Redefining the role and function of academic libraries in the digital age: The example of the Readers’ Services Department at Göttingen State and University Library

Dr Silke Glitsch and Dr Kerstin Helmkamp
e-Infrastructure

“e-Infrastructure refers to a combination and interworking of digitally-based technology (hardware and software), resources (data, services, digital libraries), communications (protocols, access rights and networks), and the people and organisational structures needed to support modern, internationally leading collaborative research be it in the arts and humanities or the sciences.”

http://www.rcuk.ac.uk/research/xrcprogrammes/otherprogs/einfrastructure/
e-Infrastructure on the Göttingen Campus

- integral part of the University’s overall strategy for the Göttingen Campus

- development / operation of digital infrastructures on the Göttingen Campus
  - Göttingen State and University Library
  - University Computing Centre
  - Göttingen University departments, e.g. IT

- joint cross-institutional collaborations for the implementation of e-research projects in digital infrastructures and the co-ordination of information infrastructures on the Göttingen Campus
  - Göttingen Centre for Digital Humanities
  - Göttingen eResearch Alliance
Göttingen State and University Library

- central facility at Göttingen University (13 faculties, 4,400 researchers, 31,000 students)
- 8 + 1 locations
- 2.7 million physical visits p.a.
- 8.1 million website visits (including catalogue searches) p.a.

- 1997: Göttingen Digitisation Centre
- 2002: Department for Research and Development
- 2003: Göttingen University Press (e-publishing, Open Access)

- 2012: Göttingen Centre for Digital Humanities (partner)
- 2014: Göttingen eResearch Alliance (partner)
Readers’ Services

• largest department at Göttingen State and University Library: 187 employees (98 FTE)

• management of 7 + 1 locations on the Göttingen Campus:
  Central Library
  6 divisional libraries: Cultural Studies, Economic and Social Sciences, Forestry, Medicine, Physics, Waldweg (student teachers)
  Learning and Study Building
Readers’ Services: Selected services

• provision of learning and research environments
  workstations and areas for individual and group study; online
  room booking
  Wi-Fi; scanning, copying and printing technology (incl. 3D)
  presentation technology; audio and video editing environments
  reading room literature

• provision of information and competencies
  information and personal advice on aspects relevant to users’ work
  information on library services (e.g. library website, faculties’
  communication channels)
  flexible and multimedia course and teaching platforms on topics of
  information and media literacy
"Traditional" joint events, e.g.:
• Long Night Against Procrastination
• Term Paper Clinic
• …
Information and competencies (II)

Integration of own services into large-scale new e-infrastructures:

Key Components of Information and Media Literacy:
- Library project
- study quality funds: 1 FTE, 2015-2017
- + permanent staff and student employees

Digital Prep:
- Student Academic Services, Göttingen eResearch Alliance and Library project
- federal funds: 1.5 FTE, 2016-2020
Learning and research environments (I)

(Digital) transformation of physical library space, e.g.

- workstations and areas for individual and group study (Facility Management)
- online room booking (IT Department)
- Wi-Fi (University Computing Centre)
- scanning, copying and printing technology (IT Department, University Computing Centre)

and …

- reading room literature (Library)
Learning and research environments (II)

The role of the "bookless library": Three cases in point

Learning and Study Building
- Opened in 2013 (245 rooms with 650 workstations, no printed literature)
- Operated by the Library

Physics Divisional Library
- Refurbished in 2014/15
- Operated by the Library (reading rooms) and the Faculty (new workstations and areas for study)

Chemistry Divisional Library
- Closed in 2016
- Operated by the Faculty (after transformation of former library space into new workstations and areas for study)
Learning and research environments (III)

Central Library project in 2017:

Concept for the refurbishment of the former circulation desk area

Project lead: Student Academic Services
? – and !
Necessity of …

• profile enhancement

• co-ordination (decentralised)

• management and governance (centralised)
Thank you! Your questions and comments?

glitsch@sub.uni-goettingen.de
helmkamp@sub.uni-goettingen.de