



Library research support service model

The ways in which the Library supports researchers at the University are set out in the [Library Research Support Framework](#). This tiered service model* describes the level of that support, rather than the nature of the support itself, and should be read in conjunction with the Framework, which describes what support the Library provides to researchers.



Self-service	Standard service	Specialist support	Enhanced specialist support
<p>What: Library webpages (including How Do I? guides), research support workshop program, Research Technology Support webpages, workshops run with CaRST, Research Services, and in Schools, MyUni Library training courses.</p> <p>If self-service options have been consulted thoroughly and do not solve a query, researchers can email their Liaison Librarian or book a 1:1 consult.</p>	<p>What: In addition to self-service options, researchers can email their Liaison Librarian or book a 1:1 consult.</p> <p>Liaison Librarians can also attend School/Faculty/Research Group meetings to present on support available. Bespoke training sessions for groups of researchers can be delivered as appropriate.</p>	<p>What: Liaison Librarians can offer a follow-up 1:1 consult on the same topic if required and as appropriate, including at-elbow support to navigate tools.</p>	<p>What: In addition to Specialist support, Liaison Librarians will offer to: create, edit and enhance UofA Researcher Profile (using content supplied by researcher); locate and identify common impact metrics on behalf of the researcher, and work with them on how to identify more specialist or advanced metrics if required; ensure that ORCID profile is set up to maximum efficiency and use (access must be granted by researcher).</p>
<p>Available to: All staff and student researchers</p>	<p>Available to: All staff researchers</p>	<p>Available to: Staff researchers applying for promotion or external grants.</p>	<p>Available to: Researchers on the most recent Clarivate Highly Cited Researchers list and/or identified by Planning & Analytics as Hi Cis. This level of support may also be available to other groups of high strategic importance to</p>



			the University as identified by Division of Research & Innovation.
<p>Please refer to the Library Research Support Framework for details of what we can support.</p> <p>Out of scope:</p> <ul style="list-style-type: none"> • Creating metrics reports • Creating or editing UofA Researcher Profile, fixing other researcher profile issues (i.e. Scopus) on researcher's behalf, setting up ORCID. • Writing grant applications, research impact statements/narratives, or content for UofA Researcher Profile • Proofreading or managing/correcting citations/ references • Creating/performing searches for literature reviews or systematic reviews (unless prior agreement, which may include options for Liaison Librarian to be a co-author)* • Creating/editing research data management plans • Managing storage, retention or disposal of data on behalf of researchers • Depositing outputs in repositories on behalf of researchers. 			<p>Please refer to the Library Research Support Framework for details of what we can support.</p> <p>Out of scope:</p> <ul style="list-style-type: none"> • Creating advanced/specialist metrics reports • Writing grant applications, research impact statements/narratives, or content for UofA Researcher Profile • Proofreading or managing/correcting citations/ references • Creating/performing searches for literature reviews or systematic reviews (unless prior agreement, which may include options for Liaison Librarian to be a co-author)* • Creating/editing research data management plans • Managing storage, retention or disposal of data on behalf of researchers. • Depositing outputs in repositories on behalf of researchers.

* this model should also be read in conjunction with the [Library Systematic Review Service Charter](#), which sets out the support available for Systematic Reviews.

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