# From ILS to Library Services Platforms: needs and difficulties for change in a university library

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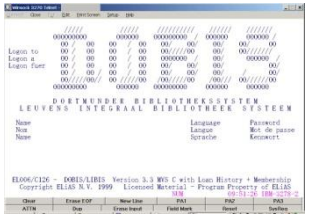
# The Library of the Universitat de València

- 4 big thematic libraries (Science, Humanities, Health, Social Sciences)
- 2 minor specialized libraries (Education, Psychology and Sports)
- 3 singular libraries (Historic Library, Botanic Garden, Deposit Library)
- 2 archives, 4 information centres

- 70.000 users
- 1.100.000 titles in the catalogue (1.300.000 items)
- 407 millions of items in the Discovery (more than 2 millions books, 143.000 journals...)
- 930.000 circulation transactions per year
- 3.400.000 visits to the OPAC per year

# The Library of the Universitat de València

# Some history



1990-2003: Dobis-Libis

2004: Millennium , Innovative Interfaces (implementation and basic modules: cataloguing, circulation and OPAC)

2005-2010: New modules and tools: serials, requests, acquisitions, ldap, course bibliography...

2007: 360 Serials Solution for e-resource subscriptions and management

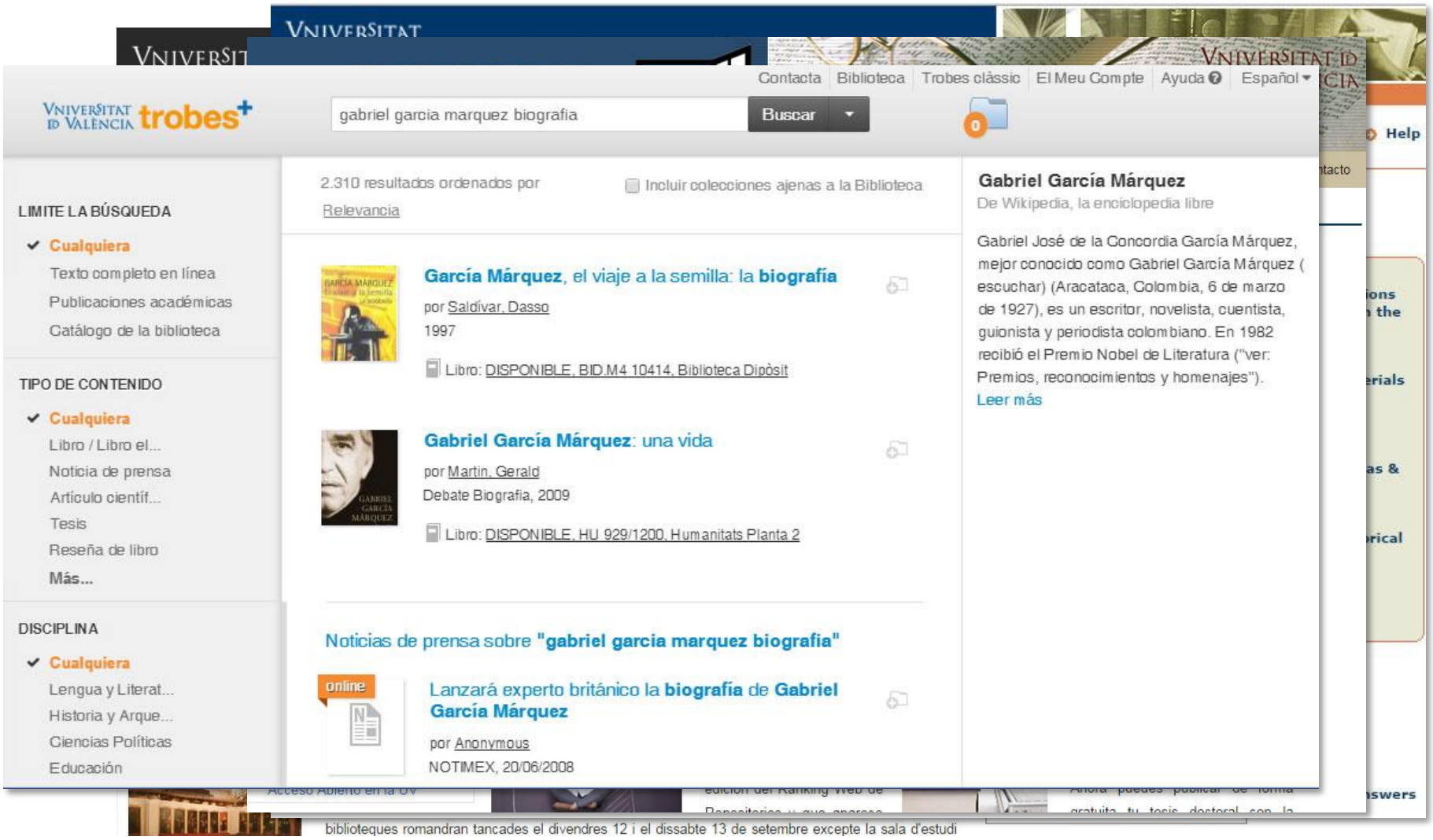
2008: Integration of e-resources into the cathalogue

2010: Institutional repository Roderic (Dspace)

2010: ERM (iii)

2014: Discovery Summon, 360 Link

# Main web spaces



# Systems ARE NOT the goal itself

- Goals of a university library nowadays:
  - Managing different collections
  - Organizing information
  - Offering targeted services: students, teaching staff, researchers and general public

- Are ILS the solution to these goals now?
  - No
  - Well... partially, they are.

# Changes in the last years

- Changes in resources → E-resources
- Changes in purchasing and access methods → E-books, DDA...
- Changes in technology → Web systems, Services-Oriented Architecture (SOA), Open systems, SaaS, cloud computing...
- Changes in the approach: European Higher Education Area (EHEA) → New services, management of spaces and resources, Information Literacy teaching (Ci2) ...
- Changes in the university organization → The library is not isolated any more (nor inside nor outside the institution)

# Well, then we adapt …

- Staff get moving...

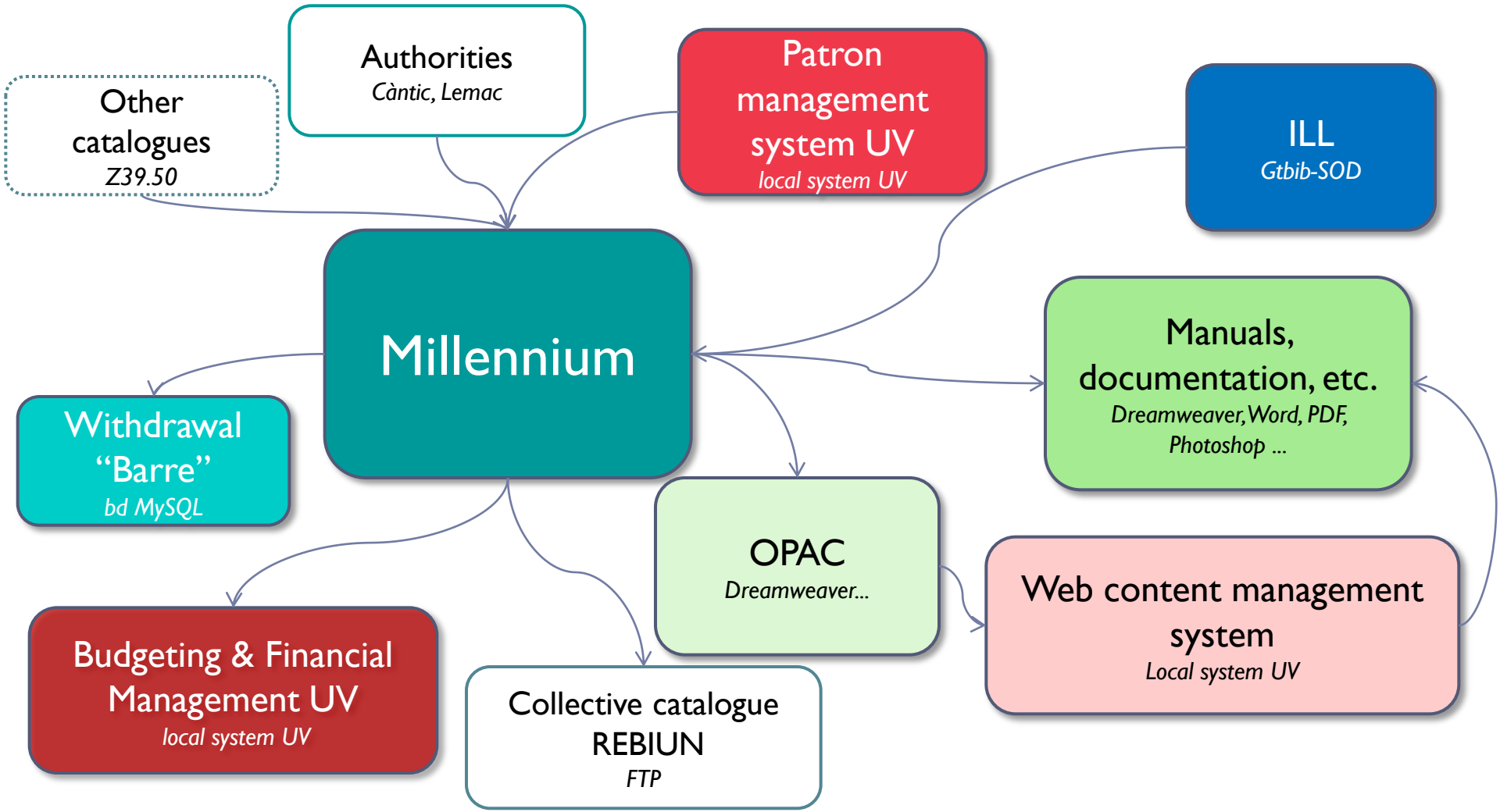
- Use of different and specific systems for different tasks
- Evolution of classics ILS
- New products in the marketplace
- New library standards

# Well, then we adapt…

- A constellation of systems
  - *ILS*
  - *Electronic Resource Management (ERM)*
  - *Repository / Digital Library*
  - *Web content management system*
  - *Discovery*
  - *…And new utilities (enriched content, citation software, web 2.0, mobile web…)*
  - *…And participation in other projects inside the university*
  - *…And other collaborative projects outside the institution*

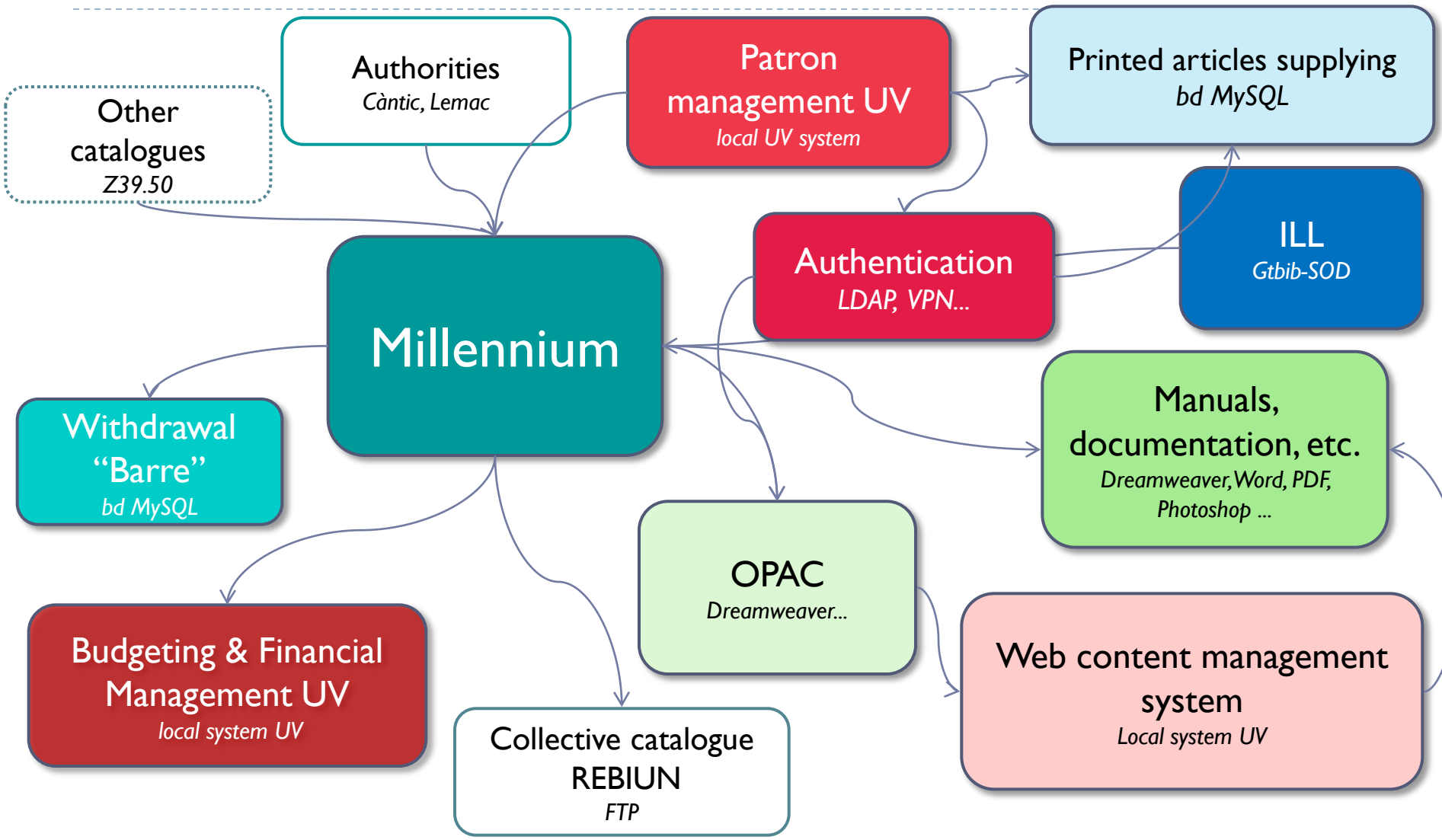
# For instance...

In a world of paper



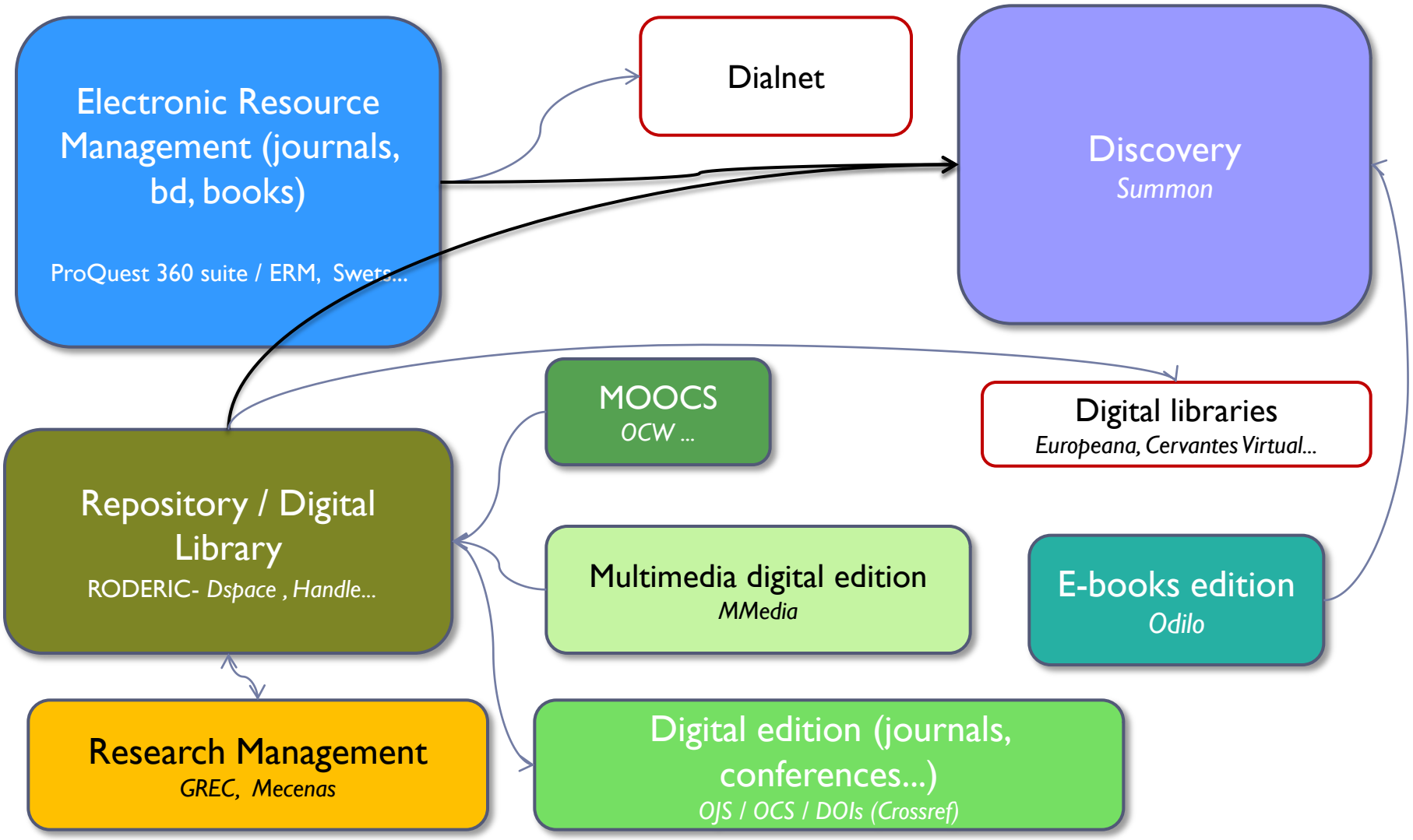
# For instance...

In the beginning



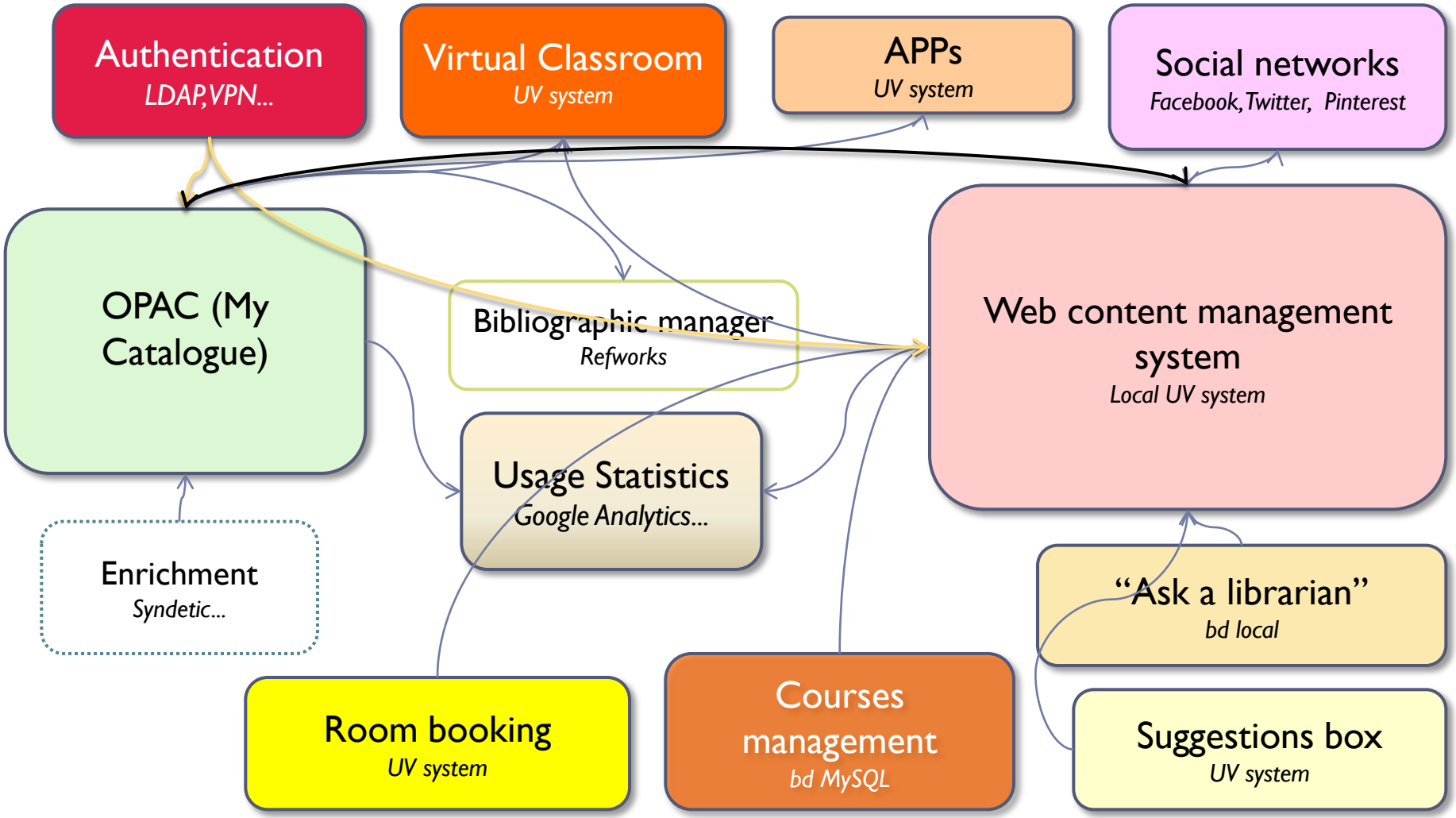
# For instance…

E-resources



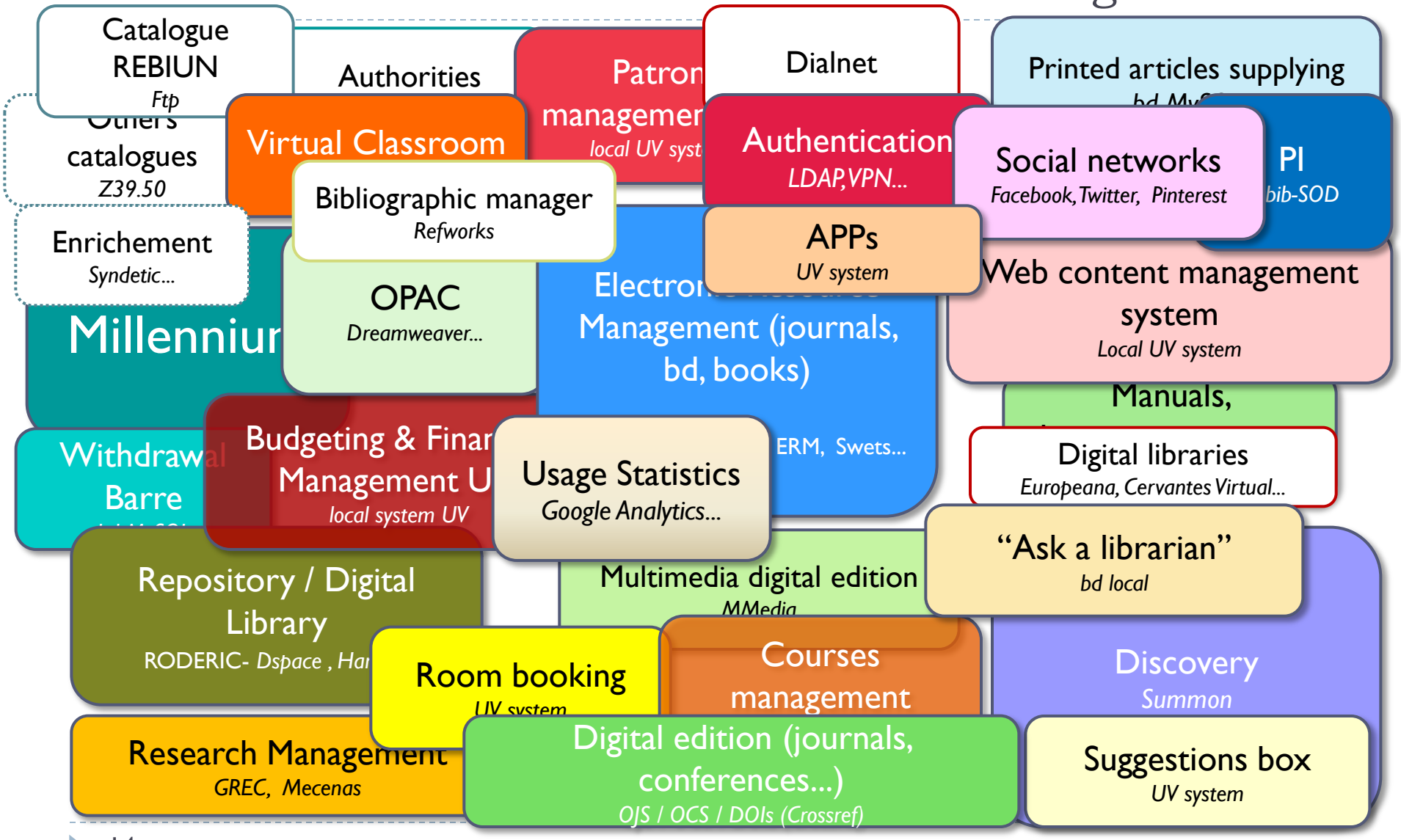
# For instance...

E-services



# For instance...

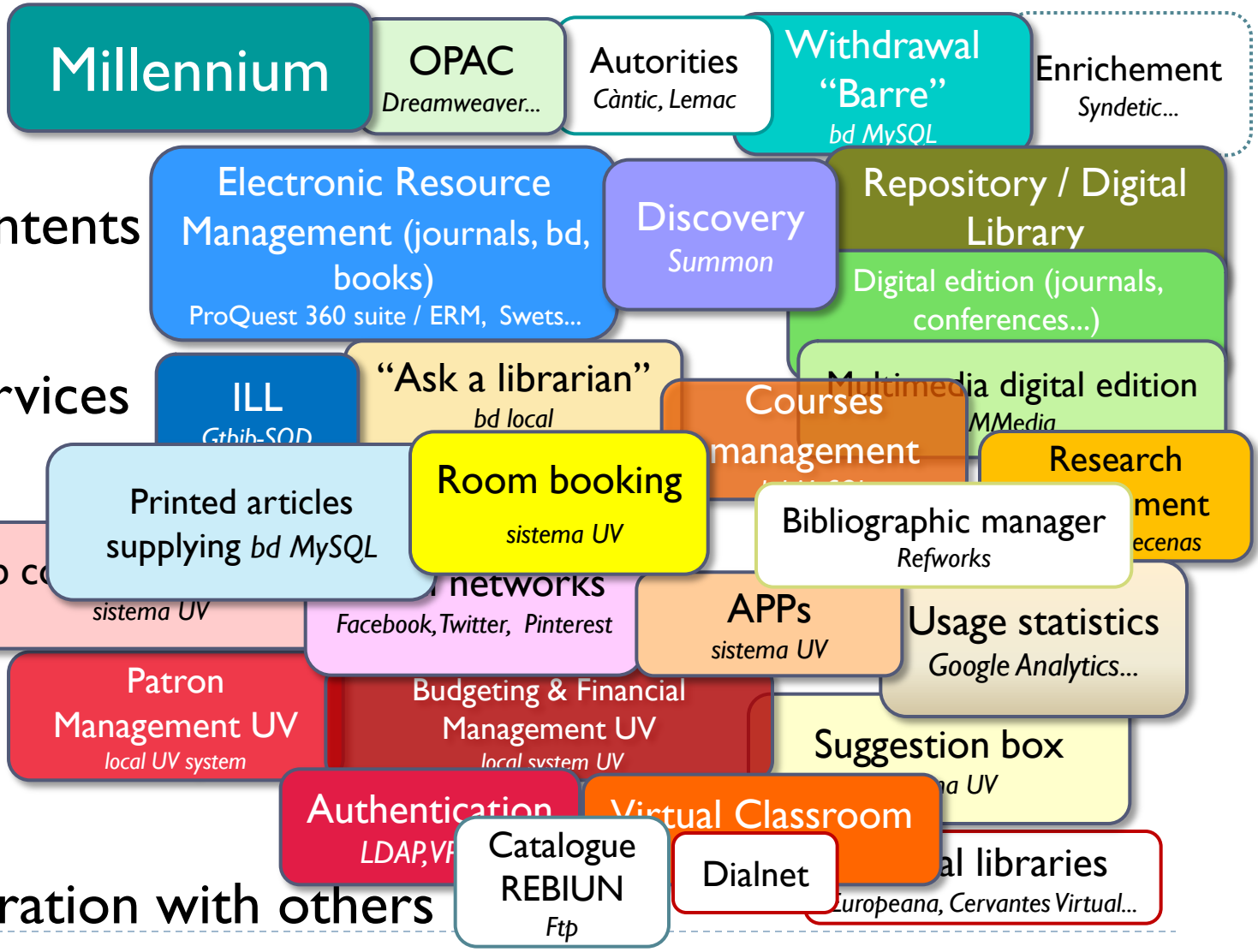
All together now!



# For instance…

Order!!!

- In the ILS
- Digital contents
- Patron services
- Web
- UV basics
- In collaboration with others



# For instance…

In summary

- 5 main systems (Millennium, ProQuest 360, Repository, Web, Summon )
- 9 specific systems
- 9 systems in collaboration with other departments UV
- 7 systems in collaboration with other institutions

- Connexion between systems: APIs, OAI-PMH, FTP (*email*, *phone call*…)
- Commercial software (local or SaaS) and Free + developments

# Well, then we adapt…

- ***A CONSTELLATION OF SYSTEMS!!!***

- The same task repeated many times in different points
- Lack of coordination
- Inconsistency
- Inefficiency
- Re-using data is problematic
- Extra effort for human resources that do not grow

# Are Library Services Platforms the solution?

A lot of bibliography about the issue in the last years:

- Marshall Breeding analysis in his Annual Reports on Library Systems
- Information Standards Quarterly (fall 2012) "Future of Library Systems"
- "Next Generation of Library Systems", Darmouth College Library (2013)
- NISO Virtual Conference on Library Data in the Cloud (24th September 2014)
- ....

# Are Library Services Platforms the solution?

- Technological advantages are evident:
  - Manage print + electronic collection
  - SOA, Open systems, multitenant SaaS
  - Library Services Platforms interesting specially for academic libraries
  - Strengthen advantages of strategic cooperation

# Are Library Services Platforms the solution?

But also some insecurities:

- Connectivity must be excellent
- Security of data and services
- More dependence on commercial firms
- Deep changes in workflows and staff routines

- Other specific systems already in production
- Changes in commercial alliances

# Are Library Services Platforms the solution?

Sooner or later, but...

- Investments already done should be amortized
- Economic difficulties → prices (models) should be reasonable
- Justify the investments in *invisible* internal processes

- Communication between systems is the crucial point
- Deep study of real needs inside the institution as a whole

# Identifying critic intersections

- Metadata management (MARC, XML, DC, RDA, BIBFRAME…)
- Normalization / Authorities (LOD, VIAF, ORCID, ISNI…)
- Economic & Budgeting
- Patron data and authentication
- Fulfillment data

# The tyranny of market

- Competition between a reduced number of firms (5 or 6)
- Agreements and disagreements between parts
- Library adapt to commercial developments ... Or it should be the other way?
- Technological changes are here... But are we ready to have access just now?

# Count on what we have…

- Economic and human resources quite limited
- Investments done in software, hardware and staff training
- Organizational Structure in the library and university
- University and Technology department policies
- Security Service and data privacy guarantees
- Culture of (no) change

- And current systems that are working in a quite satisfactory way

# Finding the right moment….

- When the advantages are really obvious
  - Technological advantages → What can we do? (library objectives)
  - Functional benefits → With fewer resources and time (efficiency)
  - Economic advantages → How much we save? (realism)

  - When we need to change servers or software
  - When the evolution of the products consolidates (¿?)
  - When the use of LOD becomes a necessary asset for libraries and end-users

# An exciting landscape

- Global resource management
- Definition of complete workflows (apart from specific applications)
- Broad and flexible performance data
- Openness to other systems
- LOD, a world of possibilities
- Working in the cloud, delegating technical routines (SaaS)

- **Facilities to focus on creative user-centered services**

*Muchas gracias !*

*Thank you!*

***Grazie mille !***