Musical Chairs: Changing Relationships in the Information Management Business

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Changing Relationships with :-

- Library customers
- Publishers and Library Vendors
- Library staff
- University Business Services
Library Profile

- 13 branch libraries
  - 7 on the St Lucia Campus
  - 1 on the Ipswich Campus
  - 1 on the Gatton Campus
  - 3 in teaching hospitals
  - 1 in the Dental School
- Warehouse collection (closed access lesser used material)
- University Archives
Library Users

• Students
  • 38,139 ( 29,320 EFTSU )
• Staff (research, teaching, general)
  • 5,081
• Community (including walk-ins)
• Visiting academics & adjunct appointments
• Alumni
Library Collections

- Over 2 million print volumes
- 11,500 print journal titles and 26,000 electronic journal titles
- 822 networked databases
- 316,000 electronic books
- 44,000 multi-media items
- 34,000 maps
- Extensive manuscript, microform and pictorial collections
Changing Relationships with Customers

In 2005 customer expectations include:

• Up-to-date facilities
  • More PC’s
  • Laptop ports
  • Wireless connections
• Resources of all types including electronic full-text, A&I services, print & multimedia
• Desk top delivery (where-ever the desk may be!)
• Trouble free 24x7 access
• Knowledgeable staff
Facilities
Changing Relationships with Customers c’td

Resources

• Expect full-text at the end of every search
• Collection Development by default?
  • E-journal packages versus customized packages versus title by title selection?
  • Embargoed access versus current full-text?
• Plethora of “free” resources and websites
• Balance between monograph and subscription based resources
Changing Relationships with Customers c’td

- Assess issues
  - Platform
  - Via hosted site or data-owner’s site
  - Licences
  - Concurrent users
  - Web page design
    - Clarity & ease of navigation
    - How many clicks to reach “my” resource
  - Linking resources
  - One search (federated search)
  - Failure to connect
Changing Relationships with Customers
c’td

Knowledgeable staff who can:
• Teach how to use wide range of resources in all formats
• Assist with direction to the “quick fix” search
• Offer alternatives
• Assist with the direction to the in-depth search
• Diagnose basic access difficulties
Changing Relationships with Publishers and Library Vendors

Library vendors no longer major supply source for academic libraries

In addition we now have:

• Publishers
  • In the past libraries & publishers avoided each other
• Electronic product aggregators
  • Hosted data
• Consortia or Buying Groups
  • Power of group buying
Changing Relationships with Library Vendors

Generally:

• Quality vendor databases
• Communicate electronically
  • Ordering
  • Reporting
  • General communication
• Formal Service Level Agreements or formal contracts rather than customer profiles
• Flexibility to deal with Library buying groups
Changing Relationships with Library Vendors (continued)

Subscription Vendors

• Difficult times

• Much academic library business moved to alternative sources
  • Consortia or Buying Groups
  • Publishers
  • Aggregators

• Efficient supply of print needed

• How do libraries manage the cost effective purchase and supply of all formats?

• Do we need to be concerned?
Changing Relationships with Library Staff

Library Managers have needed to re-examine the skills needed by staff to meet customer needs

- Liaison librarians
  - Become skilled users of the internet
  - Search out and select resources in multiple formats
  - Teach how to use wide range of resources in all formats
  - Diagnose basic access difficulties
Changing Relationships with Library Staff

• Information access staff have needed to develop skills to:
  • Become skilled users of the internet
  • Interpret and manage licences
  • Become creative cataloguers
  • Become access specialists creating:
    • Flexible gateways that meet the changing needs of customers and the University environment
    • Balancing change
Changing Relationships with University Business Services

University Auditors

• Academic Libraries are an Auditor’s Nightmare!

• Prepay 70% of our annual Library Materials budget

• Upward of 50% of that for non-tangible resources
University Assets Valuation Managers

- Academic Library collections may be a significant part of the University’s assets.
- Move to electronic resources has the potential to decrease the University’s assets because it results in either:
  - Static state print journal collections
  - Quickly decreased print journal collections if print discarded
Changing Relationships with University Business Services c’td

University Insurance Managers

• Decreased physical collections
  • Less to insure

• Innovative facilities
  • Insurance challenges

• Increased specialised hardware such as servers and laptops
  • Insurance challenges
  • Increased and more complex insurance
As singer Bob Dylan wrote in a protest song a long time ago

The times they are a-changin

Thank you!