Welcome!

STEPHEN ROBINSON

Digital Developer - Projects & Operations
Digital Innovation & Research Services
Library & Learning Development

Cloud Architect / ‘DevOps’ Engineer / ‘AWS Expert’
IT Partnering & Innovation
Information Systems Services

stephenrob.dev
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Students
12500+ FTE

Staff
1200+ FTE Academic
1600+ FTE Non-Academic

Worldwide
China, Malaysia, Ghana

TEF Gold
Teaching Excellence Framework

GOOD UNIVERSITY GUIDE 2018
UNIVERSITY OF THE YEAR
Library & Learning Development

Digital Innovation & Research Services

Research Support
Supporting Open Access publishing, Research Data Management and Citation Analysis

Unique & Distinctive Collections
Increasing discoverability of our unique and distinctive collections making them available to all.

Manage All Library Systems
Ensuring availability of all library systems that support teaching, learning & research.

Build Innovative Services
Using technology and data to build new services that aim to improve and augment the user experience.
The ISS building houses the majority of ISS staff alongside one of our on-premise data centers.

Working with departments and professional services to enable them to get the best use out of technology.

Built on top of CampusM, iLancaster is our leading mobile app for students, staff and the community.

If it doesn’t fit within the standard business as usual functionality of IT services.
ExLibris Products
At Lancaster University

Alma

Primo

Leganto

CampusM
Innovation

Curating innovation in the library and across the institution
Our Vision
Digital Innovation & Research Services

Great Service

Great User Experience

Great Staff
Intelligent User Services

Services at the point of need

Personalised
Exactly who the person, using information related to them. Can be triggered, behavioural, user set or profiled

Contextual
Based on the generic user categories and what the user is trying to achieve at the time. i.e are they in the library or not. Are they a student or staff.

Innovative
Exploit the use of technology and data to provide services. We aim to be on the leading edge of services we provide.
Choosing A Good Idea

But where do we start?

Good Idea

The base of any innovation

INNOVATION
Is this valuable?
Does this provide value?
Do our users really want this?

Round the Table
Bringing everyone together to share thoughts and ideas
WIN £1000
SUBMIT YOUR INNOVATION IDEA FOR THE LIBRARY

CLOSING DATE 30TH JANUARY 2015

jolt.lancaster.ac.uk  #lujolt
Library Innovation Workshop
Exploring new ideas

3 Amazing Ideas
- Auto class marking of e-resources
- Helping people find study space in the library
- Intelligent suggestions of reading material

01 Diverse Colleagues
From across the library service

02 IT Partnering
Bringing together IT partnering and digital Lancaster

03 New Ideas
Looking for new ways of applying technology in the library
My First Assignment

Scenarios of use

Essay #1
Due Next Friday

OneSearch
Finding some resources to help myself on OneSearch

Classmark
This seems important and seems to tell me where it is

Confusion
Where exactly is this item in the library. Can you help me find it?
Time To Experiment

20% TIME
Giving our developers time to try out random things

UNUSUAL
Not business as usual projects
Something different ... and generally fun

PROTECTED
Time is protected in each developers week to work on this together

FAIL FAST
Quick proof of concepts that allow us to fail fast
Quick Wins

Just do it!

LET’S DO THIS

HIGH IMPACT
Showing we are responding to user suggestions and acting on them

OPENING HOURS
Showing the current day and weeks library opening hours on the website

NO BRAINER
Why aren’t we already doing this

DISCOVERY MAPS
Helping users find things in our collection
OneSearch Maps
Maps embedded on Primo

Summer 2017
Student Internship Project

Our first attempt of helping students navigate to library items within Primo.
Evaluating Success

Did we make a difference?

- **Surveys**: Qualitative data from our users
- **Time**: Are processes simpler and easier to do
- **User Behaviour**: How are users interacting with the new system or process
- **Expectations**: Have we met or exceeded what our users want
OneSearch Maps
Maps embedded on Primo

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Navigation
User Services
Championing Failure

1. ACCEPTANCE
   Accepting that failure happens and it is okay to do this

2. UNDERSTANDING
   What caused us to fail?

3. LEARNING
   What can we do differently? Are there parts of this we can reuse?

4. SHARING KNOWLEDGE
   Disseminating knowledge across the library team and wider
Lessons Learned
What did failure teach us?

- Navigation is Hard
- Data Handling
- Vendor Platforms
- Try Again
Accessing Library Services

Looking at new ways our users can access what we provide
Library Alexa Skill
Intelligent user services with Amazon Web Services

Our first attempt of building an Alexa Skill.
Using our API to provide an MVP of a Library Alexa Skill.
Makes use of AWS to provide the execution environment for the skill logic.
iLancaster Voice
Moving forward with across the institution

September 2018

IT Partnering & Innovation

Developing a ‘Personal Digital Assistant’ to support students with their studies and social life whilst at university. Providing personalised, contextual and intelligent information to the user at the point of need through voice and chat interfaces.

► AWS Native Services
► Institution Wide Project
Ask L.U.
Your digital companion

Find out more at lancaster.ac.uk/AskLU
Ask L.U.
Your digital companion

Find out more at lancaster.ac.uk/AskLU
Ask L.U.
Your digital companion

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Across the Institution
Combining data to provide a complete experience

Student Union
Providing information on the social side of university
- Union Cloud

Core Systems
Student information and assessment

Library Systems
Physical and Virtual usage
- LibCal
- Alma / Primo / Leganto
Alexa ... Ask LU

How many loans do I have?
Alexa ... Ask LU

Are there any group study rooms free?
Alexa ... Ask LU

Can I book a group study room?
The Future

Where’s Ask LU going next?
Where next?
Ask L.U. and the library

RENEWALS
Renewing books that are due back soon

FINE PAYMENT
Paying library fines through in-skill purchasing

SEARCHING
Discovering new items through our discovery service
Alexa ... Ask LU

To suggest me something to read?
Thinking about suggestions

Questions raised

1. Knowledge
   How do we know what to suggest to the user?

2. Relevance
   Are we going to make a relevant suggestion to them?

3. Reliability
   How do we build trust in the suggestions we make?

4. Display
   Where do we display the suggestions we have generated for a user?

5. Auditing
   How do we keep tracking of the suggestions?

6. Approval & Buy in
   What is needed to get approval and buy in from library and academic staff?
It is impossible to live without failing at something, unless you live so cautiously that you might as well not have lived at all, in which case you have failed by default.

— J.K. Rowling
Thank You

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