WorldShare Management Services

2 WMS Member Stories

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welcome
“The world as we have created it is a process of our thinking. It cannot be changed without changing our thinking.”

- Albert Einstein
UKB to WorldShare

- Dutch National Information Infrastructure → WorldShare platform
- Metadata management: GGC → WorldCat / WorldCat knowledge base
- Discovery & Visibility: PiCarta → WorldCat Discovery
- Resource Sharing: NCC/IBL → WorldShare ILL
UKB to WorldShare

UKB Business case for transition:

Users work and discover in the cloud and global

Use international standards and best practices

Become more efficient in back office

Make use of scale advantages resulting from international cooperation
What happened in 2014-2016…

Phase 1 (Jan 2014-Oct 2014) = preparation & development

Phase 2 (Oct 2014-Dec 2016) = ongoing development & implementation projects at UKB libraries

Overall more time was needed
And in between....

7 UKB libraries transitioned to WorldShare including implementation of WMS
1 library incl. implementation of Alma
2 libraries connected with existing Aleph
1 library connected with existing OCLC LBS
1 library connected with existing own ILS

And also:
10 UKB libraries implemented WorldCat Knowledge base
2 kept their SFX
1 switched to Alma knowledge base
UKB Surf Knowledge base pilot
Next Steps

Connecting Dutch National Library to WorldShare: TBD

UKB Transition to WorldShare ILL/Tipasa: 2018
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Manager Library Services
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Moving to a global and cloud based Library management system
EMEARC 2018, Edinburgh

Maastricht University Library
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The city of Maastricht
Maastricht University

- 17,000 students (49% foreign)
- 5,000 employees (2,000 academic)
- 6 faculties & schools
  - Faculty of Arts and Social Sciences
  - Faculty of Health Medicine and Life Sciences
  - Faculty of Humanities and Sciences
  - Faculty of Law
  - Faculty of Psychology and Neuroscience
  - School of Business and Economics
Maastricht University Library
Maastricht University Library

library.maastrichtuniversity.nl

- 600,000 print books
- 37,000 e-books
- 64,000 e-journals
- 38,000 loans
- 2.2 million downloads e-journals
- 500,000 downloads e-books
How it used to be ...
Time for change

- Out of date back office systems
- More efficient work flows
- Up to date Discovery environment
- International metadata formats
Time for change

- Work processes
- Requirement document
- Tests and workshops
- Training
1 February 2016: launch LibSearch and WMS
Discovery = LibSearch
Worldshare management services

- Acquisitions
- Licenses
- Circulation
- Record and Collection management
- Analytics and Report designer
Conversion

- 600,000 holding records
- 30,000 patrons
- 6,000 loan (manually)
- 50,000 e-journals activated
- 35,000 e-books activated
- 1,600 orders in Acquisitions
Management organization
Management organization

System Owner
Coördinator

Back Office
Functional management
Key users WMS

Front Office
Functional management
Key users WMS
Web coordination
Information skills
Student(s)
What does the student say?
Communication
Communication

**Front**
Continuous knowledge updates for our front colleagues

On big screens in the library

**Online**
Through our library wall for students and employees.

Facebook

Faculty newsletters

**Instructions**
Information Skills portal
How to search
Not OK!

Discovery
- Search results
- Algorithms
- Lay-out

and also
- Link resolver
- Matching & merging
- And other …
Collaboration

- Support OCLC Leiden
- Discovery usability tests and discussion panels
- Product management Discovery
- Pilot Surf Market
- Acquisitions advisory board
Wishes

- Tailor made adjustments
- Special collections
- Catalog function
- More insight information about wishes from other libraries
1,985,566
Sessions in Discovery in 2017
The Implementation of WorldShare Management Services

Lessons learned at Vrije Universiteit Amsterdam

Harm Derks, Manager Library Services – h.derks@vu.nl - @harmderks
A short Introduction

- Manager Library Services
- Librarian ?
- www.linkedin.com/in/harmderks

Vrije Universiteit Amsterdam

- 23.000 students
- 2500 academic staff
- 9 faculties
- vu.nl

Library

- Central Service to all Faculties
- 65 FTE
- ub.vu.nl
The next 20 minutes

- The WMS Implementation
  @ Vrije Universiteit Amsterdam

- The Library’s journey
  - From a task-oriented organization
  - ... to result driven
  - (... to goal driven)

- Sharing our experience
  - How did we do it
  - Where did we succeed, what went wrong?
  - Next steps
What’s the Key Ingredient for success?
Joseph Stiglitz:

“Markets for knowledge and information depend critically on reputation, on repeated interactions, and on trust.”

Joseph Stiglitz, Public policy for a knowledge economy (1999)  
We used to be Task oriented

UL Mission was like: The UL maintains collections, provides access to content and provides related products and services

Benefits: reliable, stable services. Robust
Downside: inflexible, inward-looking, and inward-oriented
Our pre-WMS Library ‘Architecture’

- Vubis – vSmart (ILS)
- SFX Link Resolver
- In house built ERM
- Primo (discovery solution)
- Various in house built and maintained ‘local solutions’
On our way to become Result oriented

- Our Mission: We provide the best possible services...
- WMS / WorldShare as a solid base
- Benefits: outside-looking, efficient, delivers results (quickly)
- Downside: low staff commitment, might be less effective in the long run
Why OCLC, Why WMS?

• OCLC’s reputation, based on repeated interactions, and on Trust
• State of the Art total Library Solution
• Efficiency: reduction of costs
• Becoming part of a worldwide standard
• National and international co-operation
Strategies for a successful Implementation

- Mindset: Customer first, then the service
- Partnership, based on Trust
- Learning by doing (cultural change)
- Work as one Library, as one team, in co-operation with your supplier: you have a common goal
- Everybody has to invest in customer relations, also the Library Management
- Be a learning organisation:
  - Sharing knowledge: expert sessions
  - Improving by sharing best practices instead of focusing on mistakes (creating save environment)
  - Stimulating informal contacts between staff; open culture
  - Better knowledge of customer needs: UX, surveys, interviews and workshops as part of designing new services
  - New (temporary) expertise in team: focus on additional knowledge
And then, after 8 months of hard labour, meticulous preparations, and serious testing: 11 april 2016:

• WMS Live for UL Vrije Universiteit Amsterdam, result:
Some explaining and teaching...
TURN THIS BOOK UPSIDE DOWN.

It’s a matter of Perspective
Regarding Management

“Today is always the result of actions and decisions taken yesterday. Man, however, whatever his title or rank, cannot foresee the future. Yesterday’s actions and decisions, no matter how courageous or wise they may have been, inevitably become today’s problems...”

Peter Drucker
Important Lessons learned

• It’s not about systems, appointments and rules; it’s all about Trust

• Don’t look at existing processes, but at future opportunities

• You need to know in what direction your users are moving, developing and what (new) needs occur

• When you focus on money: you never have enough. When you focus on goals and priorities: you always have enough
Successes

• We are re-inventing the Library Concept!
• Making decisions, daring to take risks
• Learning from failures – Getting comfortable with the uncomfortable
Failures

• Communication: what are you doing?

• Still pointing fingers instead of searching for a solution together. We are partners now 😊
What is next?

- Developing a set of principles and awareness for working with WMS: how do we do things?
- Improving feedback and encourage each other to rock the boat
- Share the change within the university, national and international networks
- A goal driven organization
Questions?