Library services in a new perspective:

Jo Rademakers
Director LIBIS
Leuven Integrated (B)Library and Information System

- Part of K.U.Leuven responsible for central library automation
  Governed by a management board
- Since early 70’s
- Service offer for external organisations
- 19 highly qualified persons
  + experts of library, archives, museums and ICT
- Partnership with Ex Libris
LIBISnet

- Since 1977
- Goals
  - Optimization of services
  - Offer new advanced applications to enhance services
  - Improve quality of information
PBS Vlaams-Brabant &

- **PBS Vlaams-Brabant**
  - Since 2006
  - Replacing local systems
  - Focus on patrons and circulation
  - One patron

- **Open Vlacc**
  - Since 2007
  - Focus on cataloguing
  - Serves as a background catalog
Full service offer (Service Level Agreements)

- **Functional Support**
  - Complete Management
  - Migration services
  - Manuals
  - Incident management
  - Helpdesk (24/7)
  - Project management

- **Technical Infrastructure**
  - Redundant
  - 99.8% availability
  - 24/7/365 monitoring
  - Service slots
  - Service packs

- **Team**
  - 19 persons
  - Experts in specific domains and modules
  - Experts from the libraries and ICT

- **Networking**
  - Exchange best practices and experiences working groups
  - Advisory Board
  - LIBISnet User Group Meetings
  - Igelu, Vlengel, Advisory Boards
  - Regional, national and international projects, ...
  - Accountmanagement

- **Financial**
  - Licenses & software
  - Hardware
  - Cataloguing
  - Staff
It’s [a]live, Jim… but not as we know it!
Challenges

• Researchers and students have new expectations
  – Research data
  – Digital preservation
  – Support publishing
  – Digital humanities
  – ...
• Shift from P to E/D
Challenges

• Researchers and students have new expectations
  – Research data
  – Digital preservation
  – Support publishing
  – Digital humanities
  – ...
• Shift from P to E/D
• Out-dated processes
• Other functions for the library *building*
• Net-generation
• Budget cuts > efficiencies
• Integration with archives and museums
• There IS a world outside
• ...

We are not alone...

- Open access
- Research management

- Scholarly community
- Parent organisation
- Partners
- Suppliers
- Publishers
- Vendors
- Users
- LMS
- Social media
- IAM-system
- ERP-systems
- Student Information System
- Union catalogs
- Open access
- Research management

- IAM-system
- ERP-systems
- Student Information System
Our approach

• **Not** a technology project...
• But an organisational project
  – **Change** Electronic resources now dominant
  – **Change** just in case ➔ just in time
  – **Change** Patron driven acquisition
  – **Change** Ownership ➔ Access
  – **Change** Metadata almost always already exist ➔ use it !
• Use the implementation of Alma as a tool to implement *change awareness*
• Take away worries
  – IT-people, cataloguers...
# Threats and opportunities

<table>
<thead>
<tr>
<th></th>
<th>Cataloguing</th>
<th>Acquisition</th>
<th>Back office</th>
<th>Front office</th>
<th>Management</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job certainty</strong></td>
<td>4</td>
<td>2</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Status</strong></td>
<td>3</td>
<td>2</td>
<td></td>
<td></td>
<td>2</td>
</tr>
<tr>
<td><strong>Influence</strong></td>
<td>1</td>
<td>5</td>
<td>3</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td><strong>Wage</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td><strong>Job content</strong></td>
<td>8</td>
<td>7</td>
<td>2</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td><strong>Resources</strong></td>
<td></td>
<td></td>
<td></td>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td><strong>Work place</strong></td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td><strong>Career</strong></td>
<td>4</td>
<td></td>
<td></td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td><strong>Work load</strong></td>
<td>4</td>
<td>4</td>
<td></td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td><strong>Social context</strong></td>
<td>1</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Job content**
- **Work load**
- **Influence**
Our approach

- Demonstrations
- Analysis
- Quality and performance
- Go / No Go decision list
- ...

Communicate

- Website / Blog
- Newsletter
- Conferences
- Board meetings
- ...

Involve

- All stakeholders
- Workshops
- Projectcel
- Project groups
- ...

Convince

- Demonstrations
- Analysis
- Quality and performance
- Go / No Go decision list
- ...

Communicate
Thank you!
Questions?