

Research Support Services at Helsinki University Library

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Helsinki University Library (HULib) is Finland's largest multidisciplinary university library, which serves the needs of a great variety of disciplines and user groups. It operates both online and on campuses providing the information and library services needed for research, learning and teaching at the university. The library enables social participation and, as is common in the Nordic Countries, is open to all. This article introduces the goals and activities of Research Services at the Helsinki University Library, which is currently strongly focused on open science, research data management, and research evaluation.

HULib is custom-oriented and has a strong emphasis on digital collections. The main library is Finland's most popular learning environment, and it works in academic terms seven days a week. All the campus libraries are open to all and the collections on site can be used by all its customers. In addition, electronic resources and library web services can be accessed via remote access by the university's researchers, staff and students 24/7, and everywhere in the world.

HULib provides services related to learning, access and research support. Cooperation over organizational borders and with a variety of actors at the national and international level is common.

The University of Helsinki (UH) is the oldest and largest university in Finland, and in many international rankings it belongs to the top 100 in the world. The University has more than 40,000 students and members of staff representing eleven faculties located on four campuses.

In this article the focus is on the research support services at HULib. In the *Research Services* special emphasis is placed on developing and promoting open science and data management.

During the past few years research data and methods as information materials have been acknowledged alongside publications, and university libraries have put a lot of emphasis on creating new services in accordance with this broader publication scope. Also, providing bibliometric services and teaching research evaluation especially at the doctoral candidate level is one of its tasks.

Open Science – Something Old, Something New

In the *Helsinki University Strategy for 2017-2020* open science is a clear subject of development. It is not something new for UH, and previous work done to promote open science has already been acknowledged e.g. by the *Ministry of Education and Culture*, which in 2015 ranked UH the highest-graded organization regarding its open science practices. It is at the heart of library work to achieve this aim, and it is carried out across organizational borders as well as in national and international co-operation. Designing well-structured self-archiving processes and tools for UH researchers is one important step, and another is to support the publishing culture to move towards a model which enables all interested to access freely the information needed.



Photo: Mika Huisman

Helsinki University Main Library (Kaisa House).

The Ministry of Education and Culture of Finland has launched the Open Science and Research Initiative (ATT) for the promotion of research information availability and open science platform for 2014–2017. HULib is involved at all its levels and participates in several ATT development groups. (See more at: <http://openscience.fi/#sthash.1cljpcEt.dpuf>)

Promoting Open Access publishing is one of the most important tasks of the UH library. The library is participating in the *OpenAIRE 2020* project and is one of the *National Open Access Desks*. In 2015 the library made a cooperation agreement with Finland's largest scholarly and non-fiction publisher in the field of the humanities, the *Finnish Literature Society* (SKS). The aim of this agreement is to make Finnish scientific monographs available online in order to promote

the advancement of a diverse Finnish culture.

Promoting open access policies and practices is also in the agenda of several European organizations, whose aim is to support research, such as *LERU* and *LIBER*. In the *Horizon 2020* programme open publishing is demanded, and openness of research data is recommended. The University Library is also a member of the national *ORCID collaboration group*.

It is still noteworthy that besides work done by the universities and libraries, future development is also dependent on the resources and guidelines of research financiers such as different foundations, as well as to what extent the *Finnish Government* directly finances universities.

Research Data Management Pioneer

The University of Helsinki was the first university to publish its research data policy in Finland. It

is actively developing data management practices and tools at the organizational, national as well as at the international level. The Research Services of HULib is a central actor in developing good research data management tools and practices. At the national level the *Finnish Social Science Data Archive* and the *Open Science and Research Initiative* (ATT) are important partners.

Many academic libraries are developing research data management (RDM) services as researchers need specific instructions and concrete guidance on questions related to data management. The pressure for proper data management comes from within the academic community: RDM is part of good scientific practice. Furthermore, the funders require that research data will be shared and opened for reuse and validation.

Being a large multidisciplinary university, the University of Helsinki has to develop a service which, first, is achievable for researchers from different backgrounds and, second, unites several service providers at the university. The questions considering research data vary widely and many of them go beyond everyday library expertise. Therefore, instead of relying on the library as the single point of help in data management, UH has adopted a wider perspective on service development.

In the beginning of 2016, UH launched The DataSupport Network. DataSupport is a collaborative one-stop shop service that operates across organizational boundaries. Three university units are key operators in the service: the central administration (Research Affairs) coordinates the DataSupport Network, the IT Center provides help in data storage and sharing issues, and the Helsinki University Library serves as a link between university units and services and coordinates the one-stop shop. Other important university units involved in DataSupport are Research Ethics Committees, Legal Counseling Services, Human Resources and Legal Affairs, Central Archives.



Photo: Jussi Männistö

Research support services in action.

The main goal of the service is to help researchers in all questions related to data management in a smooth and user-friendly manner. The anticipated benefits of the network-based service are cost-effectiveness and easy access.

The network's service promise to researchers is to ensure uncomplicated research data management and more time for research. As with many other HULib services, here the key to success is not only the network-based service model but also the engagement of user groups in the service development.

Tuuli – Tools for Data Management

Helsinki University Library is currently coordinating a national implementation project concerning data management: *Tuuli*. The Tuuli project is funded by the Open Science and Research Initiative (ATT). It is a collaborative project involving universities, other research organizations and the biggest funders in Finland.

The DMP tool will be based on an open source software solution provided by *Digital Curation Center* (DCC, UK) called *DMPonline*. There are already over 40 experts in working groups and subgroups from 22 different organizations and even more organizations are joining the project. The Tuuli project will be actively involved in the international developer community's activities.

In addition, HULib actively provides education

on research data management issues in the form of doctoral courses, pop-up happenings, seminars and suchlike.

Research Evaluation is Team Work

Quantitative evaluation models started in Finland around 2010. HULib has already long traditions in developing and offering expertise on bibliometric methods and practices. The University of Helsinki regularly evaluates its publications and other activities, and the HULib metrics team participates in the evaluation work.

Researchers at the University of Helsinki produce yearly over 10,000 publications. The library has a significant role in collecting and assuring the quality of publication data as well as in analyzing it. Research Services produce bibliometric analyses based on UH publications e.g. to researchers, research groups and to the University Research Administration.

The library itself also needs bibliometric analysis and knowledge about publishing, disseminating and citing practices as part of its collection and service development. Here it is essential that besides being an integral part of the research community, the library has good relations to the *Research Administration* at the *Rector's Office* and the *Research Support Services at University Services*, and that the units work in close co-operation.

Co-operative Bibliometricians

Bibliometricians at HULib work broadly with other national partners – they organize seminars, workshops, etc. together with the Ministry of Education and Culture, *IT Service for Science* (CSC) and with the *Council for Finnish University Libraries*. Bibliometricians also learn, share and develop ideas by participating in international seminars and conferences such as LIBER and courses at the *Centre for Science and Technology Studies* (CWTS). The annual *Nordic Workshop on Bibliometrics and Research Policy* is also an important platform.

A new altmetric service was launched in 2016, and it is actively being evaluated and developed. It is also of great interest to study how open access publishing develops and has an impact within different disciplines. The library also provides education on research evaluation for UH researchers and students.

Internationally, there is great interest in research evaluation and university rankings. They tend to have an impact on university funding, which makes it even more important for the library to actively develop the tools and methods used in bibliometric analyses, and to evaluate the possibilities and drawbacks of the bibliometric service.

Research Support Services – Local and International

As previously described, the University of Helsinki is multidisciplinary and provides high quality services. Similarly, the tasks of the Helsinki University Library are various and require special expertise and broad cooperation.

LERU consists of 21 research-intensive top universities. It is one of the most important partners in promoting issues and developing research support services related to open science, self-archiving, ORCID, EU copyright legislation, and the EU Commission open science agenda. See more: <http://www.leru.org/>

The University of Helsinki is the only Finnish university accepted to join *LERU, the League of European Research Universities*. University Librarian Professor Kimmo Tuominen is a member of the *LERU Chief Information Officers* (CIO) community. The agenda of CIO meetings is to share good practices of open science functions between LERU libraries and to attempt to influence the preparation of EU-level decisions in the library field.

In January 2014, LERU launched its advice paper entitled 'LERU Roadmap for Research Data' which was used when UH was preparing its own

Research Data Policy in 2015. In addition to the European context the Nordic aspect and Nordic co-operation are also central. HULib shares similar themes and policies with other big university libraries in the Nordic countries such as those of Stockholm, Copenhagen and Oslo. Seminars and meetings offer common platforms to discuss and develop practices, policies and contracts related to, for example, acquisitions of printed and electronic material as well as of tools and services.

The Helsinki University Library participates in European development projects and in systematic international cooperative work across a broad range of fields. The Library's collaborative partners include the League of European Research Universities (LERU) and the Association of European Research Libraries (LIBER). (<http://www.helsinki.fi/kirjasto/en/contact-us/library-operations/partners/>)

In Finland other university libraries, research institutions and cultural memory organizations are important and common partners for HULib. HULib has active representation in The Council for Finnish University Libraries and in *The Finnish Research Library Association*. Both have a working group for research support services which focuses on developing the library practices and organizing seminars about topical issues.

Co-operation within the Research Library Sector

The Council advances cooperation between university libraries, initiates development projects, makes statements, motions and initiatives, conducts surveys and nominates joint representatives for different organs. The Council increases the visibility of library operations and the impact of their joint services, and observes changes in the operational environment and development in the field. It cooperates with central interest groups and other library sectors at the national and international level. University Librar-

ian, Professor Kimmo Tuominen is the chair of the Council for Finnish University Libraries.

The Council for Finnish University Libraries is an assembly coordinating and developing cooperation within the network of Finnish university libraries. All university libraries are represented in the council. In addition, The National Library and The National Repository Library participate in the meetings as expert members.

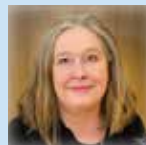
One concrete example of its activities is *Competence Wednesdays*, which take the form of webinars. It started in 2016 and is already popular. Its emphasis is on promoting cross-disciplinarity. It is a national service, open for all, and it also reaches professionals outside the Helsinki area.

The Finnish Research Library Association has partly similar aims as The Council for Finnish University Libraries, but it has a broader focus on professionals in the scientific library sector. HULib has good representation in the association as board and working group members, and in the journal *Signum*.

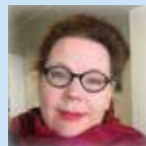
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Helsinki University Library, website
<http://www.helsinki.fi/kirjasto/en/home/>

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