

A Problem Shared?



Understanding shared services and the drive for efficiency in scholarly communications

Shared services are increasingly widespread in libraries – and now publishers are adopting the model too. Are you clear on what they are, how they will affect you, and where they are already proving successful? Join key decision-makers from libraries, publishers and their suppliers to learn, discuss, network, and shape the future of shared services in our sector.

Wednesday 16 November 2011
76 Portland Place, London W1
www.uksg.org/event/novconf2011

P R O G R A M M E

▶ 09.45	Registration and coffee
▶ 10.15	Welcome and introduction by the Chair <i>David Sommer, Director, David Sommer Consulting</i>
▶ 10.30	The shared solution: how can shared services help address some of the pressure points facing libraries and, more widely, scholarly communications? <i>Ken Chad, Director, Ken Chad Consulting Ltd</i> Shared services are promoted by central government and sector organisations such as HEFCE, JISC and SCONUL as a way to deliver efficiencies and improve services. However, administrative and governance barriers have sometimes been high enough to demotivate organisations. The trend to more ‘openness’, for example in terms of access, data and content combined with technologies such as cloud computing, is shifting how some organisations think about ‘sharing’. Private companies are ‘sharing’ services (technology infrastructure), using products like salesforce.com. In the library sector vendors are offering ‘web-scale’ and/or cloud-based solutions to deliver what are, in effect, global shared services. Ken will describe and analyse some of these trends.
▶ 11.00	Shared services: delivering success <i>Colin Cram, Managing Director, Marcl Ltd</i> This session will explore different shared services models through case studies. In particular it will compare the potential benefits through collaboration with those through creating a joint service delivery organisation. It provides a simple matrix model for a first ‘pass’ at determining which shared service approach to use or whether a shared service model is the appropriate option. Finally, it provides rules of thumb for successful delivery of a shared service.
▶ 11.30	Coffee
▶ 12.00	Getting our act together? Shared service developments in HE libraries <i>Anne Bell, University Librarian, University of Warwick and Chair, SCONUL Shared Services Steering Group</i> <i>Liam Earney, Head of Licensing, JISC Collections</i> This session will look at the close work being undertaken by JISC and SCONUL around the potential for shared services in the library systems landscape. The JISC have asked JISC Collections to lead on a shared electronic resource management (ERM) service as part of a £600K grant from the Universities Modernisation Fund (UMF). The project, which focuses on achieving quality data to support the management, selection, licensing, negotiation, review and access of electronic resources, is provisionally entitled: Shared Academic Knowledge Base Plus (KB+). It will run from September 2011 until August 2012. The session will provide an update on the progress of the project to date, as well as the governance structure for the project including the Steering Group, Community Group and Technical Group. An update will also be provided on related work being undertaken by JISC and the ongoing work of the SCONUL Shared Services Steering Group.

<p>▶ 12.30</p>	<p>Shared services at national level – what, why, and for whom <i>Kristiina Hormia-Poutanen, Deputy National Librarian and Director of Library Network Services, National Library of Finland</i></p> <p>The operational environment of libraries is changing due to many factors. Libraries need to seek new solutions to cope with the changes and develop services which meet end-user needs. The economic situation in Europe is one of the main drivers of change. In the digital environment it is not necessary to run all of the services locally as it is not necessary to keep the content locally. Sharing services has become an option to organise library services.</p> <p>Finland is a pioneer in sharing services and agreeing work division between stakeholders. Some examples of the shared services are: shared server to run library system for all universities and polytechnics, national licensing for all libraries in the country, shared metadata. The decision of work division between National Library and the libraries in the country has been confirmed and supported by the Ministry of Education and Culture.</p>
<p>▶ 13.00</p>	<p>Lunch</p>
<p>▶ 14.00</p>	<p>More cloud for TiU <i>Marc van den Berg, Director, Library and IT Services, Tilburg University</i></p> <p>After several years of preparation and market research Tilburg University decided in May 2011 to build its digital library future mainly on the cloud-based WMS and WorldCat services from OCLC. In his presentation Marc van den Berg, director of Library and IT Services at Tilburg University, will reveal some background information on both the decision-making process as well as on the decision itself. He will try to explain why Tilburg University feels safe by moving part of its services to the cloud and feels at ease in a WorldCat future.</p>
<p>▶ 14.30</p>	<p>Building the scholarly universe <i>Mike Taylor, Research Specialist, Elsevier Labs</i></p> <p>From the mundane to the esoteric: contemporary research publishing and communication is an intensely rich environment of burgeoning applications, services and platforms. Despite the wealth of all these ideas, the status quo of publishing in a post-web world has been remarkably resistant to change. Mike Taylor explores the reasons for the lack of progress and demonstrates why recent advances in managing the problems of scholarly identity and attribution may unite and create the correct conditions for revolutionary change in the scholarly universe.</p>
<p>▶ 15.00</p>	<p>Tea</p>
<p>▶ 15.30</p>	<p>“Question Time” <i>chaired by David Sommer, Director, David Sommer Consulting</i></p>
<p>▶ 16.30</p>	<p>Wrap-up followed by drinks reception</p>
<p>▶ 17.30</p>	<p>Close</p>





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