



Meeting : 2nd Meeting of the Special Libraries Special Interest Working Group (SIWG)
[Breakout Session 19d, 3rd IGeLU Conference, Madrid 8-10 Sept. 2008]

Place : Consejo Superior de Investigaciones Científicas
Madrid, Spain

Date : 9 September 2008

Time : 18:00 - 19:00

Participants : Special Libraries SIWG members:

- ✧ Marc Willem (Cedefop)
- ✧ Jesús Bustamante (Cedefop)
- ✧ Carlos Medeiros (Centro de Informação Europeia Jacques Delors)
- ✧ Manuel Manzano Erdozain (Banco Nacional de España)
- ✧ Carol Bream (Central Library European Commission)
- ✧ Dorothea Scherzer (European Central Bank Library)
- ✧ Christina Wade (Alexander von Mülhendahl Library, Documentation Centre, OHIM - Office For Harmonization in the Internal Market)

Other participants:

- ✧ Clare Whitaker (Scottish Digital Library Consortium) attended on behalf of the IGeLU Steering Committee
- ✧ Johan Vandevenne (Documentation Division, Banque Nationale de Belgique)

Presentations: *Welcome and introduction*
Marc Willem (Cedefop)

- ✧ What makes our libraries special is that they are small, run with minimal staff and resources
- ✧ We are subject-oriented and business-oriented (embedded in our institution's business)
- ✧ Negatively defined, we are not academic libraries, nor are we National Libraries (we do not represent regional interests)
- ✧ Library tasks are just a portion of what we do (e.g. documentation, records management, document management, CRM, etc.)



Special Libraries SIWG 2008 Survey

Jesús Bustamante (Cedefop)

- ✧ Presented results of the small survey of Special Libraries SIWG members launched on July 30, 2008
- ✧ A total of 12 surveys were received

Results:

1. Past and Future

1. As of today, the Special Libraries SIWG has been useful and relevant to my institution.			
		Response Percent	Response Count
Strongly disagree		0.0%	0
Disagree		0.0%	0
Neither agree nor disagree		58.3%	7
Agree		33.3%	4
Strongly agree		8.3%	1
answered question			12
skipped question			0

2. The Special Libraries SIWG still has a valuable role to play in the future.			
		Response Percent	Response Count
Strongly disagree		0.0%	0
Disagree		0.0%	0
Neither agree nor disagree		33.3%	4
Agree		50.0%	6
Strongly agree		16.7%	2
answered question			12
skipped question			0

2. Needs and activities.

2.1. What are the needs unique to special libraries that the group should focus on?

- Different requirements/needs as university libraries - group should strengthen our position vis-a-vis ExLibris.
- The security aspects
- The service aspects: more need of tools for "direct help" to the customers than "help to self-help"(as for university libraries for example where the service is to show the students the way to find the information)
- ASP offer from ExLibris. Sometime, special libraries have fewer resources than Public or Academic libraries. Hence, ASP solution offered by ExLibris could be a valuable solution. Solvay has signed an ASP contract with ExLibris that should be active by the end of this year. Would be interesting to know if other special libraries are also interested.
- Multilingualism, problems caused by strict firewall and other security measures in "special" organisations.
- Multilingual clients Web based client Decentralised cataloguing Multilinguism



2.2. What activities should the Special Libraries SIWG carry out to better serve its members?

- As we use similar products of EXLIBRIS we could focus on organizing joint training courses that would benefit all members.
- More communication to find out what we all miss...
- Show different solutions that could be useful for other special libraries as well. *Rise specific questions that are relevant regarding the use of the systems with our end users in focus
- Maybe we should share more of our "custom services" and solutions we've found for problems
- A couple of special requirements to be followed up by the SP SIWG coordinator

3. Your involvement

1. The following statement describes how involved I would like to be in the future of the Special Libraries SIWG group.			
		Response Percent	Response Count
Not involved at all		0.0%	0
I would just like to be informed about news, events etc.		50.0%	5
Would like to contribute actively		50.0%	5
Would like to lead and/or co-ordinate the group		0.0%	0
<i>answered question</i>			10
<i>skipped question</i>			2

Discussion :

What should be the role of the Special Libraries SIWG in the future?

- ✧ Delivery is important.
- ✧ Difficult sometimes for special libraries to defend / prove the value they add to their institutions.
- ✧ Multilingualism: just to have a client in a language other than EN, we would have to either obtain it from the distributor in the specific country or translate it ourselves.
- ✧ De-centralization of cataloging and input: web-based cataloging interface.
- ✧ Our libraries are small but have an important role.
- ✧ The Special Libraries SIWG is a better option than going alone at it.
- ✧ Some of the Voyager libraries are special libraries and they might be interested in the Special Libraries SIWG.
- ✧ We can share ideas and solutions.



- ✧ We need to setup a mailing list or discussion group within the IGeLU site for the Special Libraries SIWG.
- ✧ We need to request from IGeLU to define further the role of the SIWGs (so far, we seem to be a bit of an afterthought... supposed to work “like the Product Working Groups”).
- ✧ We need to have a clear set of objectives (6-12 month work program).
- ✧ Co-ordination of the group: Jean-Paul Genot no longer at the library of the ECB, we shouldn't have two Cedefop members as co-ordinators.
- ✧ Christina Wade will enquire within OHIM if she can take a co-ordination role and let us know, another possible candidate is Carlos Medeiros.
- ✧ We should compile a list of enhancements and/or requests that we would like ExLibris to address.
- ✧ Some specific ideas were discussed at the meeting, see below, members agreed to send us more via email.

Specific requests:

- ✧ Security: libraries of national banks and other special libraries operate in high-security environments. When maintenance (or upgrade work) needs to be done directly by ExLibris, the solutions are either ExLibris works on location, or the institution places a server outside of the firewall.
- ✧ We would like to have a clear position of ExLibris regarding the virtualization of ALEPH.
- ✧ High-availability network: BNE wants to put their catalog on this HAN but ExLibris does not have a solution for this and they don't plan to have one.
- ✧ Banco Nacional de España is publishing their catalog on the internet through a black-box specially developed by ExLibris for them. They would like this to be more transparent.
- ✧ Web OPAC: a lot of our institutions demand from their libraries to comply with accessibility standards. The accessibility of the ALEPH web OPAC is not good and ExLibris does not seem to be planning to improve it.
- ✧ Could we request PRIMO as an integrated interface to e.g. all EU-related OPACs?

Conclusions and next steps:

- ✧ Write down minutes of this meeting and present to IGeLU SC.
- ✧ Request from IGeLU a mailing list/discussion group for Special Libraries SIWG.
- ✧ Collect more specific requests from members.
- ✧ Request from IGeLU further definition of the role of the SIWGs.
- ✧ Decision on co-ordinators.