Jisc

06/12/2017

Transforming Library Support Services (TLSS) - Update

Siobhán Burke

Our Vision is to transform our library support services by developing a more effective, efficient and cohesive set of library services

Our Aim is to develop our services so that they align more clearly with library activities, offering librarians a more seamless and intuitive experience while enabling the flexibility they need to use our services to best suit their individual institutional needs.

Programme management approach

» Programme exploration & planning day in September

» Programme team in place; meets fortnightly

› Senior Responsible officer: Joy Palmer

› Programme Manager: Siobhán Burke

› Cross-section of service representatives; technical and non-technical staff

» Purpose:

› Review project status updates & milestone plan; signoff of deliverables; agree next steps and any required changes; identify and resolve issues; escalate issues to Digital Resources Leadership Team

The first phase of this programme - 2017/18 - is around the following transformation themes and objectives:

1. Ensuring a coherent and intuitive **user experience** across our library **subscription management** services

2. Establish **coherent approach to access and identity management**, with single-sign on

3. Establishing a **common infrastructure**

4. Defining and establishing **a consistent data model**

» Phase 1 focus is Library Subscription Management services:

› Jisc Collections; KnowledgeBase plus; JUSP; Also, NBK & CCM Tools

» Dependency on the Jisc Collections website redevelopment project

» External development company leading on our website design

› Shared user research will define final outcome

» Jisc's single sign-on will deliver the future login approach to our services

› Access controlled by Jisc

› Preference is to be controlled by you, our members

» In use for MyJisc already; rolling out for FE service Health & Social Care and available for the Jisc Collections website project early 2018.

» Support from CETIS with:

  › Data modelling

  › Pre-procurement, data management solution research

» Co-ordinating with other Jisc areas:

  › Data governance

  › Data warehouse

  › Information strategy & GDPR requirements

» Workshop for 'organisation' data with services; other common data types to follow e.g. journals.

» Managing 'business as usual' and change simultaneously

» 'Collective' senior management backing with escalation routes

» Scope creep

» Interdependency with other parts of Jisc:

  › Jisc login (Single sign-on)

  › Information management

» Service personnel fully on-board the programme

» Programme management process in place