

Library Services Advisory Group

Executive Summary: November 2018

The following items were presented by Jisc staff and discussed at the Library Services Advisory Group on 30th November 2018.

Jisc Open Research Services and Plan 'S'

Neil Jacobs, Head of open science and research lifecycle, presented an update on Plan 'S' and how Jisc's services could support it both now and into the future. The session was also used to gather responses to some key questions for Jisc. These questions focussed on getting an understanding of the reaction in the wider institution and on Jisc's role in supporting Plan 'S'.

Feedback suggested that reactions have been mixed with some academics, for example, opposed to the initiative, while others range widely from expressing an interest to simply being unaware. The commonality reported by the group was the lack of capacity from academics and others to give this initiative consideration at the present time due to other institutional priorities, such as the REF and TEF.

The Group confirmed that Jisc had clear and established channels to consult with stakeholders on Plan 'S', with the exception of academics. Engagement via the Learned Societies was proposed as a route to engage with this audience. Jisc is already referred to within Plan 'S' i.e. its Sherpa Romeo service and other opportunities suggested centred around repositories and other systems to support research and the REF. Jisc's new Open research hub was referenced: <https://www.jisc.ac.uk/open-research-hub> which will be compliant with Plan 'S', and the Group suggested that institutions would be looking for such solutions very shortly.

NBK: progress and priorities

Neil Grindley, Head of resource discovery, reported on the progress of the NBK with 90 libraries now contributing data with others in the pipeline. It is expected that interfaces for discovery and cataloguing will soft launch on 4th February, with the collection management module development happening in the spring and launched in July. The full launch of the NBK is still on track enabling retirement of Copac and SUNCAT to proceed as planned by the end of July.

The update then focussed on the results of a survey led by the NBK Community Data Groups (<https://libraryservices.jiscinvolve.org/wp/2017/12/nbk-groups/>), which had 99 institutional responses. A key survey point was the diversity of the problems and the lack of progress in the area of data quality and efficiency. It is not a strategic issue that gets talked about much in libraries and one recommendation was to convene a strategic conversation involving key stakeholders, including library suppliers, data providers, system vendors, libraries and intermediaries.

The Group discussed the implications of convening such a conversation. There was broad agreement that there was a lack of alignment with the incentives for publishers and suppliers to participate in a meeting of this type and that the designation of responsibility for leading it was not clear. The consensus was that trying to convene a strategic conversation with all the named stakeholder organisations would be complex and the outcome may not be usefully decisive. It was also acknowledged that the NBK programme of work was intrinsically designed (over time) to focus on many of the issues that such a conversation would address.

Metadata issues for the sector

Data rights and reuse

Neil Grindley presented the outcomes of Ken Chad's Library Data Report, a piece of research commissioned by Jisc in 2018 to investigate supply and demand conditions in the library data market and to explore new licensing arrangements that might introduce efficiencies for libraries in the context of the NBK work. The first part of the report confirmed that the NBK value propositions continue to be regarded as valid and important by the library representatives who were consulted. The second part focused on Bibliographic Metadata licensing and reuse.

Recommendations in the report include using the Jisc supported 'Open Metadata Principles' (<http://discovery.ac.uk/businesscase/principles/>) as a guiding framework and Jisc should use its power in the market to enable metadata re-use to support the NBK value propositions by developing and including a new clause in the Jisc Collections licence. Further discussion is required on the scope and nature of the licence and negotiation with stakeholders to establish a clear settlement over the conditions of re-use of records already in circulation, as well as achieve the validated value propositions.

NBK needs to change things if it is to deliver its core value propositions, with a shift towards a more open licensing environment to permit re-use of bibliographic metadata. The NBK is an opportunity to do something transformative. It is a national project (with international implications) to affect a step change.

Jisc response to NISO's KBART Automation proposal and KB+ & ExLibris update

Siobhán Burke, Library support services programme manager, presented the proposed Jisc response to the KBART Automation proposal. In essentials, automation is desirable for sharing and maintaining very large sets of data, which is typical of the knowledgebases in question.

However, what the proposal does not take account of is the reality of the landscape and the problems that have continued since and despite the introduction of the KBART recommendations. Jisc's response highlights these problems and also sought reassurances for consortium-based services, like KB+ and how they fit in the Automation proposed. Jisc's response is available on the NISO website:

https://groups.niso.org/apps/group_public/document.php?document_id=20402

Following several data issues between ExLibris and KB+, a meeting was between Jisc and senior staff from ExLibris in October 2018. It was a productive meeting and there was a desire and determination from ExLibris to work together with Jisc to resolve the issues. A way forward was agreed to ensure ingestion of KB+ data into Alma's Community Zone, and where there are problems, these will be highlighted, and resolutions discussed. Developing knowledge articles on specific issues was also agreed as a way to keep the Alma community informed.

Jisc Collections Manager (working title)

Liam Earney, Director, Jisc Collections, presented an update on the Jisc Collections Manager project. Jisc Collections Manager is intended to help both institutions and Jisc to evaluate Big Deal agreements for journals. The outcomes of Phase one were presented, as well as 'proof of concept' wireframes to demonstrate what a potential service could look like and how it might function.

Phase one involved a feasibility study, completed using Jisc Collections and Unpaywall data. In short, the study confirmed Jisc's understanding of the need for the concept and showed that it was feasible. Plans are in place for the next phases of work to gather requirements, develop the concept to prototype and eventually to service development.

There was consensus from the Group that the business intelligence that could be derived from it was the key, whether that intelligence is delivered via Jisc in the form of bespoke consultancy or via an interface, meaning the development of the interface was secondary. Jisc was keen to emphasise that this is more than just a tool to support cancellations of agreements, but rather one that could show the value or otherwise of subscriptions and help inform local business cases. The discussion concluded that although it isn't an 'all the time' product, it should be pursued and will be useful as a strategic planning tool for institutions and the sector more generally.

Transforming [Jisc's] Library Support Services (TLSS)

Siobhán Burke provided an update on TLSS, which is a programme of work to transform our library support services by developing a more effective, efficient and cohesive set of library services from Jisc. The services included are CCM Tools; Copac; Jisc Collections; JUSP; KB+; SUNCAT and Zetoc.

Following a Discovery phase of work with user experience consultants, an agreed approach to achieving the transformation was developed and agreed in July 2018. The result is that the seven services listed above will be delivered as three service offerings, under a new collective term, Library hub, as follows:

- Discover and compare: CCM Tools; Copac; SUNCAT and Zetoc
- Buy and manage e-resources: Jisc Collections and KB+
- Analyse usage statistics: JUSP

The current phase of work is designing new interfaces for each of the three new service areas, with input from service users.

Open Library Foundation and FOLIO

Ross MacIntyre, Head of Library Analytics, is a member of the Open Library Foundation Board and provided an update on the development of FOLIO.

Development is happening across a number of modules and the brief is getting very wide and includes many communities: FOLIO; GoKB; VuFind; Coral; ARC; Okapi and others.

Currently no UK institution is due to implement FOLIO as yet.