

Library Services Advisory Group

10 June 2019

Papers

A: Minutes from the last meeting (30 November 2018)

Attendees

Ann Rossiter, SCONUL	AR
Anne Horn, University of Sheffield	AH
Dave Puplett, University of Greenwich	DP
Liz Waller, Durham University	LW
Mark Hughes, Cardiff Metropolitan University	MH
Mark Toole (Chair), Nottingham Trent University	MT
Neil Wilson, British Library	NWi
Nick Woolley, Northumbria University	NWo

From Jisc:

Chris Keene, Head of library and scholarly futures	CK
Liam Earney, Director of Licensing	LE
Neil Grindley, Head of resource discovery	NG
Ross MacIntyre, Head of library analytics	RM
Siobhán Burke, Library support services programme manager	SB

Apologies

David Prosser, RLUK
Fiona Parsons, Wolverhampton University
Richard Parsons, Dundee University and SCURL

Actions arising

1. All to consider suggestions for new members of the group to ensure we have the correct balance.
2. SB to add Executive Summary/minutes to the blog site as soon as available.
3. SB to ensure an item on Learning Analytics is included at the next meeting.

4. CK to find out what governance arrangements are in place for the RDM and Intelligence Campus projects.
5. LE to adjust the Library priorities document as per the feedback provided.
6. LE to enquire about an IT/infrastructure strategy, corresponding to Library priorities document
7. NG to ensure more prominent retirement notices on SUNCAT and Copac – **DONE**.
8. NG to liaise with AR to use the SCONUL newsletter as a communications channel for service retirement and launch announcements – **DONE**.
9. LE to work with MT on developing an agenda item on the priorities beyond 2019-20 to include what Jisc should and should not be exploring.
10. Jisc to issue an invitation for expressions of interest for membership of the group
11. SB to find a date for the next two meetings, with early November the preference for the next one.

Agenda with notes

Item	Activity
1	<p>Welcome Attendees introduced themselves, their roles and institution as it was the first meeting for two members.</p>
2	<p>Apologies, declaration of interests, minutes and actions of the last meeting (Paper A)</p> <p>Anna Franca and Christine Wise have stepped down from the group. MT asked the group to consider if there was anyone else who could join the group; if there were any voices missing.</p> <p>Declarations of interest: RM declared he remains a member of the Open Library Foundation Board.</p> <p>The minutes were approved without correction. MT noticed the minutes had not been added to the Library Services blog, presumably as they were in draft. The Executive Summary can certainly be added immediately in future.</p> <p>Outstanding actions were discussed: LE has not distributed the Library strategy document due to a changed Jisc corporate strategy, to which library one must align. The changes to the Library strategy are covered in item 3.</p> <p>NG fed back on his discussions with Google, specifically with Chance Coughenour, Program Manager, Google Cultural Institute, who is very interested in advanced digitisation techniques and projects to 3D scan historic sites. Google are mainly looking for innovative ideas and are willing to support idea development by sharing their tools and resources. They also have an opportunity for a researcher post to go and work in their Paris labs with a libraries and research focus. But it is not entirely clear what Google's long-term objectives would be, other than a presumed appetite to gather data and make it available via Google platforms, e.g. YouTube. NG proposed that it might be in the interests of the library sector to drive its own innovation (e.g. AI) and the group was in agreement with that. LW pointed out there were two sessions at the SCONUL conference that could help determine how we take AI forward. This can also be picked up at the SCONUL Collaboration Group.</p> <p>Learning analytics will be taken forward as an agenda item for the next meeting. RM asked if the group were aware of Splunk, as one area that company is looking at is big data analysis of Shibboleth logs. Duke University use it, but currently for security monitoring rather than business intelligence. It's available as a licensed service through Jisc, but the cost is hundreds of thousands.</p> <p>ACTION: All to consider suggestions for new members of the group to ensure we have the correct balance. ACTION: SB to add Executive Summary/minutes to the blog site as soon as available.</p>

ACTION: SB to ensure an item on Learning Analytics is included at the next meeting.

3 Jisc Library priorities – Liam Earney

LE presented the latest version of the priorities for libraries, which included a list of nine strategy items and associated objectives. These would be the focus over the next two to three years.

AH asked if there was an equivalent document from Jisc presented to IT directors, as there are likely to be intersections between the two, e.g. Digital Capabilities. The question was asked about where other initiatives like RDM and Intelligent Campus sit. CK offered to find out what governance arrangements were in place for those projects. LE pointed out that the strategy/priorities document was cross-referenced with the Research and Teaching and learning equivalents, but not to IT or e-infrastructure.

This prompted a wider discussion about the strategy, which has its limits. But the reality is that libraries' interests are much wider than what is included in the priorities document. This led to discussion firstly around learning analytics and issues over inclusion of library data by Jisc and also the approach Jisc takes with institutions through formal meetings. For learning analytics, AH suggested that libraries should better hone their requirements ahead of further involvement.

The library is not necessarily included in meetings with Jisc when wider items such as Analytics are discussed. LW suggested both the need and the logistical problem of getting both the right and broad representation from the institution in a meeting with Jisc. AH suggested there was a challenge that different people hear different things. The recent Hertfordshire visit was mentioned as an activity Jisc can undertake for institutions. These institutional visits provide an opportunity for Jisc to share a holistic view of the range of benefits (i.e. products and services) taken up by an institution. But Jisc does not do this at the sector level i.e. what Jisc does for libraries. AR suggested this was about communication channels from Jisc to institutions.

Specific comments on the document included a suggestion to change research outputs to open scholarship as the former was too limited. LW asked if Jisc was agnostic about models for special / archival collections. LE's response was that Jisc would follow the MLA community's approach over pursuing one of its own. NG mentioned an idea to have a Discover tool for museums, by widening its current discovery offer. AH suggested Library Directors would be interested, rather than the specialists, due to the inefficiencies inherent in the specialism.

ACTION: CK to find out what governance arrangements are in place for the RDM and Intelligence Campus projects.

ACTION: LE to adjust the Library priorities document as per the feedback provided.

ACTION: LE to enquire about an IT/infrastructure strategy

4 Library hub Library hub overview – Siobhán Burke

SB provided an update on the Transforming Library Support Services (TLSS) programme including briefly presenting the new Discover, Compare and Buy and manage services. Prototypes of the new, overarching Library hub concept were also presented and the idea of a Licensing site. Also included was a timeline for service launches and retirements and remaining activity for 2019-20.

The main feedback was that Library hub and its component services were business processes for Jisc and that needed to be distilled to libraries. Therefore, we need clarity on the messaging of each aspect because different teams use different language. The transition from the current services to the new services also needed careful management. NW specifically asked if Discover would integrate with other library systems and NG confirmed that this was still in the pipeline, but there are higher priorities so one for the future.

Discover and compare: NBK update – Neil Grindley

NG gave an update on the NBK project reporting on four main areas of activity.

1. Messaging. The team have been very busy communicating with the community through roadshows, briefing meetings, workshops and conferences e.g. UKSG.
2. Data loading. 120 data sets have now been sent by institutions for inclusion into the NBK data aggregation.
3. System functionality. New advanced search options added in Discover.
4. Data rights issues.

NG also provided a quick walk through of the Discover service.

There was a question about communications, including retirement announcements for SUNCAT and Copac and a suggestion for more prominent notices on the service sites. It was confirmed that communications planning was underway, and the feedback would be implemented. AR offered the SCONUL newsletter as a communications channel – NG both welcomed and agreed to take up the offer.

Other clarifications were sought including the name Discover, given that it is a term used for some libraries' own search systems. NG clarified that it would be [Jisc] Library hub discover. OCLC have removed the filter discussed at the last meeting pending further discussion about how to make the display of records in the Cataloguing service as useful and complete as possible. NG confirmed that the RLUK cataloguing service would be extended until OCLC can provide a resolution and that the current phase of the OCLC contract runs until January 2020, so doesn't end with the planned launches in July.

ACTION: NG to ensure more prominent retirement notices on SUNCAT and Copac.

ACTION: NG to liaise with AR to use the SCONUL newsletter as a communications channel for service retirement and launch announcements.

Buy and manage and Licensing – Liam Earney

LE explained the rationale behind the Buy and manage and Licensing site, which is essentially the current Jisc Collections site split into its two key parts: Buy and manage will deliver the transactional element. The new Licensing site will allow the team to inform on all the extensive negotiation activity that precedes the final transaction process, it is also intended to facilitate active engagement with the negotiations themselves, rather than solely the purchase, a prominence which community feedback suggests has been lacking.

5 Research analytics – Chris Keene

CK presented on a project to look at the problems and challenges of the research space. In order to define the problem, the project will collect data about research to inform the institution. Two consultants will be speaking to key institutional people e.g. the Research office. Project timeline details are that June and July will cover problem definition. From August, the project will come up with some solutions so that something can be taken forward to solve. NW interested to know what problems are shared by those who are consulted. AH suggested care was needed as researchers are sensitive about any measurement in this area.

6 Priorities beyond 2019-20

Metadata event update and opportunities for Discover and compare/NBK – Neil Grindley

NG informed the group about a recent event: The Future of Metadata, held at Senate House on May 22nd. The event brought together a wide variety of key stakeholders to discuss metadata issues and come up with approaches that will increase the effectiveness and efficiency of data across the ecosystem. As well as librarians and representatives from regional consortia, SCONUL and RLUK; there were also publishers, data suppliers and system vendors represented. Although the conversations were similar to previous discussions, this was the first time that all the relevant parties

were together in the one room with a chance to participate simultaneously. Attendees were asked to volunteer for Task & Finish Groups and a follow-up report from the day will be produced and issued to the community.

NG's main takeaway point from the day was that there appeared to be some appetite for designating the NBK to become a single central distribution point in the UK where data creators could submit their data for all interested parties to access - including library suppliers and publishers. The discussion then moved on to data quality issues and who was responsible, given the costs involved and defining the data quality. The group agreed that with the NBK, there was the opportunity to resolve long-standing data quality issues (clean-up and standardisation). The benefit to libraries being that staff could focus on more transformational work rather than duplicating effort.

NG had a series of questions for the group, the first being what is required to put the NBK at the centre of this problem and solution. It was suggested that an authority could assert this with SCONUL being suggested. It was agreed that this would be picked up as a discussion item at the SCONUL Collaboration group, which NG and LE will attend. LW, who chairs the Collaboration Group, asserted that the solution would need to be big and ambitious.

The question of the economics of metadata records was also discussed, with points raised that it isn't just the cost that needs to be considered but the value. Timeliness was also a key factor and it was suggested that the strategic view was needed and not just consulting operational level people.

Preservation provision – Liam Earney

LE first of all drew attention to the recent announcement to cease funding for the Keepers Registry. One of the main reasons for that was that usage was largely coming from outside the UK. Therefore, the group was consulted as to what provision should Jisc be offering, if any. Jisc's interest is that post-cancellation access (PCA) is a crucial part within the negotiation process.

AR highlighted a SCONUL project underway to look at this across institutions. Taking a bottom-up approach, Susan Ashworth from University of Glasgow, is conducting research to surface what is needed. AR suggested bringing this together with the work of the Transformation Group, who are presenting on preservation at the SCONUL conference and suggests Jisc colleagues attend the session. NG agreed he would be available to attend.

Determining where Jisc should and shouldn't be seeking to operate – Group discussion

It was agreed that given the meeting was running behind and this is such a big topic, to move this item to the next meeting. MT also suggested some scaffolding of ideas to frame the discussion would be sensible.

e-textbooks was suggested as a topic. DP also suggested getting an understanding of the effort required by Jisc's services to know and understand the value. LW suggested the discussion could be broadened out to regional groups, e.g. the Northern Collaboration, Mercian, etc. They could be consulted before the next meeting and the outcomes used to better inform the discussion.

ACTION: Jisc to work with MT on developing an agenda item on the priorities beyond 2019-20 to include what Jisc should and should not be exploring.

7 Reports from other groups

Open Library Foundation & FOLIO: Update – Ross MacIntyre

RM reported back on the recent OLF board meeting, which was hosted by Jisc. FOLIO is still in development and RM provided some release timeline details [below]. Chalmers University, Gothenberg, Sweden, are the first adopter.

Quarter 2 2019: first release [present time]

Quarter 3 2019: early adopter development

Quarter 4 2019: beta 1

Quarter 1 2020: beta 2

Quarter 2 2020: general release

The OLE (Open Library Environment) is in its last year of funding by the Mellon Foundation. The institutions involved in this, will be part of the releases mentioned above. Ebsco have had meaningful conversations in the UK about provision of a hosted service offer, and probably have more traction with Capita customers. They have a big cohort in China. ReShare is involved and there is an on-boarding process for VuFind; Coral; GoKB; CC-PLUS. RM also informed the group of the benefits of joining the OLF board: Legal status; provision of financial infrastructure support and technical support tools.

RM asked the group if Jisc should consider hosting a version that allowed members to explore FOLIO as an option e.g. a sandbox site. MT welcomed the idea due to an upcoming tender for a new LMS. However, others suggested some caution in terms of the amount of involvement by Jisc and the association of Jisc name with the product/initiative.

Collection Management Community Advisory Board (CMCAB) – Neil Grindley

NG informed the group that the CMCAB compliments LSAG. Stuart Hunt from the University of Bristol is now the Chair, since Christine Wise stepped down. MH is also on the group and has agreed to act as liaison between the two groups. NG drew the group's attention to the recent survey issued to the community about retention declaration and how you capture that information via MARC.

8 AOB

MT revisited the membership of the group and asked if the group should have FE representation. LE stated that FE's interests were adequately represented by other Jisc groups. Following a brief discussion, it was agreed to develop a request to the community for new members and that we are looking for strategic input rather than operational.

ACTION: Jisc to issue an invitation for expressions of interest for membership of the group

MT requested the dates for the next two meetings be established as soon as possible, due to diaries filling up for the academic year ahead.

ACTION: SB to find a date for the next two meetings, with early November the preference for the next one.
