HEFCE Shared Services SCONUL Feasibility Study Community Event

London– 19 May 2010

Domain 3
Local Library Management Systems

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Context: looking back......

after 25 years the market has matured

The 2008 SCOUNUL/JISC LMS study)

- 'In a mature LMS market with relatively undifferentiated products, HE institutions will *not* derive competitive advantage from their *core* LMS. Therefore some form of cooperative shared provision .... could be a productive way forward in reducing costs'.

- 'There is some successful history to this [shared services] approach'.

- It seems that the current state of the market gives added strength to the business case for consortia and shared service arrangements and there is scope for SCONUL and JISC to help develop the potential.'

(LMS study: section 7. 'Making decisions')

Context: looking forward......

The direction of travel....

(according to EDUCAUSE)

'..technologies [for libraries] are **evolving away from being strictly stand-alone tools** *and resources and are converging into a more interoperable, collaborative, enterprise-level information management environment — one more closely integrated with teaching, learning, research, and administrative systems.* **Underlying system architectures are focusing more on providing discrete services (service-oriented architecture) rather than monolithic systems,** *enabling more interoperable and customizable workflows. By* **combining discrete services with cloud storage and cloud-enabled applications, institutions can build collaborative work environments between libraries as well as between libraries and non-library units,**

2009 EDUCAUSE report on 'Evolving Services'
http://www.educause.edu/EDUCAUSE+Review/EDUCAUSEReviewMagazineVolume44/WhatTechnologyReflectionsonEvo/185226

the edgeless
university
why higher
education
must embrace
technology

Peter Bradwell

DEM@S

The direction of travel....
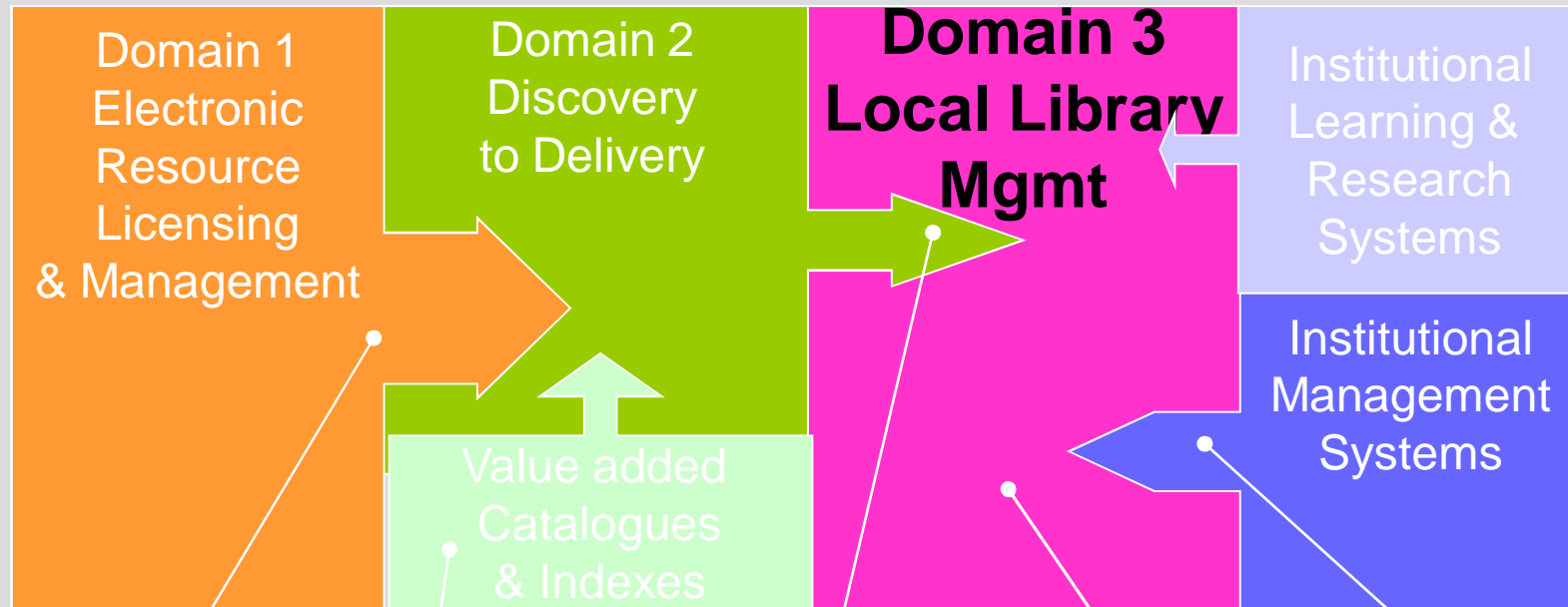
(the 'Edgeless University' report)

'**Google** opens up vast resources to many more people, but at the same time it **undermines the role of universities as stores of knowledge.'**

BUT
The **noise of information and knowledge needs filtering**; students need guidance and expertise. They also need the 'brand value' of institutions and the validation they provide**. Universities have to capitalise on the connections and relationships made possible by the new information technologies.**

Domain 3 in context: Shared Services – a platform for progress

Authentication & Identity Management Services

Domain 1 Electronic Resource Licensing & Management

Domain 2 Discovery to Delivery

Domain 3 Local Library Mgmt

Institutional Learning & Research Systems

Value added Catalogues & Indexes

Institutional Management Systems

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

Systems interoperate using web services

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

Domain 3

'There is a greater interest in LMS functions being delivered through shared services (74%) than by other local institutions systems (45%)'

Domain 3

- 'Option 7 is the preferred option on the basis that it includes core LMS as well as other higher value opportunities'.

Option	Direct Financial Benefits	Non-Financial Benefits	Whole Life Costs Benefit	Timescale Impact	Score	Risk
e-content licensing with ERM, D2D & LMS platform	Excellent	Excellent	High	Medium	13	High

From the report

Domain 3: general issues

- LMSs do not easily support disaggregation with limited open interfaces leading to duplication with other institutional systems and services

- The global information environment has changed massively during the life of most products, challenging not only the systems but also the core processes and business rationale of university libraries:

- Specialized resources are not effectively leveraged across the HE community

- Software is designed around processes that manage local print collections (e.g. acquisition, accession, circulation, reservation)

- Electronic content and access to global resources requires different processes which have been appended to these systems over time.

From the report

Domain 3: cost issues (Annotations from other studies)

- High value in terms of library budgets – cost estimated at £54m p.a. across the sector divided between systems and staff.

Around one quarter (c £14m) of that goes to the LMS vendors (LMS study)

- Low value in terms of return on investment.

Of the total spend on resources, staff and systems for <u>print</u> material—the LMS consumes around 14%. (Ken Chad project with a UK HEI)

- Involving duplicated costs of ownership (infrastructure, technical systems administration) and operation (e.g. local OPACs)

'The costs of this duplication must be considerable. The appearance to the user searching globally must be infuriating'.(LMS study)

- Incurring relatively high costs of migration.

c £80K for a large HEI (Ken Chad project with a UK HEI) --note <u>excludes</u> cost of LMS software & hardware

From the report

Domain 3: target scenario

- The traditional LMS footprint, which is fundamental to most vendor products, should be transformed to take account of the most economic and effective location of data and services.

- Some services should operate at higher levels of scale (e.g. Licensing, ERM and the discovery and delivery of at least electronic resources (Domains 1 & 2)

- Other data should be entrusted to core institutional services, such as student records for user names and affiliations.

- Consequently the local library management system should be required to perform less, enabling the library service itself to focus on user support and new forms of collection management (exposing resources, facilitating access, selective acquisition).

From the report

The LMS redefined

- The LMS (ILS) is perhaps best viewed as simply a set of components within a larger universe of 'library systems'

The LMS is dead?

- However it *does* still exist –Aleph, Alto. Millennium, Symphony. It remains the place where key metadata are stored and managed and it stubbornly resists 'de-coupling'

Long live the LMS?

Domain 3: change required

- If shared services are to be developed, as proposed under Domains 1 & 2, it is desirable that the traditional LMS is disaggregated, with open interfaces to enable the exchange of data and the integration of services across platforms, both locally (e.g. VLE <-> LMS) and beyond the institution (e.g. LMS <-> shared services).

- It is unrealistic to rely on vendors to lead that task on an investment basis as it requires commitment to design and develop multiple interfaces involving vendor, local and open source applications. However, there are global HE community partners who are already committed to that mission, most notably the US-based Kuali Foundation implementing the Open Library Environment (OLE) design with support from the Mellon Foundation.

From the report

Industry responses-to date (1)

- **Open Source LMS alternatives:** Evergreen, Koha-conventional LMSs

- **Serial Solutions:** no LMS (ILS)

- **Innovative Interfaces:** Comprehensive print and e-solutions based around the Millennium ILS (LMS)

Industry responses-to date (2)

- **ExLibris URM platform**: Print and digital management and discovery in a overall platform. ' Lower total cost of ownership through collaboration and sharing'

- **Kuali OLE '**the systems in place for cataloging and tracking these items are based on print collections...With this project, we benefit from working together with a community of academic libraries that want to change the way that information is managed in the scholarly environment."

- **OCLC:** library management services to Web scale **.** 'Our goal is to lower the total cost of managing library collections while enhancing the library user's experience.'

Industry responses-are they enough?

- Can those systems be decoupled and interoperate with each other?

- Are they addressing the standards to enable interoperability

- How open (re-usable) are the data?

Domain 3: opportunities

- An open engagement with the global developer community, including commercial vendors, is likely to generate value added components, whether made available through open source or commercial models.

- Experience indicates that such a competitive mixed market, with the resultant synergies and enhancements, will only thrive if the shared service supports open data and open interfaces.

- The successful migration of local library functions to the shared service model and the achievement of critical mass will raise questions about other local services, content and data sets which might be migrated.

From the report

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