

✓ Top ten institutions in the research category as per the NIRF ranking 2023 were chosen for this study

✓ Web-Pages of individual institutional libraries have been visited to examine the list of research support services provided by these libraries.

IISC Bangalore
IIT Madras
IIT Delhi
IIT Bombay
IIT Kharagpur
IIT Kanpur
IIT Roorkee
AIIMS Delhi
IIT Guwahati
TIFR

Table 1: Research Tool Services in the Selected Libraries

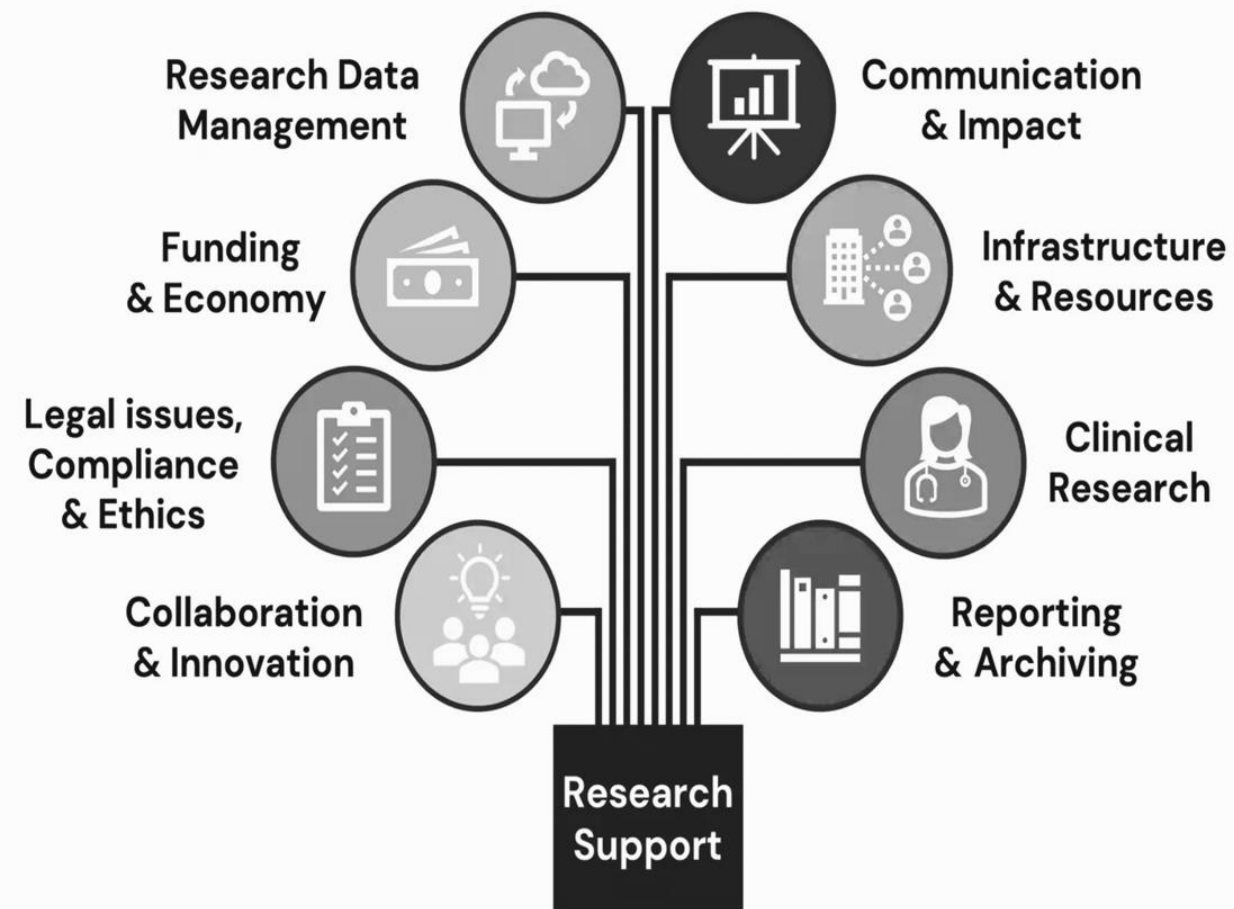| Name	Grammarly	QuillBot	Mendeley	EndNote	Zotero	Turnitin/ iThenticate	DrillBit
IISC Bangalore			Yes	Yes		Yes	
IIT Madras	Yes		Yes			Yes	
IIT Delhi	Yes	Yes		Yes			Yes
IIT Bombay	Yes					Yes	Yes
IIT Kharagpur	Yes	Yes				Yes	
IIT Kanpur	Yes	Yes	Yes		Yes	Yes	
IIT Roorkee	Yes		Yes	Yes	Yes	Yes	
AIIMS Delhi							
IIT Guwahati						Yes	Yes
TIFR			Yes	Yes	Yes		

Findings

- ❑ Institutions procure popular bibliographic databases like Web of Science, Scopus, and MathSciNet, along with other databases like law, financial, and subject databases
- ❑ Almost all the libraries provide both plagiarism-checking tools and reference management tools
- ❑ IIT Bombay, IIT Kharagpur, and IIT Guwahati's website doesn't show any reference management tools
- ❑ TIFR website doesn't show the availability of any plagiarism software
- ❑ IIT -Madras, Delhi, Bombay, Kharagpur, Kanpur, Roorkee provide some additional RSS services
- ❑ Partnerships with foreign universities, and research centers and networking between academics, industry professionals, and researchers
- ❑ Conferences, seminars, workshops, and year-round training programs to enhance research productivity
- ❑ Outreach services
- ❑ Author/Publishing workshops

... continued

❑ Grammarly & Quillbot

❑ Collaborative online LaTeX editor Overleaf

❑ Bloomberg platform

❑ ChemDraw Professional, Pybliographer, O'Reilly Media tools for professional development, and Bibdesk

❑ Official LaTeX templates for journals along with direct submission links and work with a variety of publishers

❑ Provide tools for managing bibliographic material, such as Pybliographer and Bibdesk, and the Bloomberg platform, which is a leader in business and financial information worldwide

❑ Collaborates with research facilities and institutions abroad by providing state-of-the-art funding and resources

Implementation

- Assess the needs and gaps
- Provide access and support
- Offer training and education
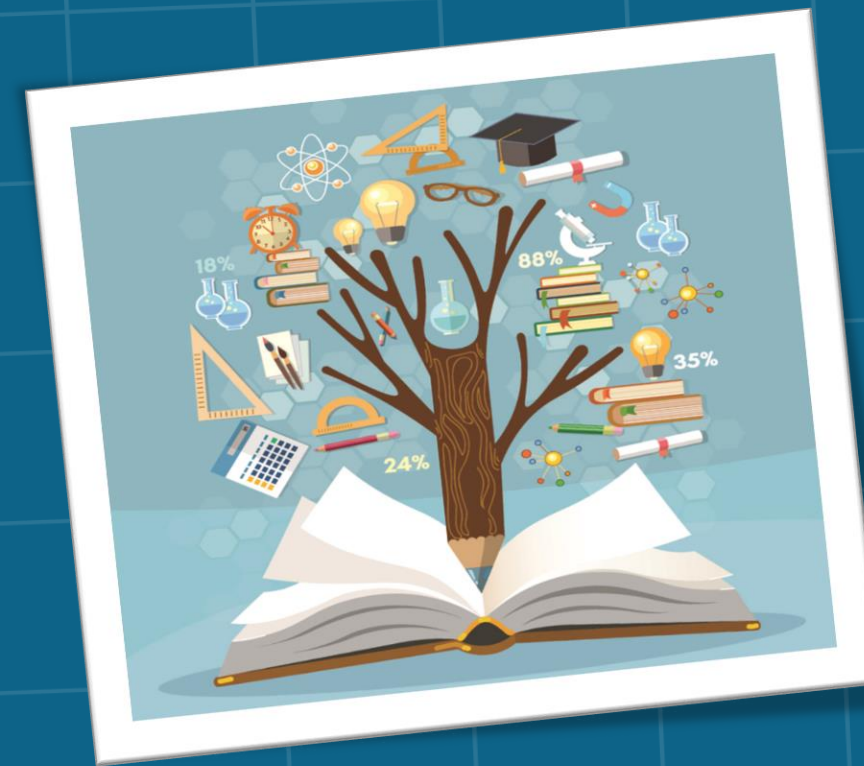- Collaborate and network
- Promote and advocate
- Evaluate and improve

Conclusion

Research support services are crucial for creating a thriving research environment in academic libraries. Libraries can further enhance their research support offerings that can create a more robust and effective research ecosystem by addressing:

- Funding constraints,
- Staff shortages,
- Technological challenges
- Investing in collaborative research spaces
- RDM services
- Introducing research impact assessment tools
- Tailored training programs

Embracing best practices and innovative approaches, Indian research libraries can play a crucial role in empowering researchers to achieve groundbreaking discoveries and contribute to the global advancement of knowledge.

thank you

monalimitrapaladhi@gmail.com