



# Library services in a new perspective:



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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



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

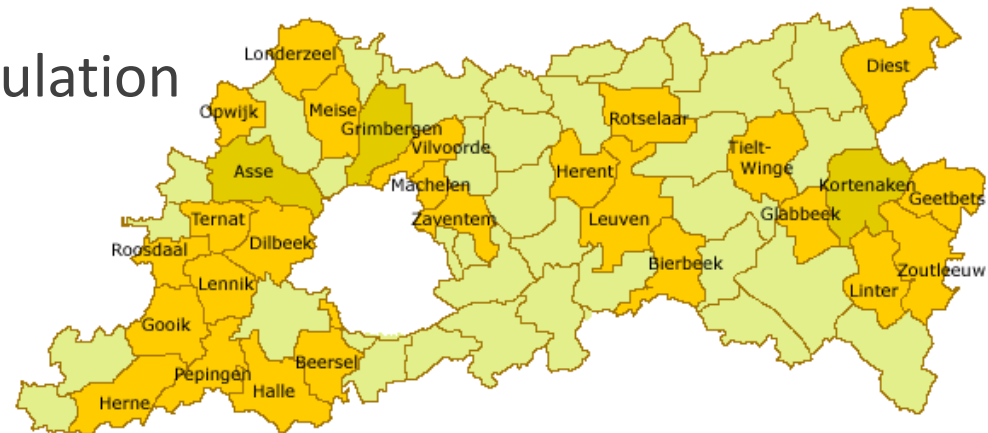




# PBS Vlaams-Brabant &



- 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

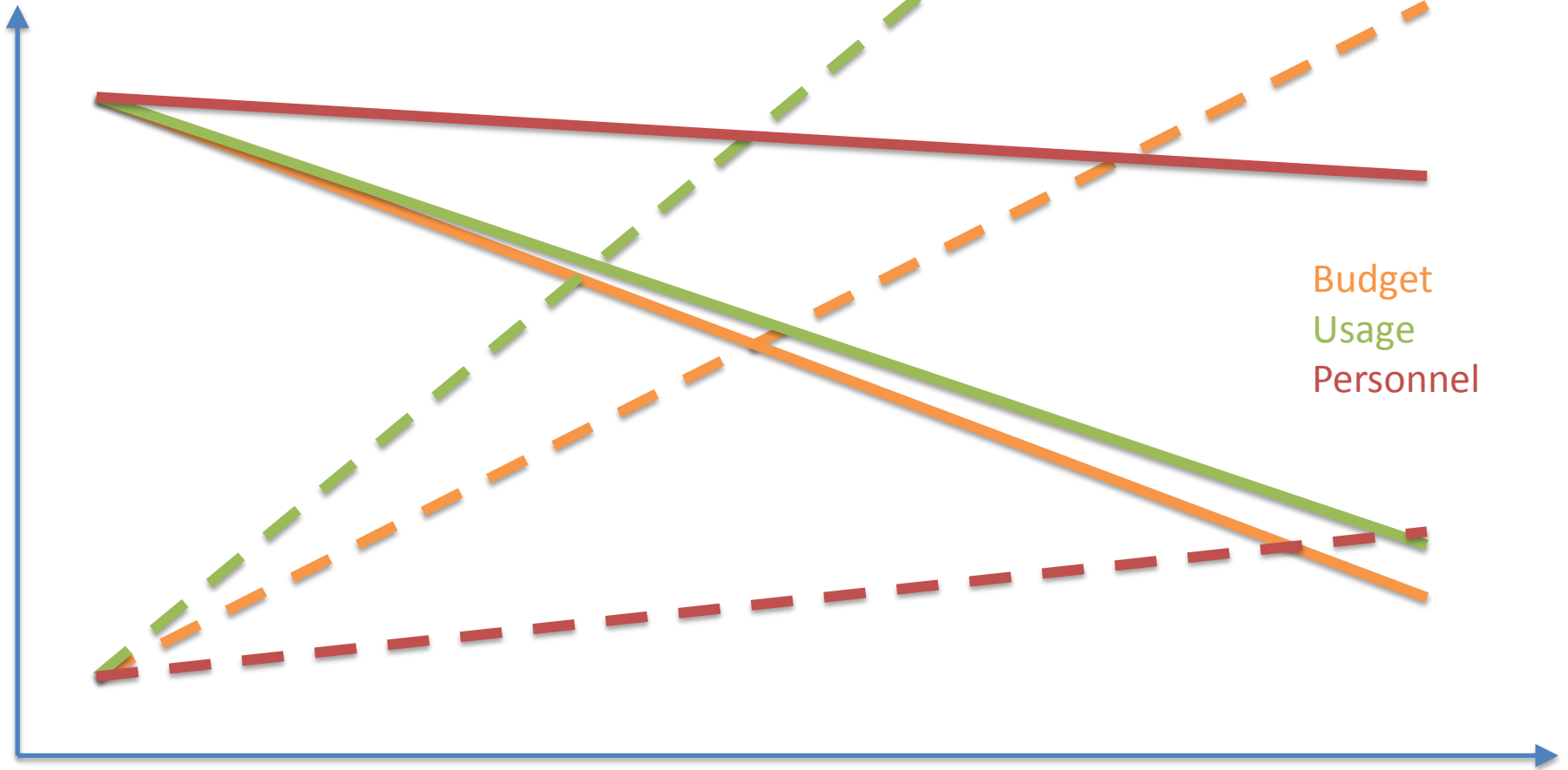


*It's [a]live, Jim... but not as we know it!*

# Challenges

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

# P vs E





# 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



- Publishers
- Vendors

- LMS
- Social media

Users

Scholarly community

Suppliers



Partners



Parent organisation

- Union catalogs

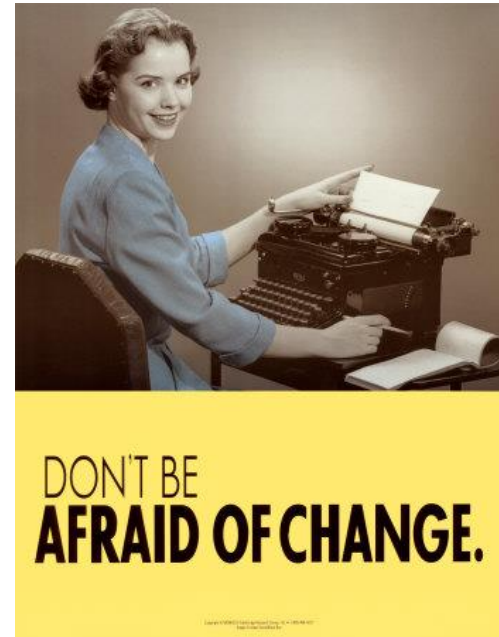


- IAM-system
- ERP-systems
- Student Information System



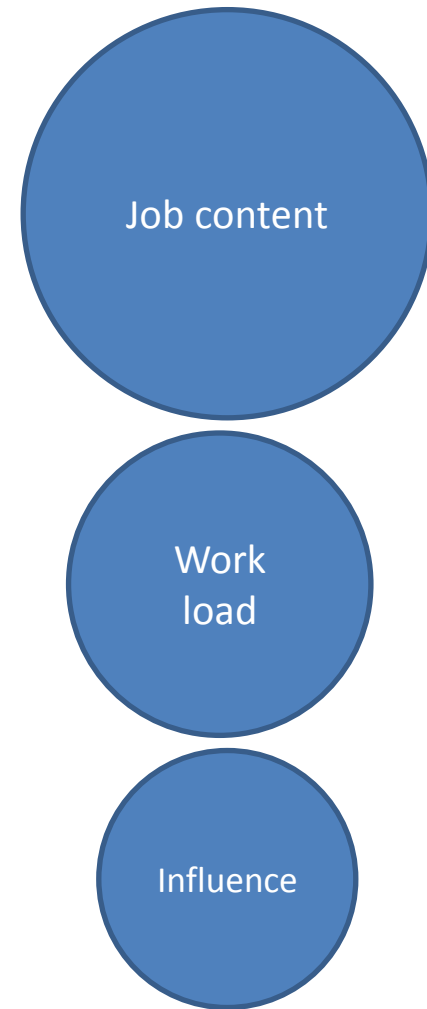
# Our approach

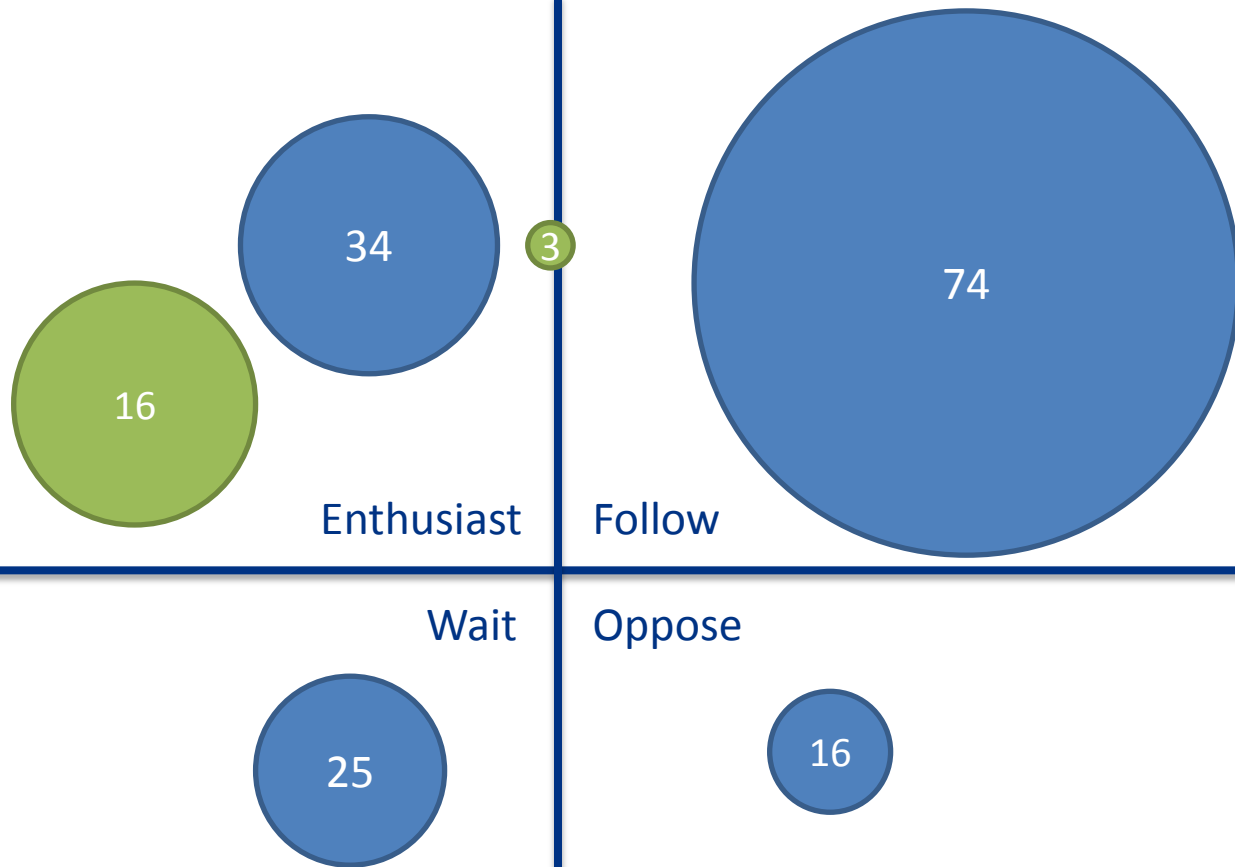
- Not a technology project...
- But an organisational project
  - **Change** Electronic resources now dominant
  - **Change** just in case → just in time
  - **Change** Patron driven acquisition
  - **Change** Ownership → Access
  - **Change** Metadata almost always already exist → use it !
- Use the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



# Threats and opportunities

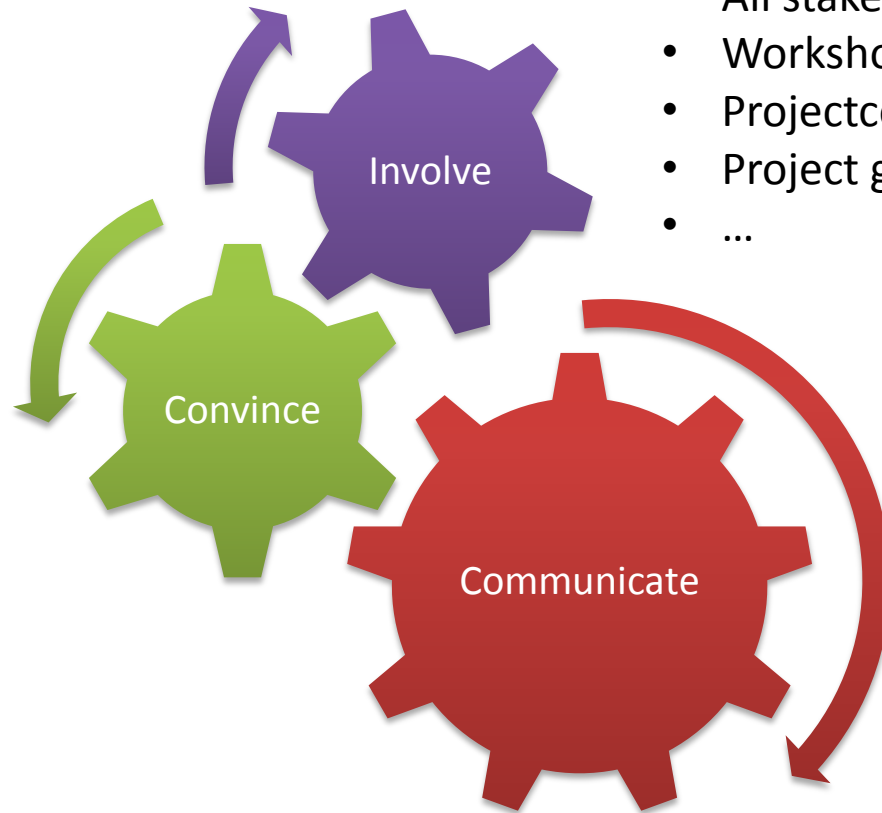
	Cataloguing	Acquisition	Back office	Front office	Management
Job certainty	4	2	4		
Status	3	2			2
Influence	1	5	3	4	4
Wage		1			
Job content	8	7	2	6	4
Resources				2	7
Work place	2	3	1	2	
Career	4			1	1
Work load	4	4		6	6
Social context	1	2			





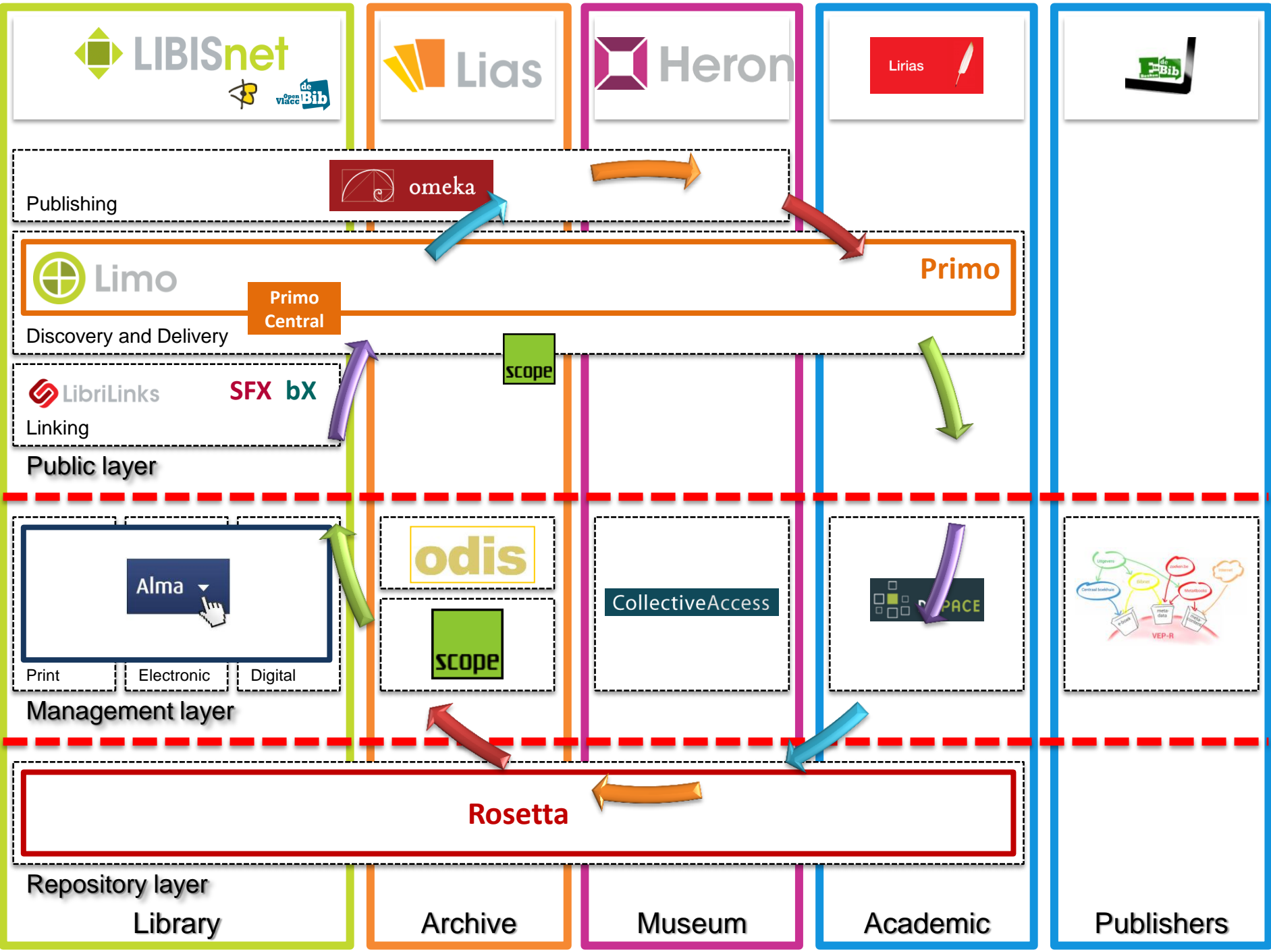
# Our approach

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



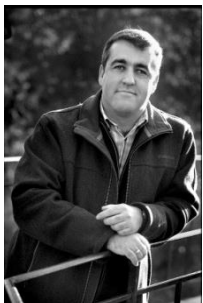
- All stakeholders
- Workshops
- Projectcel
- Project groups
- ...

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





Thank you !  
Questions ?



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Information.  
Innovation.  
Inspiration.