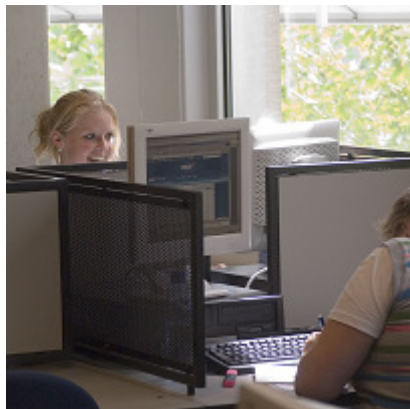# Library and the Need for Cooperation in a Changing Environment

Hans Geleijnse

Director of Library and IT Services
Tilburg University

The Netherlands

Questions

- Is the library anticipating enough to the changing world of its users
- Is the library contributing sufficiently to the changing needs of its parent institution?
- What is the added value of the library in the world of Google, Microsoft and Amazon?
- What makes your and my library unique?
- What is the future role of library catalogs?
- What is the future role of library systems?

Trends in Higher Education

- The Higher Education Sector will become more demand driven. Students position themselves as customers
- There will be more competition between universities across borders
- More mobility of students and researchers
- More (international) cooperation in teaching and research

Libraries are encouraged

- *To learn more about real use and user behavior*
- *To improve the use and usability of the expensive information that is available*
- *To take vigorously the perspective of the customers*
- *To work more efficiently and more effectively*

Orientation on current and future needs of our users

- Next generation of students: self sufficient information seekers

- Users prefer search engines (OCLC report)

- Users prefer Web information (discovery + delivery)

- Access to information is required anytime, from anyplace and anyhow

- Need for fast, mobile, secure, personalized and open access to information and IT tools

User survey at Tilburg University in 2005 (researchers and teaching staff)

- 97% of scholars use the electronic library services
- 70 % use the library resources off-campus
- 70% still use books from the library
- Most valued services are: e-journals, databases, current awareness services, document delivery and interlibrary loan
- Users are not familiar with various important electronic resources
- Users don't want to be assisted, they prefer self service
- Significant differences between disciplines (also in this rather homogeneous university)

The role of the catalog is declining and changing

- We saw it happen, but
- There is no fundamental redesign of the concept of the catalog

The catalog is still being used

Year	OPAC Searches (TU)
2003	453.326
2004	739.401
2005	950.662

Searches in National Catalog of the Netherlands

2001	12.220.773
2002	12.632.918
2003	13.724.889
2004	16.146.539

General picture University Libraries in the Netherlands

> Increase of number of scholarly monographs

> Increase of catalog searches by end-users

- Decline of book acquisitions by libraries

- In general: Stability or some decline in number of loans

- In general: Stability in number of ILL for books

- Steep increase in use of electronic resources

Digitization developments

- Substantial digitization projects for books are going on and will continue (e.g. Harvard, Michigan, Stanford, Toronto, Oxford, British Library, *i*2010 Initiative EC, University of California,)

- E-books will evolve. Tools and conditions will improve

- Discovery should lead to delivery, otherwise users will be frustrated

- Development of electronic access to journals took 10 years….

What will happen with the catalog?

- If we have
  - a national or union catalog (that includes our local catalog)
  - http://worldcat.org/
  - access to our local collections through Google and Yahoo

  What need is there anymore for a local catalog?

Integration with circulation control?

- Circulation control can be managed locally while the catalog is running centrally (national, regional or international approach) and

- even circulation control can be managed centrally (Bibsys, Norway)

Increased focus on information that is usually not included in the Catalog

- The Licensed Information
- Locally digitized material (maps, pictures, newspapers, journals, books etc)
- Learning content
- Institutional repositories with research publications and research data

More licensed information

- Increase of licensed information

- Metadata will come with the digital objects

- This will have an effect on acquisition and cataloguing

- Importance of the traditional local library system will decrease rapidly in the next 4 – 5 years

- Electronic resource management, interoperability, security, authentication, authorization wil become more important

E-learning

- Universities are developing digital learning environments: Blackboard (WebCT), Sakai
- Creation and Acquisition of digital learning content is becoming more important
- Integration of these evolving learning environments with the digital library is still a challenge for many institutions
- Current library systems are usually not suitable for integration

Institutional Repositories

- Universities and other institutions are creating electronic archives of their own output: books,working papers, articles (pre-prints, post prints and published versions), theses, conference proceedings
- At this moment: 750+ repositories in the world with ± 200.000 post prints. (496 registered open access repositories)
- Interoperability between repositories is still limited
- How does this fit into our local and global information environment?
- Integration with other parts of the 'digital library' is difficult: too many seperate "information silos"

E-Science

" In next 5 years E-science projects will produce more scientific data than has been collected in the whole of human history" (Tony Hey)

- These data are in general badly managed, often hidden, badly accessible and preserved, not fit for re-use.
- Increasingly direct access to raw data from scientific papers
- Most libraries don't play a role in this area yet

E-learning, E-publishing and E-science

- A sustainable infrastructure for E-learning, E-publishing (repositories) and E-science is needed
- This requires an integrated policy in the institution, but also
- More standardization and integration needed at a global level

Most important challenge for University Libraries/IT services

- ***To integrate IT and E-information in the daily workprocesses of researchers, teachers and students***

- To support collaboration in learning, teaching and research with tools and services

- To support personalized access to information: move from "library portals" to portals for groups and individuals, staff and students

What can libraries do about it?

- Create a real partnership with departments and faculties
- Create a closer cooperation with the IT department
- Standardize and streamline our workprocesses
- Give up tasks that can be done better by others
- Seek more cooperation with other libraries
- Seek new ways of partnership with vendors

What can vendors do about it?

- Can new products of Library System Vendors support these goals?

- Isn't it time for vendors to cooperate on joint issues and agree on standards?

Where can we make a difference?

Universities are unique in their research output and learning content, in the quality of their faculty and students, and in their processes, but not in many other areas.

Libraries should better concentrate on supporting these unique selling points and on digitizing their own unique collections

Cooperation and outsourcing

The problems with respect to infrastructure, standardization, integration and interoperability are far beyond the level of a single institution

Stronger cooperation at the regional/national/ international level is a must in order to provide better and more cost-effective services

Joint acquisition and outsourcing of library systems (commodities) will become a realistic option

My conclusion

- Role of the catalog is declining, but do not immediately close it down
- The time of "My library should have its own local library system and its own portal system" is over
- Need for more standardization and integration across domains and application areas
- More cooperation at local, national and international level
- Outsourcing of library functions becomes a serious option
- Added value is in providing user driven, state-of-the-art and tailored services and support to teaching, learning and research