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JISC Conference 2009 Opening Digital Doors



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Towards the academic library of the future

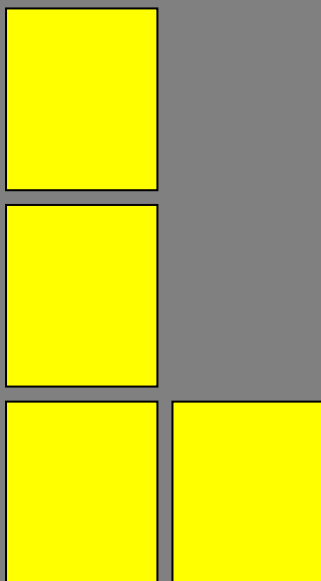
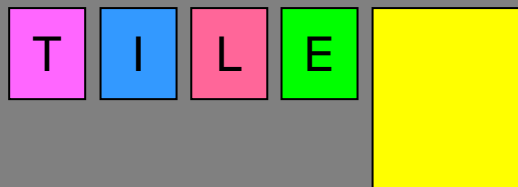
Speakers:

1. Rachel Bruce, Programme Director, JISC
2. Mark Brown, Librarian, University of Southampton
3. David Kay, Sero Consulting
4. Anne Bell, Librarian and member of SCONUL Executive Board, University of Warwick
5. Professor Derek Law, Libraries Horizon Scan (Session Chair)

A

Library Domain Model

for People
to interact with Stuff
in Higher Education Contexts
within the global information environment



Mark van Harmelen

Paul Bacsich

Ian Chowcat

Phil Nicholls

David Kay

Ken Chad

Towards Implementation of Library 2.0 & the e-Framework

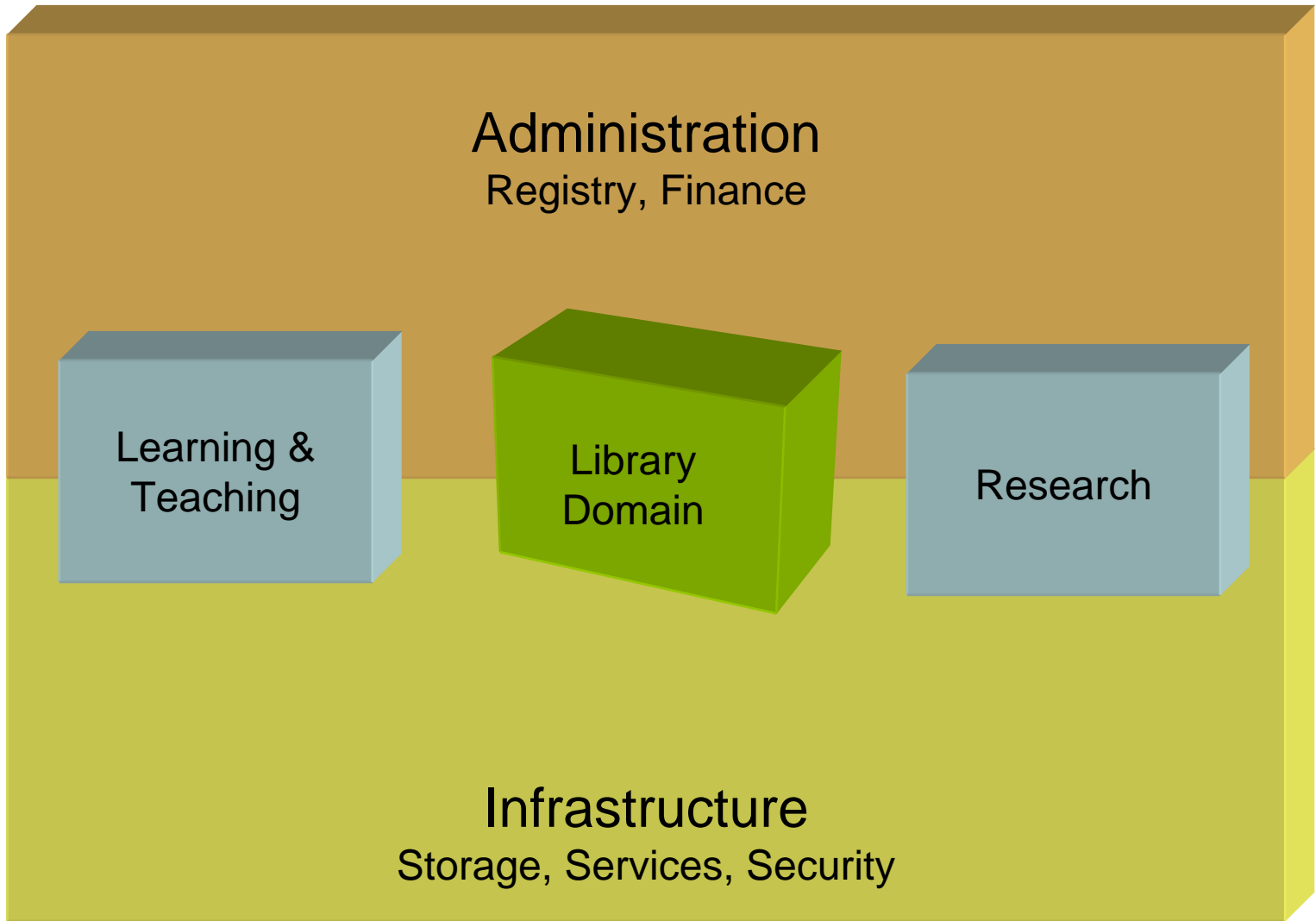
Administration
Registry, Finance

Learning &
Teaching

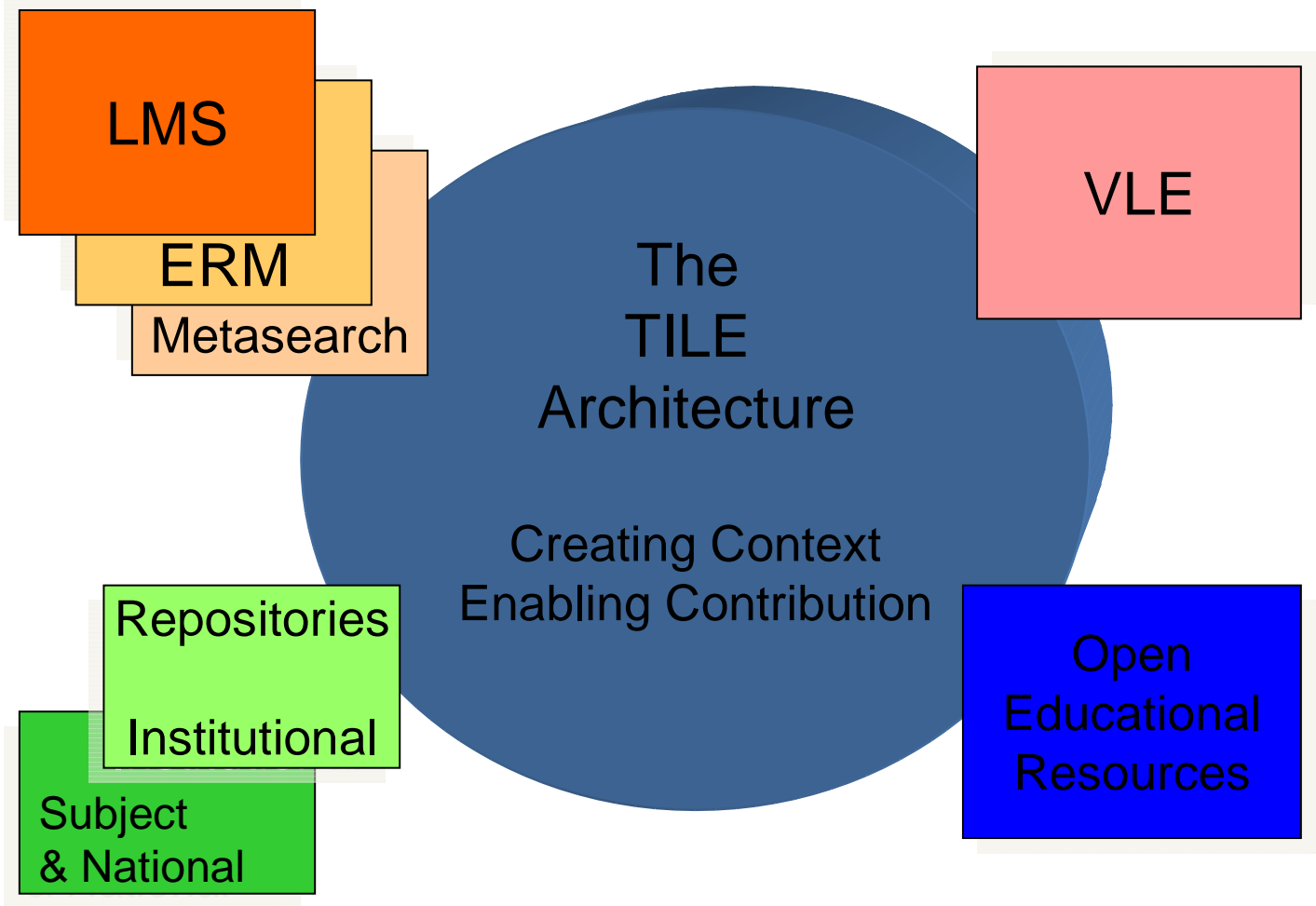
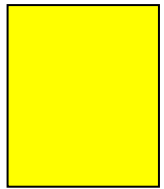
Library
Domain

Research

Infrastructure
Storage, Services, Security

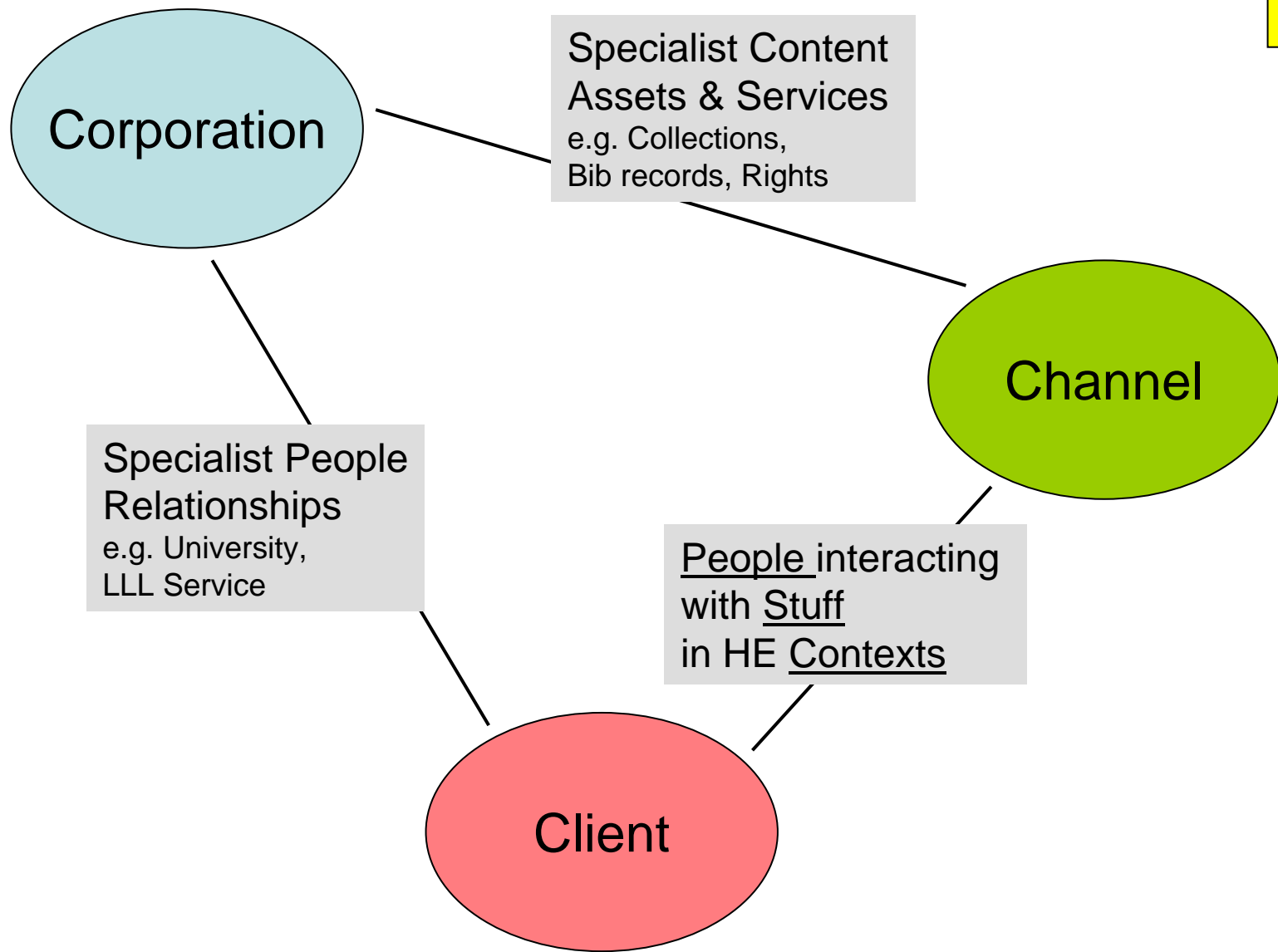
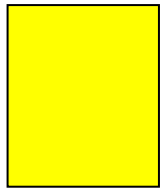


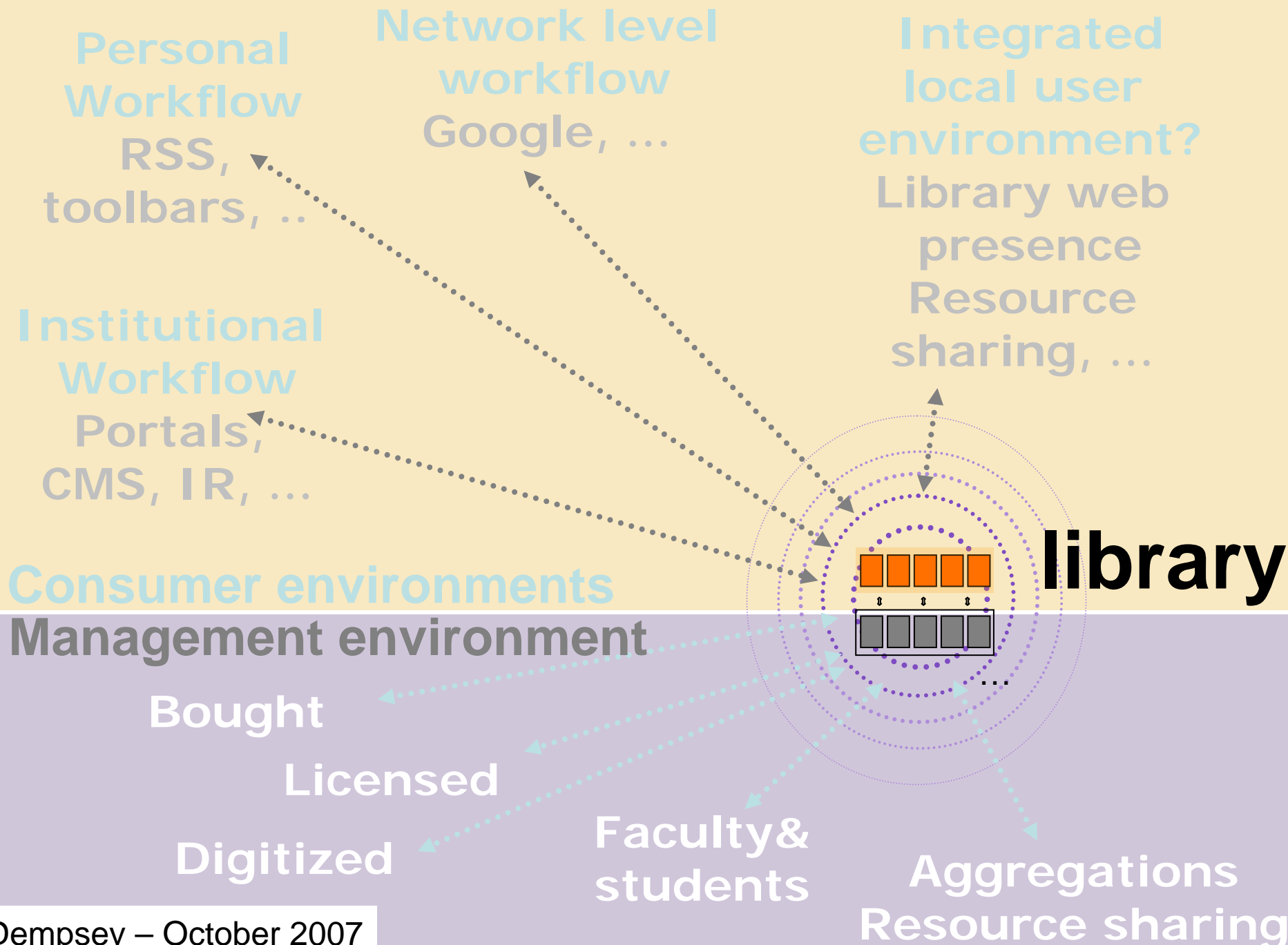
The Library Domain & wider HE stuff & services



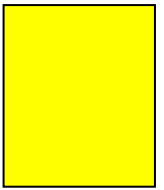
They fit the model but are they part of the domain?

The Domain Ecosystem





Process Groups / Realms

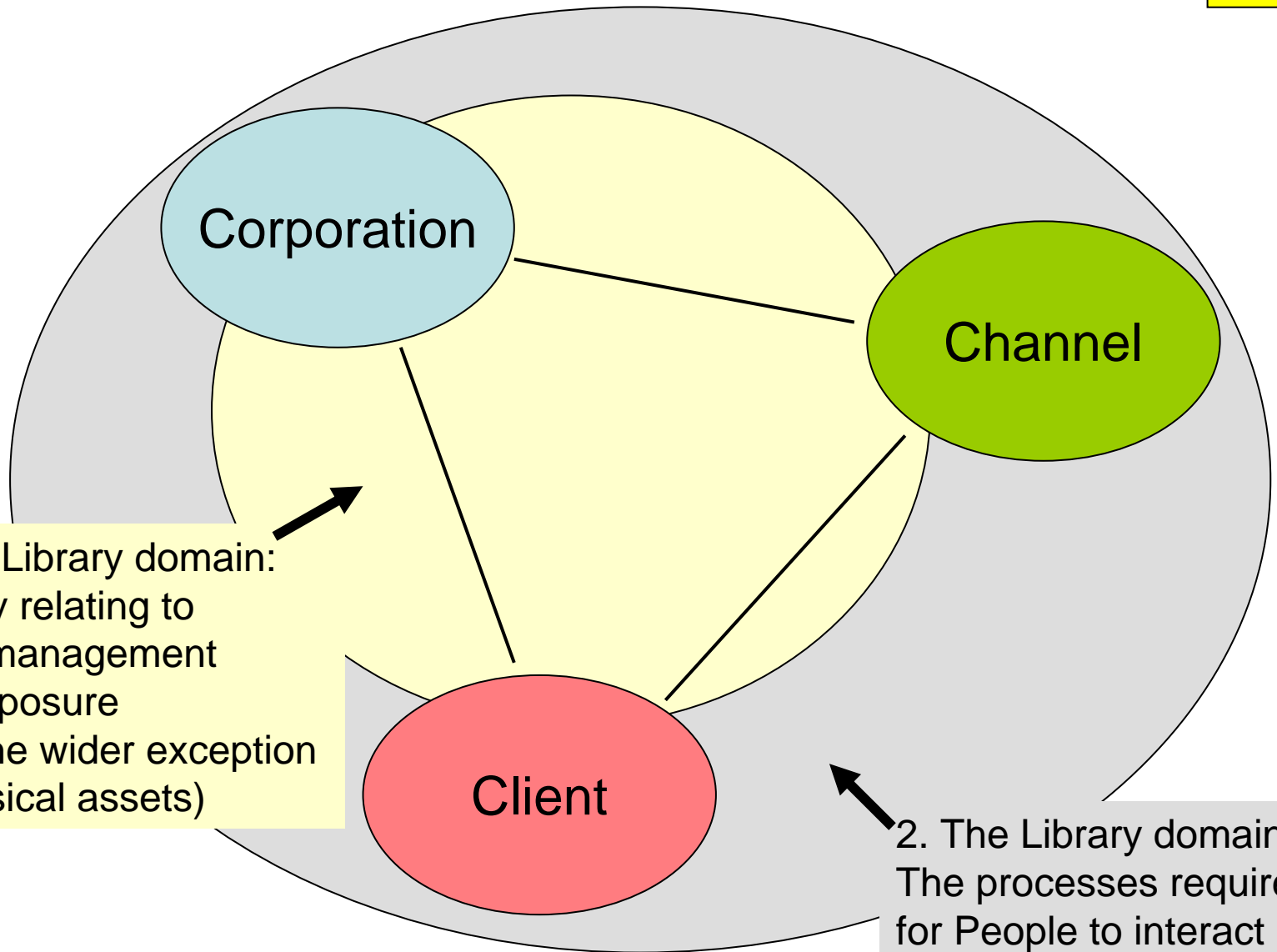
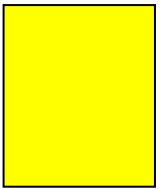


Dempsey's model involves a mesh of 'management' and 'user' processes, channelled ('switched') through the delivery, routing, resolution layer.

The TILE domain model develops this in to 3 distinct process groups (or 'realms'):

- **Corporate processes**
 - Performed by academic, public, commercial organisations
 - What ExLibris has called Source systems?
- **Channel processes**
 - Performed by (potentially different) academic, public, commercial organisations
- **Client processes**
 - Performed by students, researchers, librarians
 - What ExLibris has called Target systems?

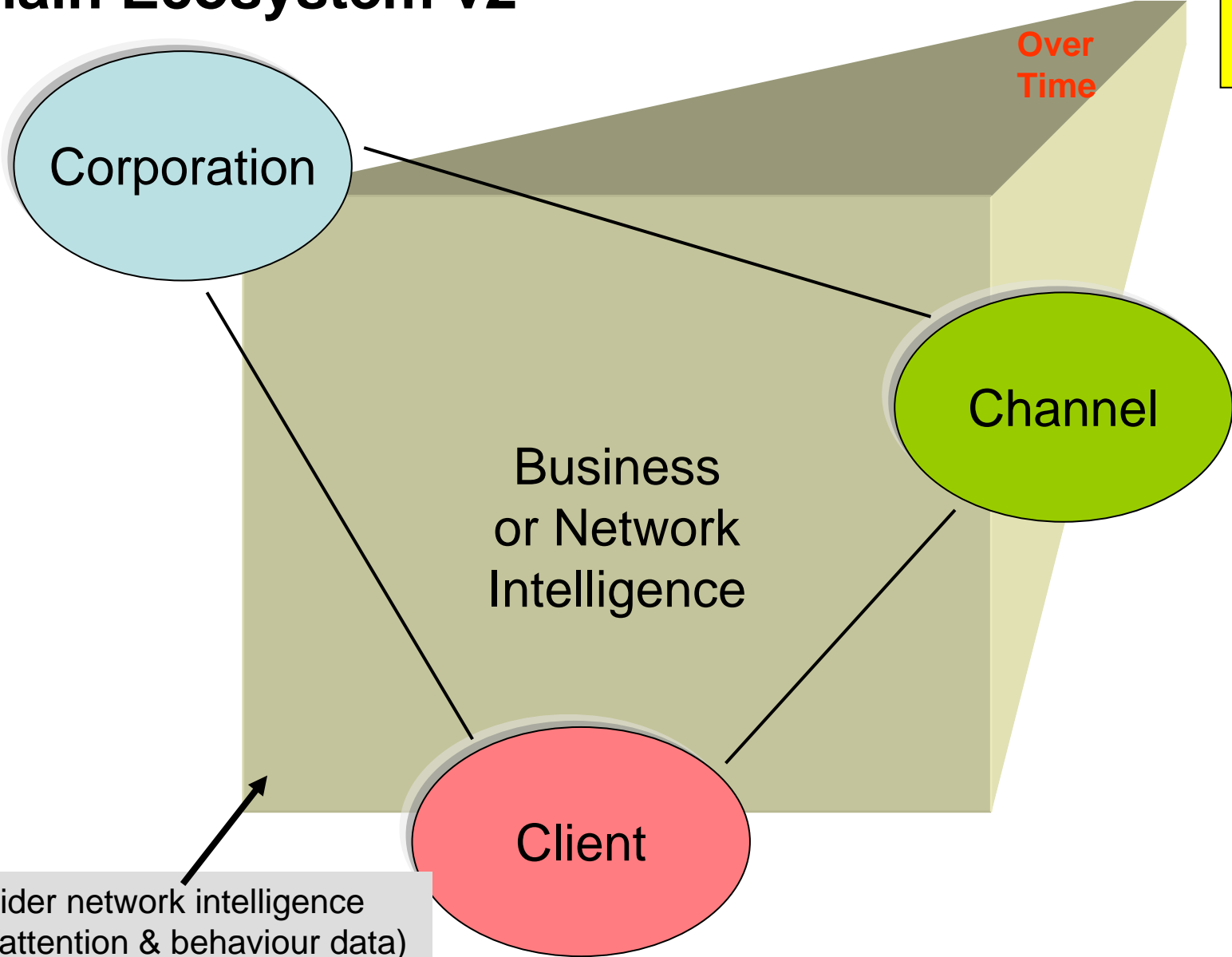
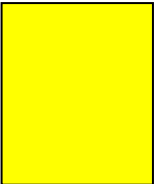
It is arguable that library business functions fall increasingly within the 'Corporate' sphere. Consider these options ...



1. The Library domain:
Largely relating to
asset management
and exposure
(with the wider exception
of physical assets)

2. The Library domain:
The processes required
for People to interact
with Stuff in HE Contexts

Domain Ecosystem v2



Consider network intelligence (e.g. attention & behaviour data) as a distinct high level element

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Towards the academic library of the future

Sharing services

Anne Bell
JISC Conference
24 March 2009
EICC
Edinburgh

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Definitions & Objectives

“By shared services we mean institutions co-operating in the development and delivery of services, so sharing skills and knowledge perhaps with commercial participation” JISC understanding *Duke & Jordan report April 2008*

cost savings & efficiencies
raising quality of, and adding value to, existing services
highest service standards lowest cost
maximising resources to release back into the academic arena
outsourcing confusion

“Definitions of shared services vary. Typically they describe a model of providing services (not just so-called “back office” services) in a combined or collaborative function, sharing processes & technology...the most sophisticated models involve establishing a completely new organisation, run & managed as an autonomous business.” *KPMG report for HEFCE 2006*

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Opportunities & Challenges

Challenges:

Trust

Letting go

“We’re different”

Establishing & maintaining the partnership

Business case validity

Scale of private sector exemplars

Opportunities:

Track record & new prospects

Not just IT – shared services not IT platforms deliver savings

Collaboration as the new competition

Potential to explore this under the LotF initiative

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Questions....

1. What is it sensible to deliver at international, national & local level?
2. How might more sharing of services enhance our USP?
3. Does there need to be a framework for shared services?
4. What might be the benefits for users?
5. Is it easier to develop shared services in relation to new services than established ones?

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... and more questions

6. Where would we start?
7. What's our appetite for sharing services?
8. How would the leadership be provided?
9. If inclined to extend sharing services should our approach be strategic, tactical or both?
10. What are the critical success factors to identify if we have more or less to gain from more sharing of services?

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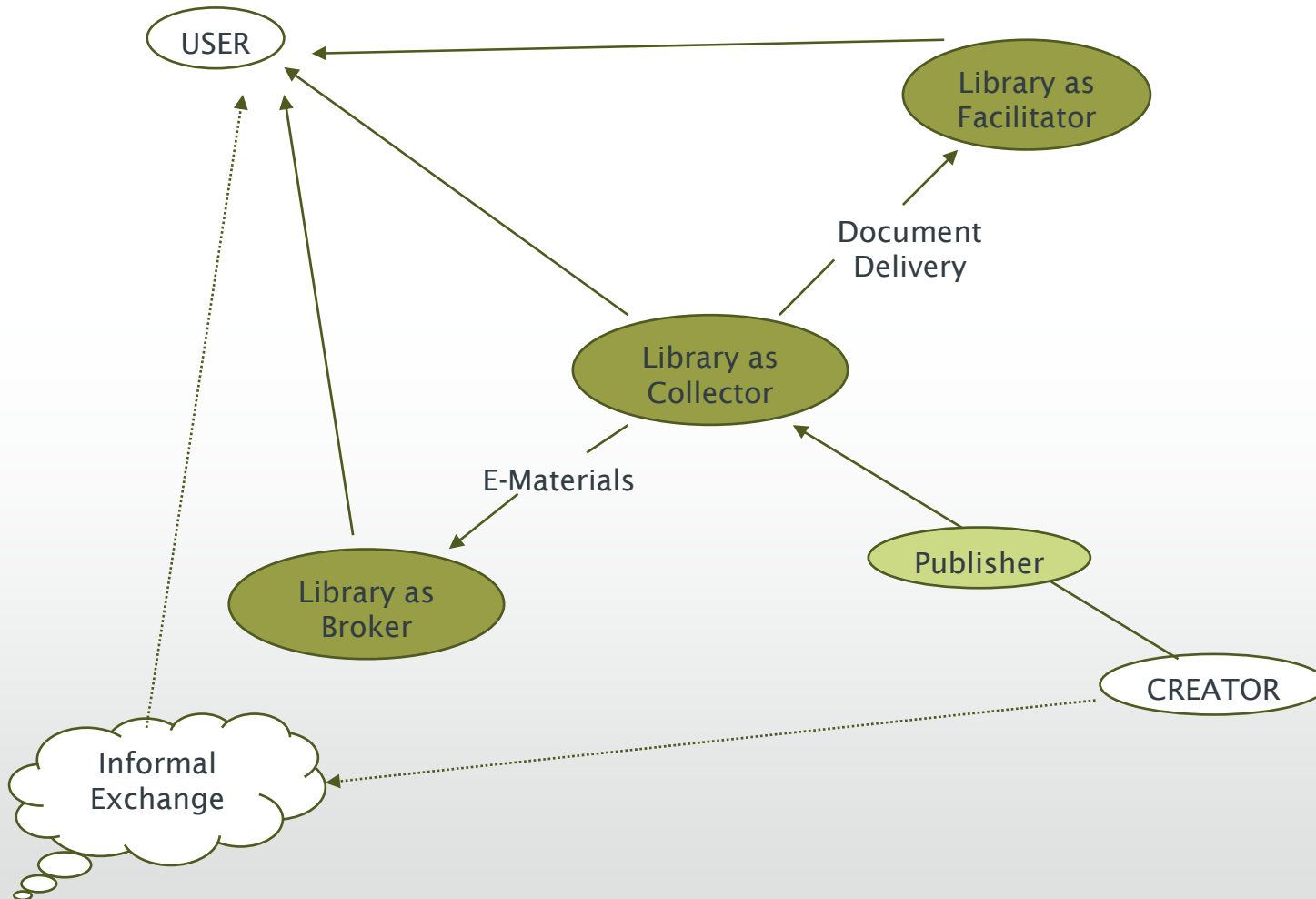
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The Future of Libraries Content is King (and Queen and Ace)

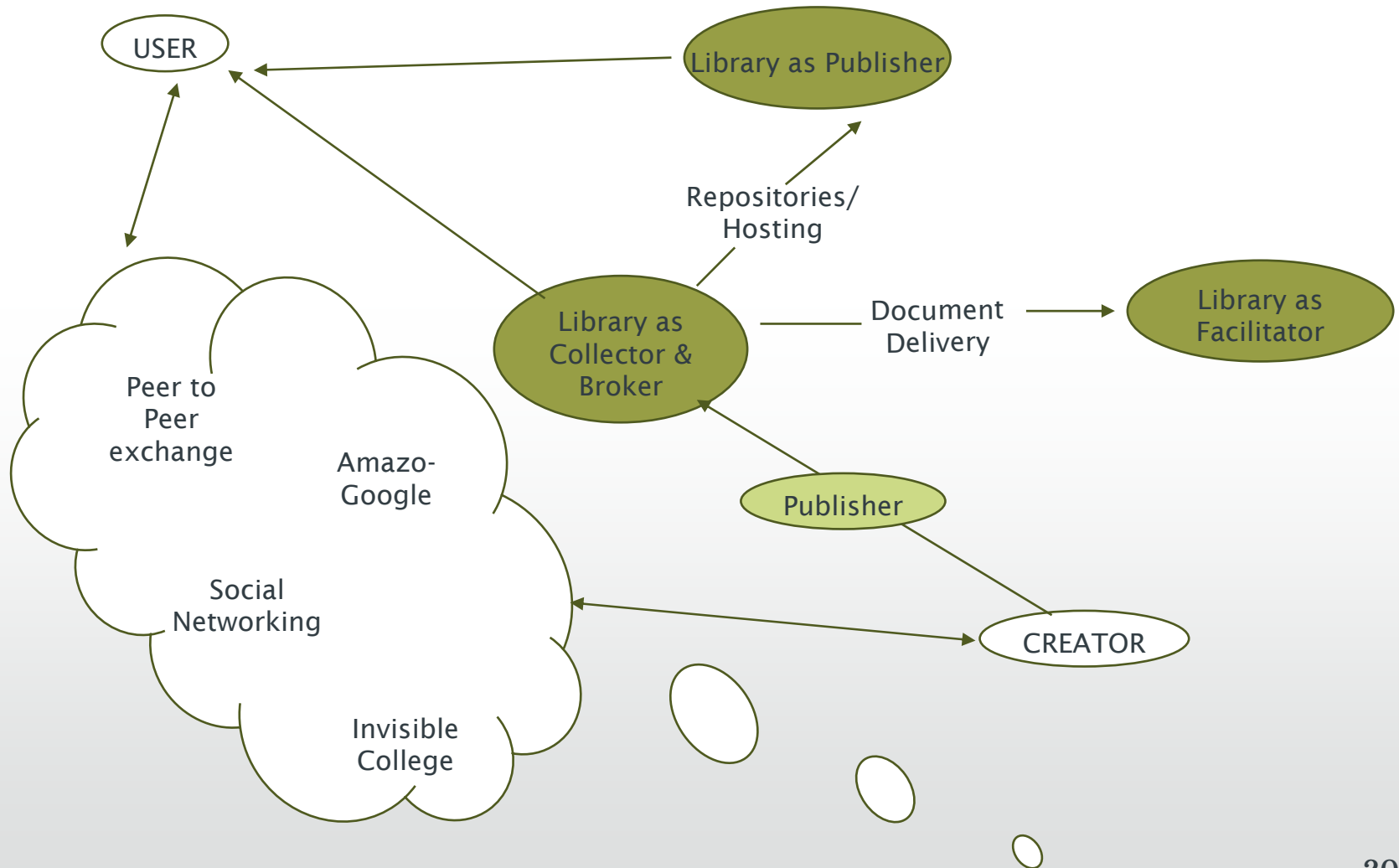


Mark Brown
University Librarian
JISC Conference (Edinburgh)
25 March 2009

'TRADITIONAL' LIBRARY



EVOLVING 'TRADITIONAL' LIBRARY



Some challenges...

- Can libraries position themselves at the centre of this complex landscape....and should they?
- What do they need to do to be successful in delivering this extended mission?
- Do they have the appropriate range of skills to deliver?
- In the accelerating world of virtual information, how do they make their role visible to their users?

Future of Libraries Horizon Scan

Derek Law

The Grid

	<i>User Needs</i>	<i>Who provides and is it sustainable?</i>
<i>Content</i>		
<i>Services</i>		
<i>Skills</i>		

Moving to the Macro Level

- Identify
 - Evidence
 - Drivers
 - Trends
- Participate
 - Questions
 - Challenges
 - Dialogue
- Synthesis
 - Document(s)
- Advocacy
 - Broaden debate to stakeholders

Five Steps

- 1) Community building/engagement through use of social networking tools to
- 2) Identify drivers, issues and trends, and assemble evidence
- 3) Synthesise these as document(s) for
- 4) Workshop/scenario planning
- 5) Output paper(s) of a roadmap



"Never, ever, think outside the box."