

EMEARC18

OCLC EMEA
REGIONAL COUNCIL
MEETING

Hello.

I'm the **Smarter** Library.



WorldShare Management Services 2 WMS Member Stories

SCOTT LIVINGSTON

OCLC

SANDRA EHRENS

MAASTRICHT UNIVERSITY LIBRARY

HARM DERKS

VRIJE UNIVERSITEIT AMSTERDAM





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



Radboud Universiteit



PThU

Protestantse Theologische Universiteit

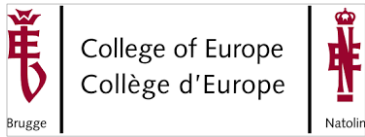


Centraal Bureau voor de Statistiek



Sociaal en Cultureel Planbureau

TU/e



Delft University of Technology



rijksuniversiteit groningen

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Next Steps

Connecting Dutch National Library to WorldShare: TBD

UKB Transition to WorldShare ILL/Tipasa: 2018



SANDRA EHRENS

**WorldShare Coordinator
Maastricht University**

HARM DERKS

**Manager Library Services
VU Amsterdam**

Moving to a global
and cloud based
Library management
system
EMEARC 2018, Edinburgh



Maastricht University Library

Sandra Ehrens

You can find me at s.ehrens@maastrichtuniversity.nl

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

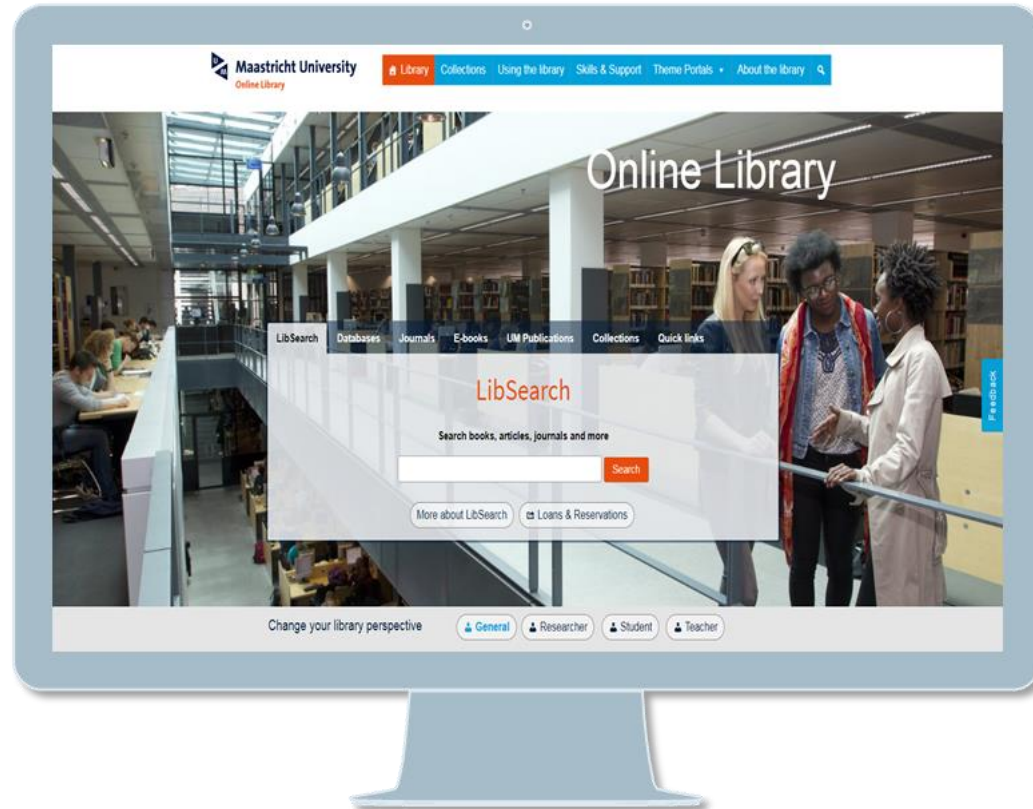


- Work processes
- Requirement document
- Tests and workshops
- Training

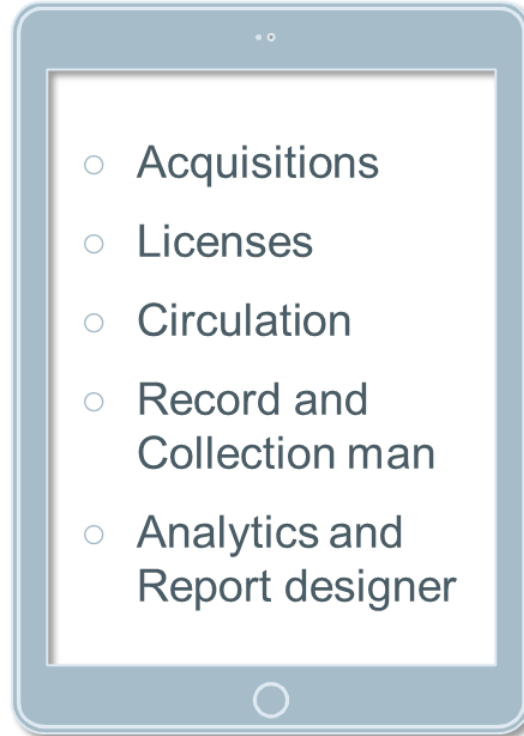


1 February 2016 :
launch LibSearch
and WMS

Discovery = LibSearch



Worldshare management services



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

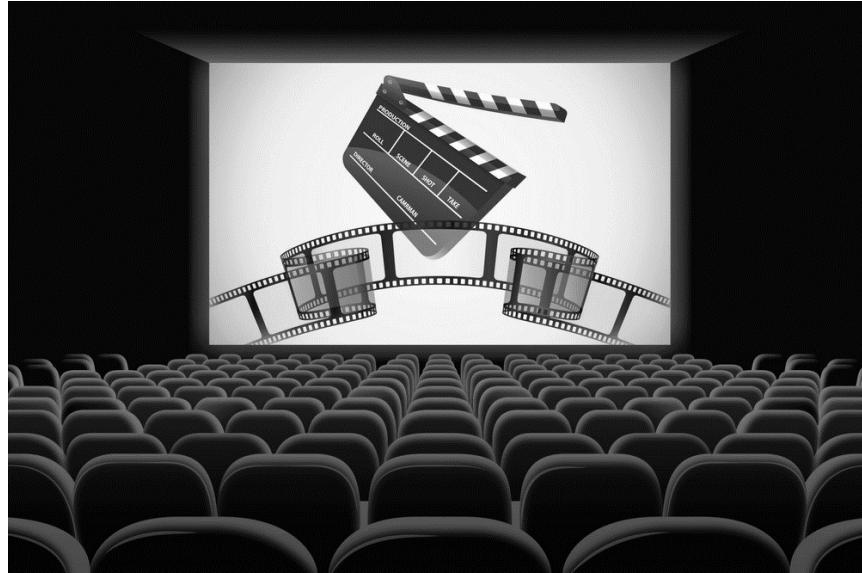
Key users WMS

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.

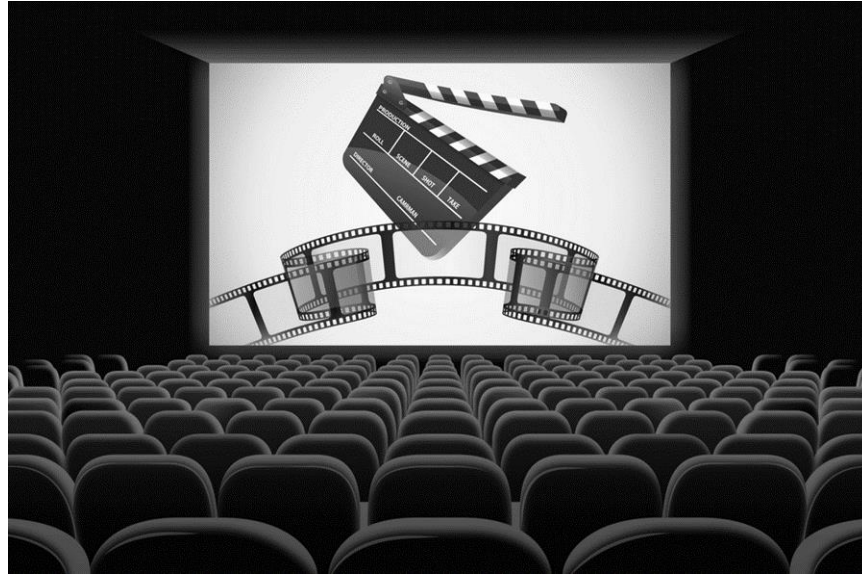
Facebook

Faculty newsletters

Instructions

Information Skills portal

How to search



Not OK!



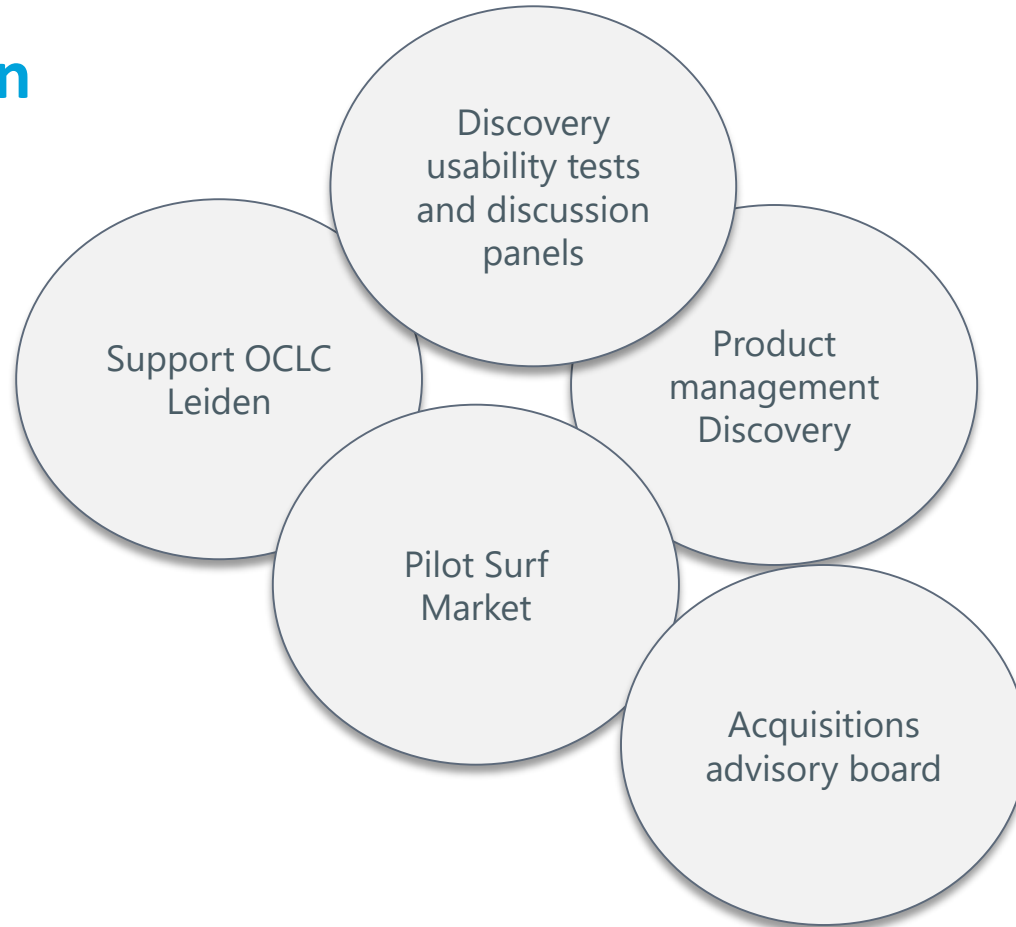
Discovery

- Search results
- Algorithms
- Lay-out

and also

- Link resolver
- Matching & merging
- And other ...

Collaboration



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

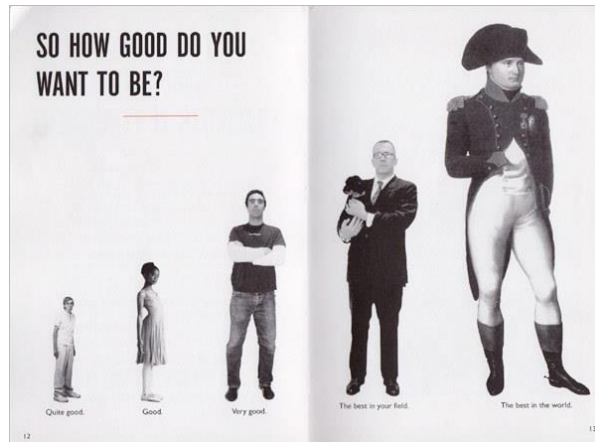
Vrije Universiteit Amsterdam

- 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?

T R U S T

Joseph Stiglitz:

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

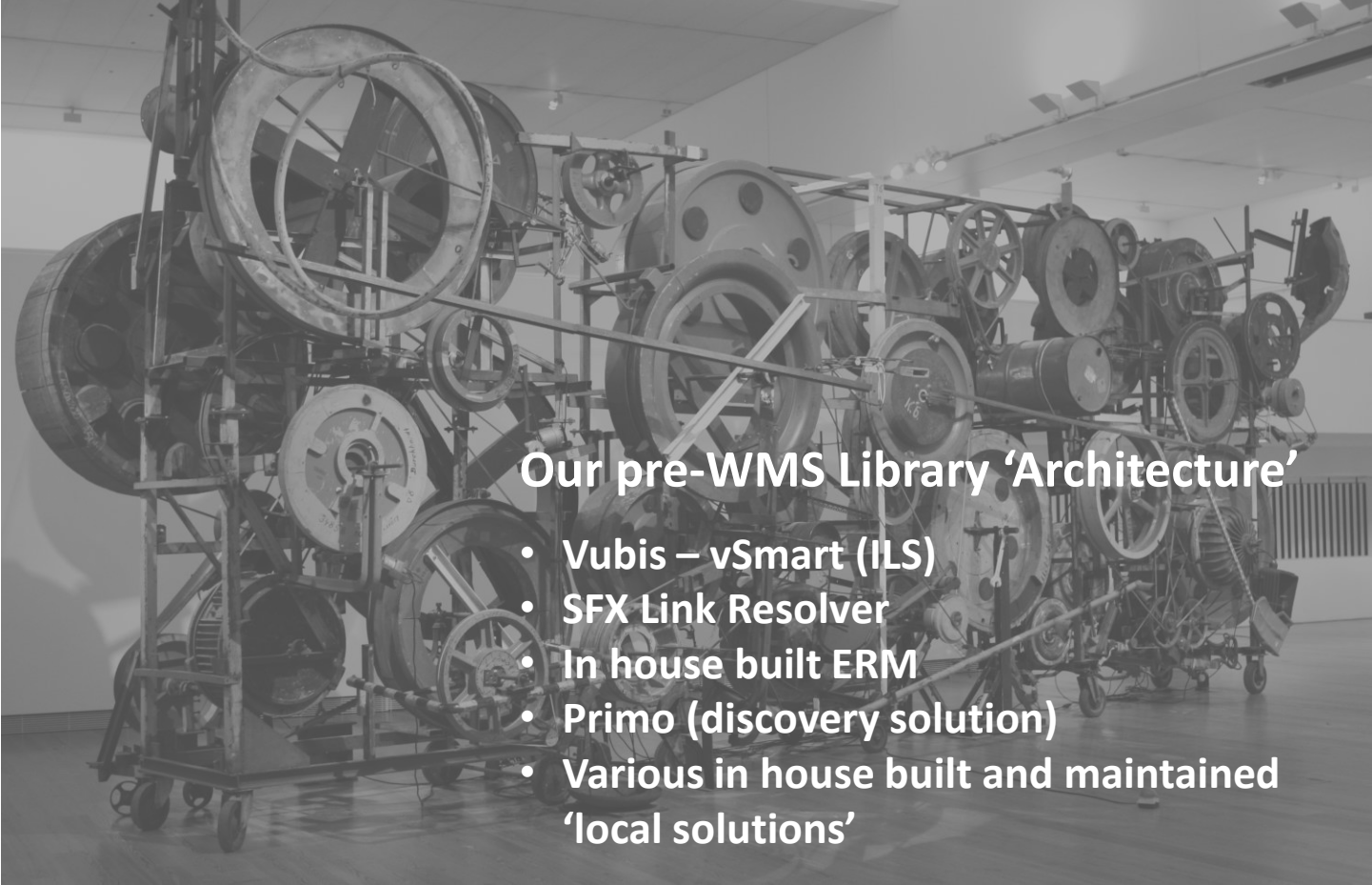
Joseph Stiglitz, Public policy for a knowledge economy (1999)
<http://akgul.bilkent.edu.tr/BT-BE/knowledge-economy.pdf>

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 safe 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:



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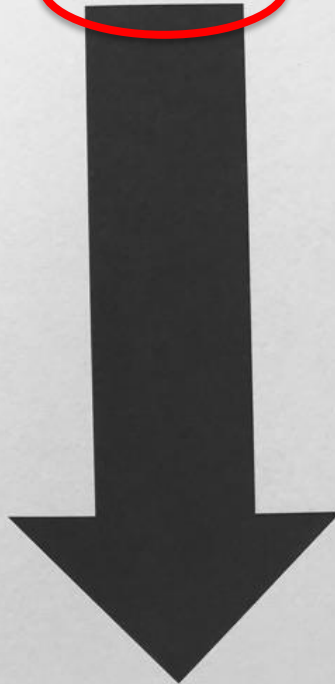
Some explaining and teaching...



**TURN THIS BOOK UPSIDE
DOWN.**

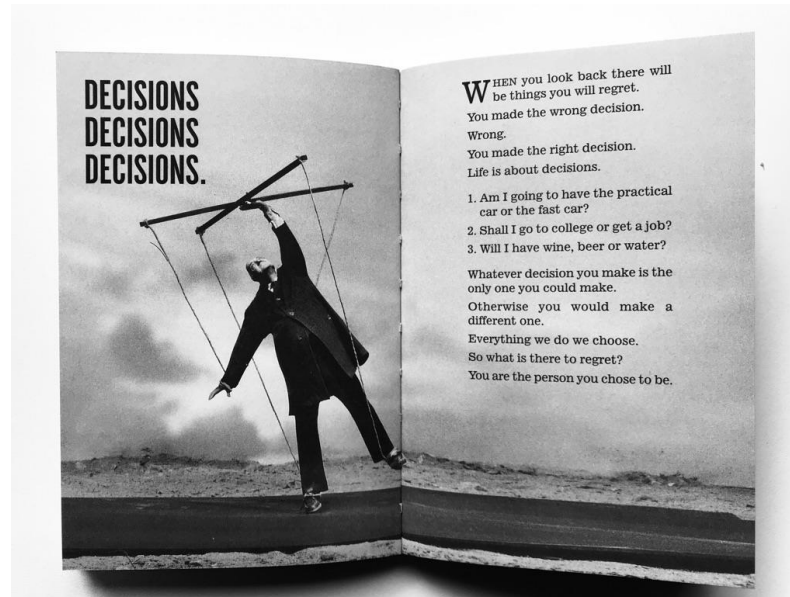
It's a matter of Perspective

THINGS ARE LOOKING UP ALREADY.



87

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...”

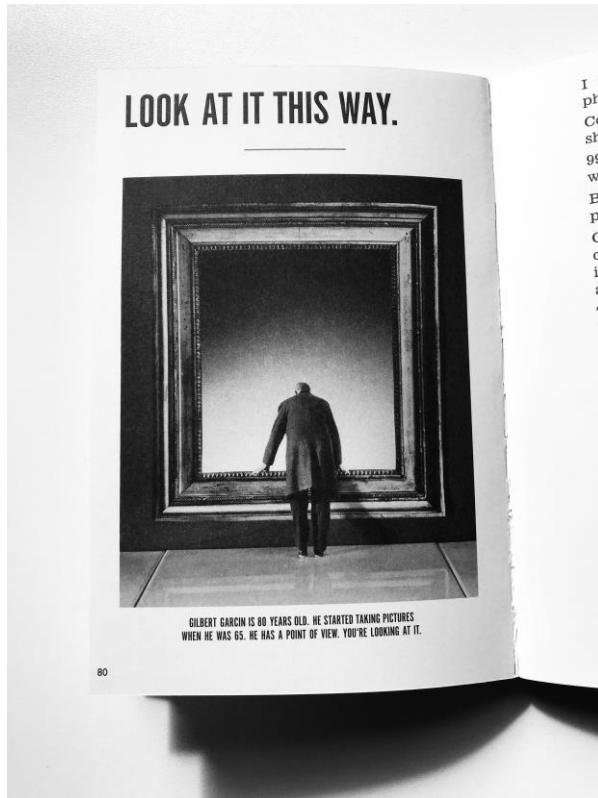
Peter Drucker



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Important Lessons learned



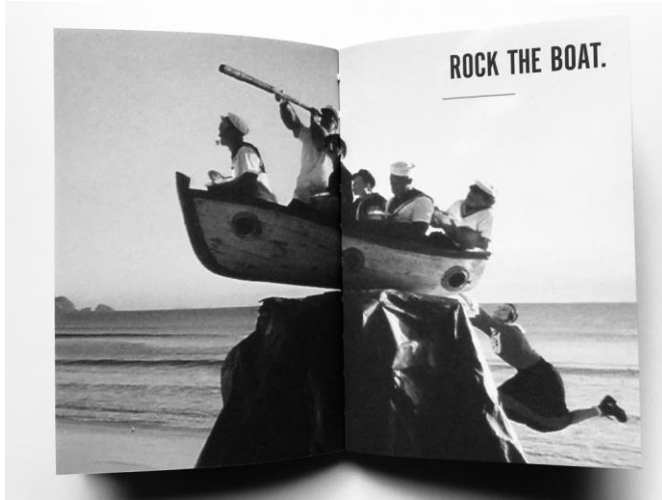
- It's not about systems, appointments and rules; its all about Trust
- Don't look at existing processes, but at future opportunities
- You need to know in what direction your users are moving, developing and what (new) needs occur
- When you focus on money: you never have enough. When you focus on goals 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

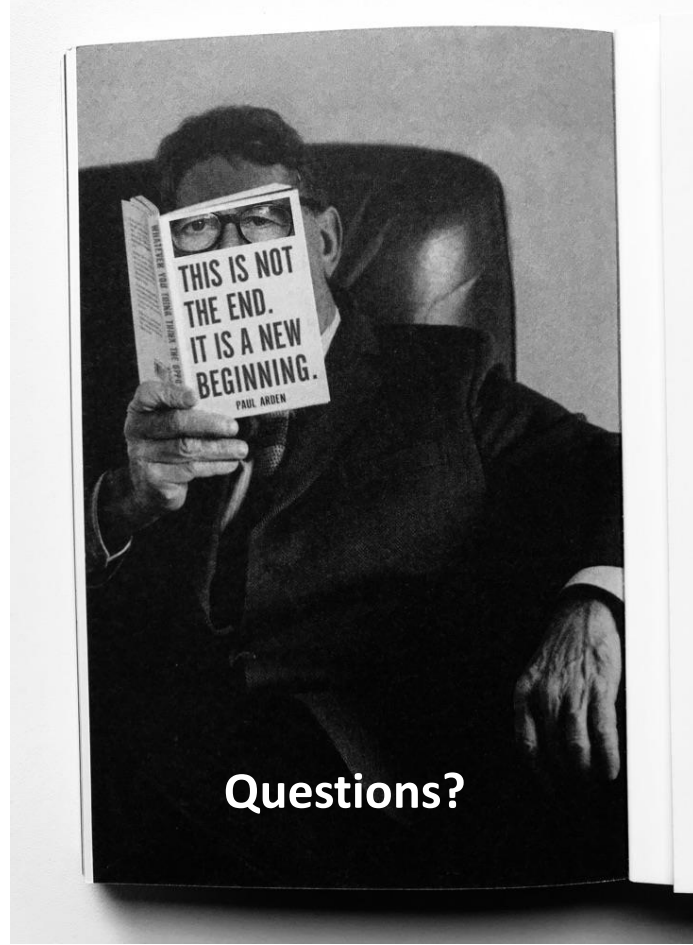
Failures

- 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?