UK developments in library management systems, including of Knowledge Base +

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Firstly...

• Context:
  – More and more activity in the LMS systems area at the moment with new products, open source solutions and shared systems.

• Thanks:
  – to contributors and partners
  – And to Liam Earney, David Kay and Ben Showers
Agenda

• Some history – Shared Services landscape study (2007-)
• 2009 SCONUL Shared Services Study for HEFCE and the launch of KB+
• JISC LMS roadmap
  – LMS Change
  – Pathfinders
• SCONUL – other shared services activity
• Some thoughts…
SOME HISTORY
Library Management Systems study 2007/8

- "Library Management Systems study: An Evaluation and horizon scan of the current library management systems and related systems landscape for UK higher education" jointly funded with JISC and published in April 2008
- The study was tasked to investigate the Library Management Systems (LMS) and related systems landscape in UK Higher Education, with the aim of identifying:
  - What, if any, opportunities exist to develop a shared service response within the current LMS landscape for UK higher education libraries
  - What, if any, opportunities exist to develop a shared service response for a next generation, service-oriented, open source LMS for UK higher education libraries
  - Whether there is a viable business case to support any such opportunities
  - How might any such shared service opportunities be structured, delivered and governed
LMS Shared Services study on LMS systems landscape 2009

• December 2008 - HEFCE awarded £139,000 to SCONUL, under its shared services programme, to undertake a feasibility study in relation to the LMS systems landscape.

• The LMS Shared Services project study was led by Sero Consulting in partnership with Ken Chad Consulting and Curtis + Cartwright working closely with the SCONUL Shared Services Steering Group, which was chaired by Anne Bell, then Librarian of the University of Warwick
Shared Services Study
- the LMS Landscape

• **LMS Cost**
  – High value in terms of library budgets – cost then estimated at £54m p.a. across the sector, divided between systems and staff
  – Low value in terms of supplier return on investment
  – Involving duplicated costs of ownership (infrastructure, technical systems administration) and operation (e.g. local OPACs)
  – Incurring relatively high costs of migration on account of data

• **LMS Fit**
  – LMS are modular but not architected for disaggregation and only providing limited open interfaces
  – New modules are typically complex to implement, not helped by the paradigm shifts from print to electronic and from local to web
  – The products are designed around institutional processes for managing print – acquisition, accession, circulation, reservation
  – Electronic materials management and access to global resources have been incrementally appended to these systems
The Shared Services Survey

• 83 institutional responses (May 2009)

• Minimal differences based on institution focus (Research, Teaching, Specialist), Service type (e.g. Converged or not) or Library Management System.

• Over 60% of the respondents are involved in or planning some form of shared services activity.

• Whilst 89% stated they were open to ‘any arrangement that delivers benefits’, a significant number supported a governance mechanism operated by ‘a sector agency’ in the style of JANET (UK)
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.

All 3 shared service domains Interoperate within the national authentication infrastructure.
Survey of HEIs identified licensing and management of e-resources as most important issue/challenge (Domain 1)

- 92% interest in a shared service undertaking e-Journals licensing
- 92% interest in shared service undertaking e-Books licensing
- 84% interest in shared service for ERM
- 77% interest in a shared service undertaking ERM

- 90% of respondents either agree or strongly agree that much ERM work is repeated unnecessarily across institutions.
- 88% of respondents either agreed or agreed strongly that ERM linked to licensing at a national level would be liberating
SCONUL Shared Services project

- The report included a business case for funding what might be the best opportunity for a major (potentially national) shared service
- But the funding bid to HEFCE was unsuccessful (late 2009...)
- However, on the basis of the survey results, we did get a £600k grant from the Universities Modernisation Fund (UMF) to develop a shared electronic resource management (ERM) service
- JISC asked JISC Collections to lead on this project, which was provisionally entitled: *Shared Academic Knowledge Base Plus (KB+)*, from September 2011 until August 2012, at which point the decision was made to transition to an ongoing service.
KB+

- A shared electronic resource management (ERM) service
- A work in progress
- The product of extensive programme of work between SCONUL and JISC
- It is predicated on us owning and operating such a service within HE
  - 2010-11 Use Case and User Requirements project
  - JISC Collections is the managing agent for the project
The key problem areas that KB+ is addressing

• Emerging processes and workflows relating to electronic resources
• Licencing
• Data accuracy and availability

• Work plan and priorities...
KB+ workplan and current priorities

- Recent presentation with details at: http://www.slideshare.net/JISCCollections/knowledge-base-presentation-to-jisc-collections-agm-2012-15482506

- Sustainability
- Integration, including international integration
- Software development
- Historical data
- Data...and it is the data within KB+ which is coming out as the key benefit of the service
KB+ data

- Considerable amount of effort on the data
- Maintain and update all current data for 2013
  - Subscription information
  - Licence information
  - Manage entitlements
- Add in new agreements especially non-JISC agreements
  - E-journal agreements
  - Full text databases
  - E-book agreements
  - Open access
- Preparing priorities based on JUSP and institutional data
KB+ rollout

• Free to development partners until **August 2013**
  – Will complete 2 major releases during AY 2012/13
  – Pre-populate with local and national data
• It is likely to be **open to subscribers for the academic year 2013/14**.
• Currently **26 institutions** using/preparing to use KB+
  – All institutions are welcome to sign up for training now (though you can also just explore it now)
  – All institutions can join the historical entitlements data collection project
KB+ sustainability

• Relationship to JISC offer
  – Continue as part of central offering?
  – Standalone service?
  – Part of a collection of other services?

• Provisional pricing to be based on new JISC bands
KB+ integration

- Identified as a key issue in the development of the service
- Integrating internationally is a component of that...
- 2010-11 Knowledge exchange with Kuali OLE
- GOKb - another example of community / above campus services that can help us move in that direction
- So...in the development of priorities for Release 3 of KB+, integration with GOKb has been identified as a natural path to take
  - not least because of the shared software development that is being undertaken between the projects.
KB+ contact information

• Liam Earney, Project Manager
  l.earney@jisc-collections.ac.uk
  @liamearney
  @jisckbplus

• www.jisc-collections.ac.uk/KnowledgeBasePlus/
JISC call (12/01) - LMS strands

• The themes within this call covered a wide range of different aspects, including
  – Shared library systems, *above campus* services and emerging library systems opportunities
  – Emerging *tools and technologies*
  – *Data*, reference management...

• 2 LMS strands
  – a project to create “a new vision for the future of library systems and a ‘roadmap’ for the delivery of that vision”.
  – a set of “pathfinder projects” to investigate a broad range of potential new models and approaches to library systems and services”.

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CURRENT PROGRESS OF THE LMS CHANGE PROJECT
LMS Change: Overarching Synthesis Project

• To develop and disseminate a vision for the future of library systems and a delivery ‘roadmap’.

• Explore the potential for new approaches to library systems infrastructure, taking account of
  – Impact of KB+ and how it is changing the wider library systems landscape
  – Considerations beyond the traditional LMS to include other business critical and curatorial systems, both within and above campus.

• Ensures essential continuity of understanding and thinking to be derived from the projects undertaken since 2007; the ‘key stepping stones’ for the UK sector to date
LMS Change – the partners

• The core team comprises
  – the University of Westminster, as the responsible HEI,
  – partnered with Sero Consulting (David Kay, Ken Chad, Owen Stephens)

• Supported by a ‘Collaboration Group’ of six other HEIs
  – Birkbeck
  – Cambridge
  – Open University
  – Stirling
  – Swansea
  – UCL

• Selected for their LMS plans, interests and experience; a mixture of expertise and outlooks, representative of a range of positions and drivers that characterise the library management systems problem space.
LMS Change

Domain 3 local library management

• The potential for **new and more adaptable options for the local LMS piece** – or Domain 3 in the Library systems landscape jigsaw

• Domain 3 helps us to
  – Manage a diminishing range of **local print collection** functions
  – **Share data** with union catalogues, finding aids, abstracts & indexes discovery shared services that add value at national scale.

• Essential that it **integrates with the rest of the environment**, including student, learning, research & financial systems (whether in-house or above campus)

• Community / above campus services can help us move in that direction (Kuali Ole)
JISC Information and Library Infrastructure

The Library systems landscape (after Ben Showers)

- Discovery *Domain 2*
- Emerging tools and Library Systems *Domain 3*
- Knowledge Base Plus *Domain 1*
The squeezed middle...
LMS Change – Approach

• **Phase 1 – Synthesis and benchmarking:**
  – synthesis of previous reports, case studies and project outcomes from the library systems environment in the UK and overseas.
  – evaluate the potential to build on existing communities, products and services,
  – Generate an outline of the current state of the library systems landscape.

• **Phase 2 – Landscape study:**
  – engagement and liaison with prioritised ‘pathfinder’ projects and with other relevant initiatives and entities within the wider environment.
  – baseline the current programme
  – evaluate the potential of projects to contribute to an understanding of future library systems infrastructure.

• **Phase 3 - Evaluation, requirements and scoping study:**
  – analysis of the emerging options
  – scope the proposed service(s) and infrastructure.

• **Deliverable:** an accessible web-based final report cohering the findings of all 3 phases; to be developed through outline and draft stages
LMS Change methodology – Landscape study – key themes

The big picture - underlying themes

• Networked Information
• Economy
• Digital
• Social
• Current technology trends

Higher Education

• The significance of Open / Openness as a global / national factor
• Institutional data agendas (wider agenda for analytics)
• LMS links with VLE and other Course Management Systems

Library technology

General trends and issues
Navigating change
Open

Library systems

Issues
Trends
‘Next generation’ systems
Recommender Services

User experience/behaviour

Workflows: the library staff experience
User behaviour and experience
Social Media
Change Management Framework

• Working up a framework method & tools
• Using visits, blogs and active inter-action with the other projects – pathfinders and others
• Test cases to develop the model
  – The LMS Change team holding meetings on a 1:1 basis to see how the proposed ‘change support framework’ can be used to scope / define / sense-check / etc an institutional or consortial library-related development of their choice

...
Some of the analysis approaches
LMS Change - Test cases 1

• Bloomsbury - New LMS implementation
• Cambridge – Discovery - use of web-scale versus local indexes
• Open University - Moving to the cloud
• Stirling - Reading / Resource Lists
• WHELF Next Generation System, including map out potential points requiring integration to local institutional systems
• Wolverhampton - E-resource management
LMS Change - Test cases 2

- Test the approach with others...project Collaboration Group, Pathfinders, Kuali Ole...
- David Kay will try it with University of Chicago in February 2013
- Potential to test the approach with...you?
  - Other useful test areas may include
    - Self-service or RFID solution
    - eBooks PDA agreement
    - Research Data Management
LMS Change – more info and contacts

• LMS Change (the LMS programme synthesis and scoping project):  
  http://www.lmschange.info/blog/

• Twitter hashtag for the programme #jisclms

• Ben Showers - b.showers@jisc.ac.uk
• David Kay - david.kay@sero.co.uk
PATHFINDER PROJECTS
Pathfinder project:
Business Case Evaluation: Library Systems
Shared Services

• To explore potential benefits and pain points inherent in a move from distributed to centralised hosting and infrastructure model for a suite of library systems software

• University of Cardiff; WHELF
Pathfinder project:
The Benefits of Sharing in Scotland

– The Benefits of Sharing (How would a Shared Library Management System improve services in Scotland?)

– Contribute towards a new vision for library systems by investigating the following question: “How would a shared library management system improve services in Scotland?”

– University of Edinburgh; The University of Stirling; SCURL (Scottish Confederation of University and Research Libraries) and its constituent members.
Sharing in Scotland 2

• On 5 October, 33 library staff (Directors, IT librarians, functional librarians) from across Scotland met together to discuss Library Management Systems.

• The question for the day was "Would a shared library management system improve services in Scotland?"
  – What do we need from an LMS?
  – What are the benefits and drawbacks/barriers to sharing?
  – Would a shared LMS work for Scotland?

• The write-up of the event has now been published as “LMS Day Write-up” at
  <http://libraryblogs.is.ed.ac.uk/benefitsofsharing/the-lms-day/>.
Sharing in Scotland 3

• At the end of the day a snapshot vote was taken
• Do you want a shared LMS for Scotland?
  – Yes  29
  – No   3
  – Abstain 1
• Do you think a shared LMS for Scotland would work?
  – Yes  24
  – No   9
• Overall the day reflected a great interest in, and enthusiasm for, the idea of a shared LMS in Scotland
Pathfinder project: HIKE

• Build upon the work undertaken by the University of Huddersfield as part of Phase I of the KB+ project, as an early adopter of Summon and the TERMS project
• Carry out a full assessment of the compatibility of KB+ with Serials Solutions
• Carry out an evaluation of the suitability and potential of Intota as a replacement to the traditional LMS in the UK market, given its relationship to and integration with a knowledgebase
• Huddersfield, Intota, KnowledgeBase+ Evaluation, JISC Collections; Serial Solutions
Pathfinder project: E-BASS25 (E-Books Acquisition as a Shared Service in M25)

• Deliver a series of linked reports and guidelines which will form a navigation tool for consortia seeking to embark on collaborative purchasing of e-books
  – with particular reference to the Patron Driven Acquisition of eBooks

• *Royal Holloway; Kingston University; JISC Collections*
Pathfinder project: Anthologizr: On demand e-publishing from OA repositories

- Uses the EPrints repository software as its basis plus the open EPUB e-book standard
- To develop an extension to enable and support the creation of user-defined anthologies of items in the repository
- University of London
Pathfinder project: Copac Collection Management project

• Build on the work undertaken by RLUK, Mimas, and the White Rose Consortium on the JISC funded Copac Collection Management tools (CCM) project (October 2011 – July 2012)

• Seek to solve some of emerging collection management problems

• *King’s College London; Senate House Libraries; RLUK; MIMAS*
Four other projects

• Engaged in sharing information across the programme
  – OU – ‘MOLY’ a personalised library environment
  – University of Hull – search indexes and local vs. remote
  – University of Manchester – Shared Library Image/digital object system
  – SOAS (and the Bloomsbury Group) – Shared LMS...
Bloomsbury LMS

• 6 partners in the University of London
  – Birkbeck
  – SOAS
  – Senate House
  – Institute of Education
  – London School of Hygiene and Tropical Medicine
  – Royal Vet College
Bloomsbury LMS 2

• Shared vision for
  – 21\textsuperscript{st} century LMS
  – Flagship shared service model
    • Cost Sharing Group with VAT exemption

• Shared goals
  – Interoperability above campus (including identity)
  – Shared user access to resources
  – Open source solution

• Requirements driven, not about selecting a LMS
  – Includes enterprise requirements and technology requirements, including interoperability
The BLMS Executive Group have confirmed a decision in principle to follow an open source route based on Kuali OLE.

After their options analysis and specification work, the Group found that open source - and OLE in particular - most closely matches the strategic and technology direction the consortium wishes to follow.
Projects – blogs and info

• The benefits of sharing (exploring a shared LMS in Scotland): http://libraryblogs.is.ed.ac.uk/benefitsofsharing/
• HIKE (integration of KB+ with Intota LMS): http://library.hud.ac.uk/blogs/projects/hike/
• EBASS25 (shared eBook procurement): http://ebass25.rhul.ac.uk/
• Anthologizr (plug-in to anthologise repository content): http://anthologizr.wordpress.com/
• Shared Collection Management (KCL and Senate house): http://kclshlccm.wordpress.com/
• Shared LMS (exploring a shared LMS in Wales): http://blogs.cf.ac.uk/sharedlms/
Thoughts 1

• Context is all...

• Changes to the HE environment mean we are used to coping with less resource and managing new risks

• There is an acknowledged dislocation between library requirements in today’s information environment and traditional Library Management Systems
  – often geared to earlier ways of working in the management of e-resources and to managing print
Thoughts 2

• Activity in the demonstrates that the work with KB+ and the JISC LM projects are aligned with the requirements stated through SCONUL and JISC’s previous work.

• Clearly, this ongoing work demonstrates institutions are willing to get involved and contribute to its delivery.

• There are distinct advantages of owning and operating such services within HE.
Thoughts 3

• Consortial, community and above campus services can help us move in that direction - Kuali Ole and GOKb are examples of that

• National and international scale and focus provide opportunity for:
  – incorporation of a wider range of resource types
  – integration of emerging and innovative services
  – federation with the national information environment
  – economies of scale to embrace the small and specialist
  – leveraging data within the sector such as user affiliations
  – offering a platform for large scale recommender services
Thoughts 4

- The shared services ‘jigsaw’ is still valid;
- KB+ development and delivery on track
- JISC Discovery Programme
- Development of Domain 3 (local LMS) now seen in the context of the ‘squeezed middle’ and clear need for integration / interoperability
- Synthesis and scoping activity in LMS Change is timely
Thoughts 5

• Developments such as Kuali OLE will provide us with new and more adaptable options for the local LMS piece of the jigsaw

• Strong recognition within LMS Change project that some kind of 'toolset' is needed to draw out requirements, dependencies, risks, etc

• SCONUL, JISC and Kuali OLE need continuing ways of talking constructively and openly with potential users about implementation and integration
SCONUL Shared Services

• Today the SCONUL Shared & Collaborative Services Strategy Group taking a wider agenda forward (Chair Mark Toole, University of Stirling)
  – This group has provided key stepping stones for the UK sector since 2007

• Shared Services Symposium planned for Spring 2013; bringing together all the library community shared services players to explore how we can work together to deliver services more efficiently

• Library analytics: SCONUL, RLUK and JISC are discussing the potential for the development of a new shared service in the library analytics area, taking forward the findings of a recent Mimas survey.
Thanks for your patience
Any questions?

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