Getting our act together?

Shared service developments in HE libraries

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HOW WE GOT HERE

Step 1: JISC/SCONUL horizon scan report and community event 2008
http://goo.gl/htefw

Step 2: HEFCE shared services funded report Dec 2009
http://goo.gl/gQ1hY
vision for future library systems landscape

Step 3: JISC LMS programme activity 2010

Step 4: UMF funding 2011
ISSUES WITH ELECTRONIC RESOURCE MANAGEMENT
• Data
  – Accuracy
  – Availability
• Interoperability
  – Data silos and flows
  – Implementation of standards
• Workflows
  – Generality vs granularity
• Duplication of effort
  – Population of knowledge bases
  – Maintenance of link resolvers
THE PROJECT
Recommendations

• Hosted and Mediated Knowledge Base Plus
  – Community centric ‘above campus’ knowledge base
  – Mediation and validation by a trusted third party
  – Integrated management tools
  – Linked to UK licensing initiatives
  – Works in conjunction with existing market offerings

Knowledge Base Plus – a shared service for subscription resources.
http://sconulerm.jiscinvolve.org/wp/
David Kay and Owen Stephens 2011
JISC Collections

- Appointed by HEFCE and JISC as managing agent for the shared services project
- Commence implementation of KB
- Investigate and implement sustainability plan

BUT...

- Very tight budget
- Very tight timetable
- Very high community expectations
Project Governance

Project Board
Chair: Dr Richard Parsons, University of Dundee and JISC Collections Board of Management

Community Advisory Group
Chair: Nick Lewis, Library Director, University of East Anglia

Technical Advisory Group
Chair: Mark Toole, Director of Information Services, University of Stirling
APPROACH
Leverage investment

- Improve quality of data for all

Openness

- Technology
- Data
- Relationships – UK, international, suppliers

Prioritise existing issues

- Save time and money from the outset

Cohesive activity, tools and services

- JISC services
- Commercial and non-commercial suppliers
- Academic institutions
Data

Accurate
Authoritative
Structured
Validated
Timely

Publication Information
Usage Statistics
Entitlements
Licences

Link Resolvers
Knowledge Bases
JUSP
Analysis Tools
Entitlement Registry
Licence Comparison Tool
Interoperability

Data Exchange
- JISC Services
- Local Systems

Data Maintenance
- Open Source
- Supplier Systems

Investing in the enhancement and improvement of existing services whilst supporting the needs and viability of local systems and new services
ERM as Co-ordination of Effort

Shared Community Activity

Prioritisation | Data Maintenance | Data Verification | Workflows and Allocation

How do we ensure that benefits outweigh the investment of staff time?
PHASE ONE DELIVERABLES
Domain 1 generates reliable large scale availability data, transforming electronic resource discovery in Domain 2.

Domain 2 builds on this platform by incorporating union catalogues, finding aids, abstracts & indexes that add value at national scale.

Domain 2 aggregates a critical mass of records for electronic & print assets, becoming the default HE user search and access channel linked from Google.

Domain 3 is required to manage a diminishing range of local print collection functions integrated with student, learning, research & financial systems and sharing data with the national shared services.

Domain 1 Electronic Resource Licensing & Management

Domain 2 Discovery to Delivery

http://goo.gl/ei8d3

Domain 3 Local Library Mgmt

Institutional Learning & Research Systems

Institutional Management Systems

Value added Catalogues & Indexes

Systems interoperate using web services

All 3 shared service domains Interoperate within the national authentication infrastructure
FINAL OBSERVATIONS