



# Swiss Library Service Platform: From the idea to a changeover for Switzerland

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# Today's topics

1

Library networks  
in Switzerland



3

Change at ETH



5

Opportunities!



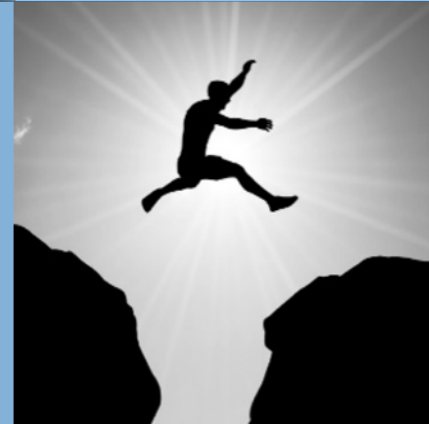
2

One Idea: SLSP



4

Obstacles



6

Future Network





An aerial photograph of the ETH Zurich campus. The image shows a mix of modern and traditional architecture, including a large green sports field with a red running track, several large lecture halls or auditoriums with curved roofs, and various smaller buildings. A major road and railway line run through the center of the campus. The text 'ETH zürich' is overlaid in the center.

**ETH** zürich

IGeLU 2019

Google Earth  
Maxar Technologies



# The Swiss higher education system

2

Federal institutes of technology and science (ETH and EPFL)

10

Universities (cantonal)

8

Universities of Applied Sciences and Arts

16

Universities of Teacher Education

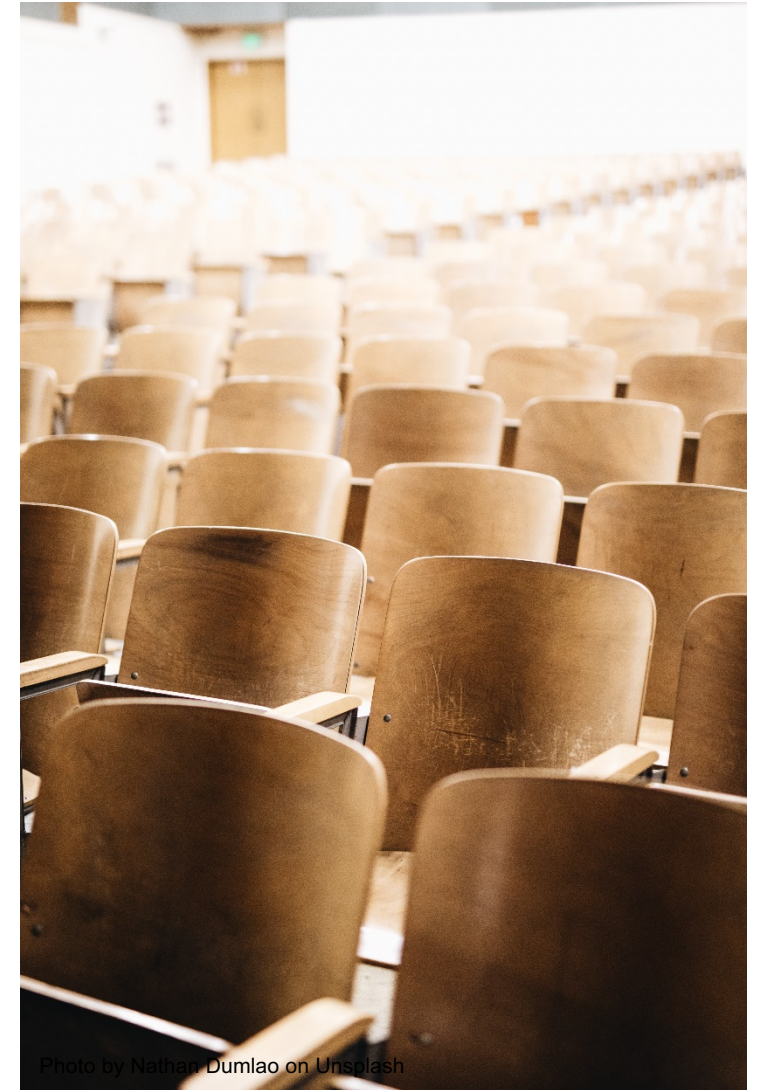


Photo by Nathan Dumlao on Unsplash



# The Swiss library networks

NEBIS @ **ETH**

IDS Bale Bern

IDS St. Gall

IDS Lucerne

RERO

Sistema Bibliotecario ticinese

# The NEBIS network

Since 1987

## ETH Library: Operator & Customer

### Catalogue

- Approx. 8.7 million title references and 16 million copies in the joint online catalogue
- Coordination of rulebook development and administration for formal and content indexing

### Services

- 128 libraries from 3 language regions
- Courier service
- Cooperation of libraries from all over Switzerland

### Libraries

- Training opportunities
- Solution-oriented consulting and hotline
- Extensive range of services
- Coordination and Administration Office  
NEBIS Headquarters



# Situation of the library automation landscape in Switzerland



- The library networks work with outdated IT systems
- New generation library systems are on the market (cloud-based, process-oriented, ...)
- Changes in RERO network: Largest partner library resigned at the end of 2016, RERO has to reorganize itself
- Parallel and thus redundant operation by several library networks holds potential for the optimization of personnel resources and operating costs

**Window of Opportunity**

# **Redesign of the library landscape in Switzerland with the involvement of all networks**



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## The idea: Swiss Library Service Platform (SLSP)

**1** Replacement of the current library systems by a common system throughout Switzerland

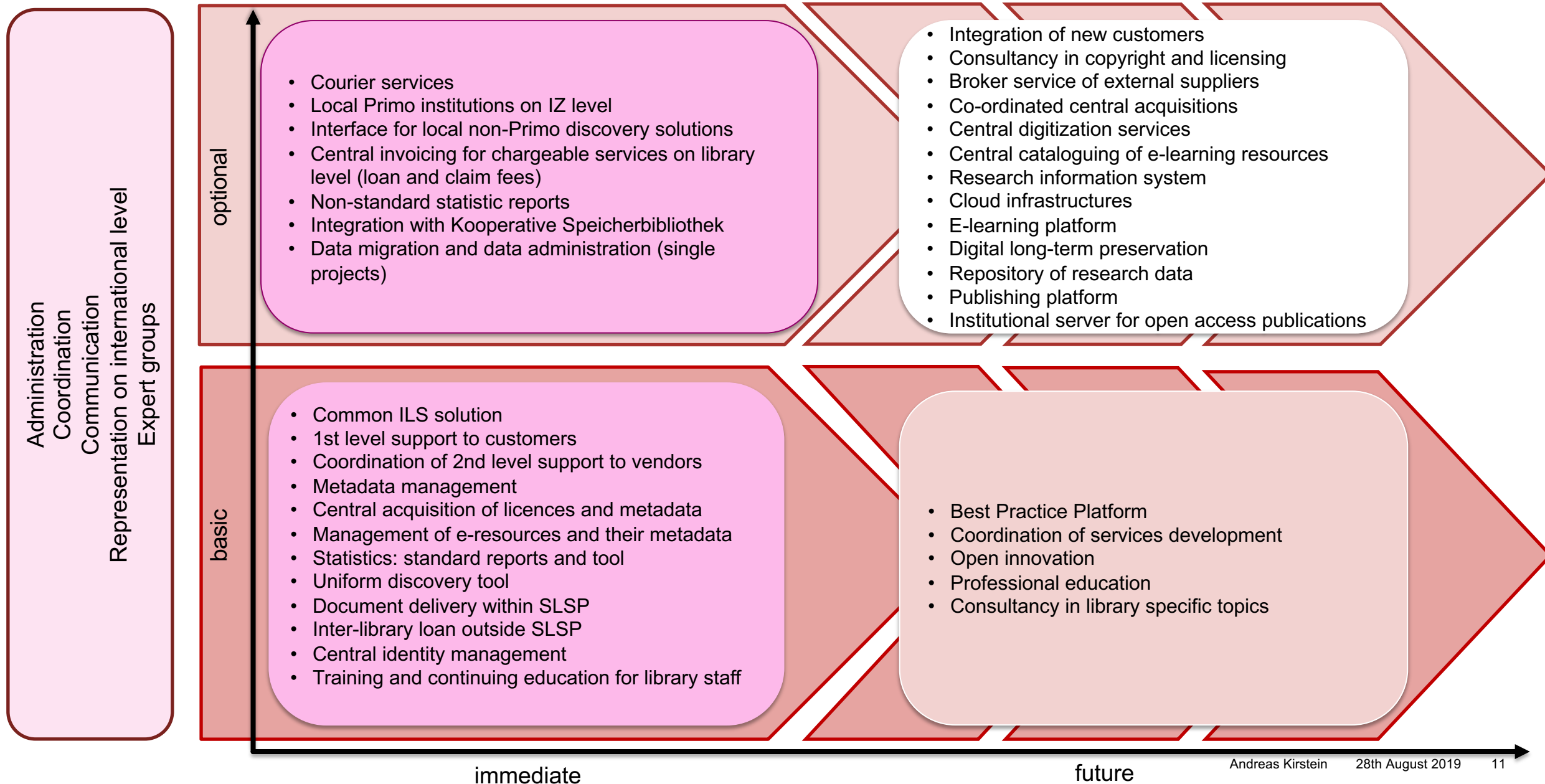
**2** Central platform for the technical operation of the library system

**3** Centralization of work that today is carried out decentrally redundantly for different systems

**4** Multilingual platform as central provider of additional services for libraries



# Draft Service Portfolio SLSP

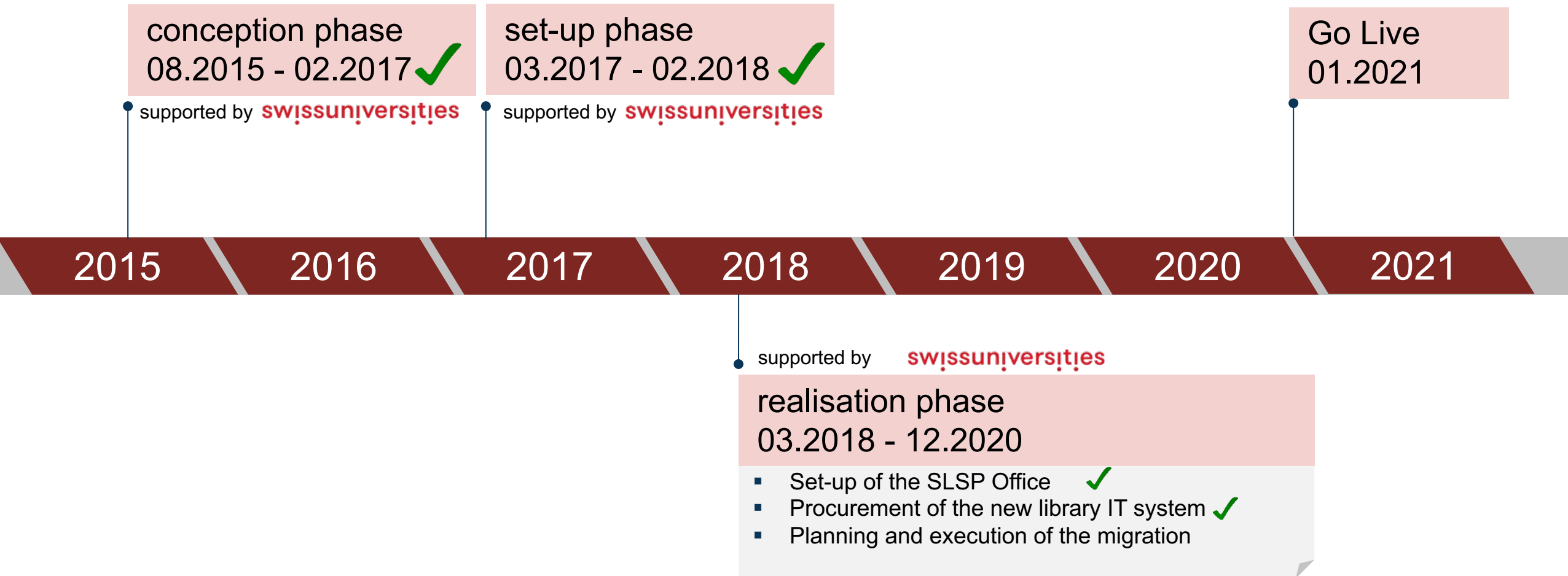


# Draft Service Portfolio SLSP





# SLSP Overall Project: Scheduling



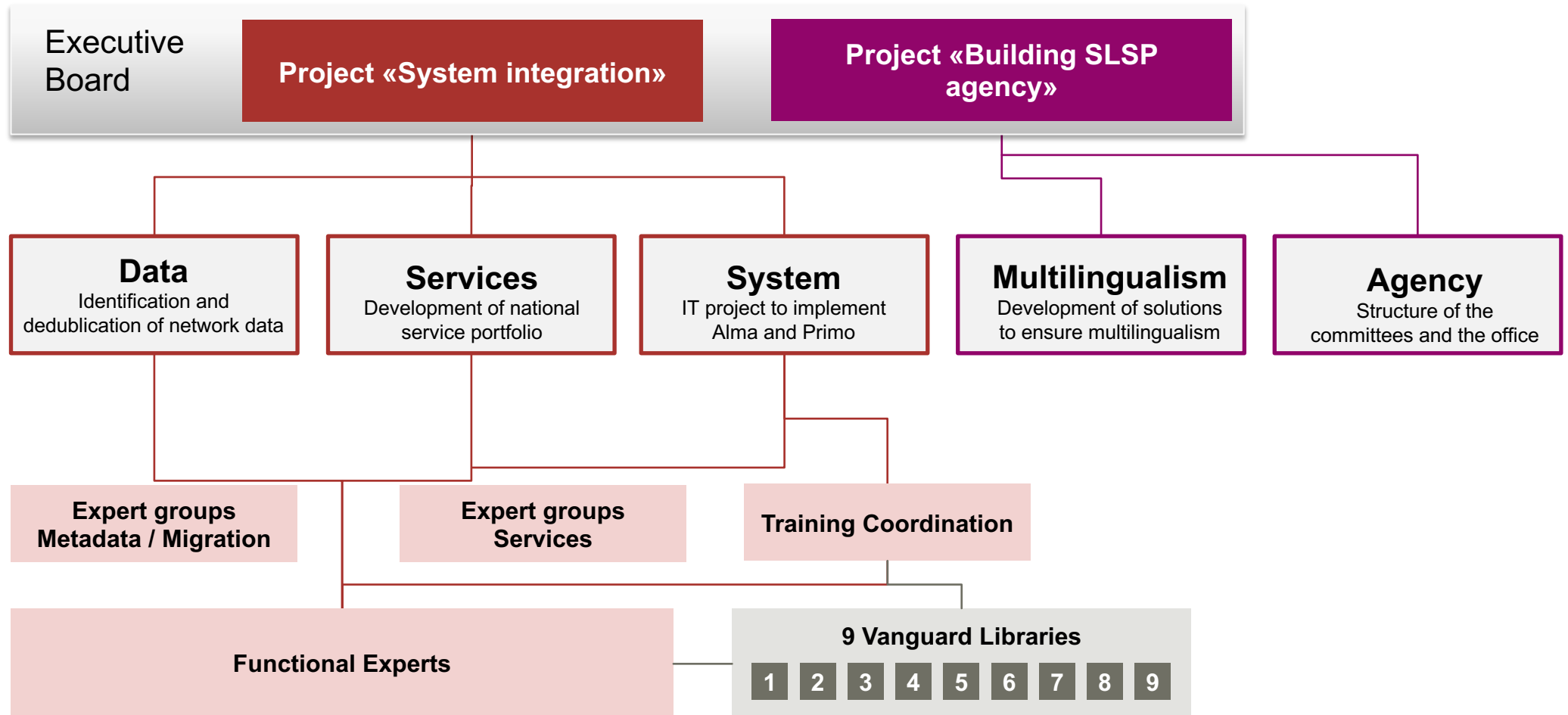
## SLSP today



- Independent institution in form of a public limited company (SLSP AG founded 01.06.2017)
- 15 Swiss universities as founding members and shareholders
- Steering committees: SLSP Board of Directors and SLSP Advisory Board
- 38 fixed-term employees (permanent employment planned from 01.01.2020)
- Over 100 librarians and other dedicated employees involved in the project



# SLSP Project Organization Chart



# Implementation of SLSP in Alma

Community Zone: Global bibliographic data pool of Alma users

Network Zone: SLSP

31 Institution Zones

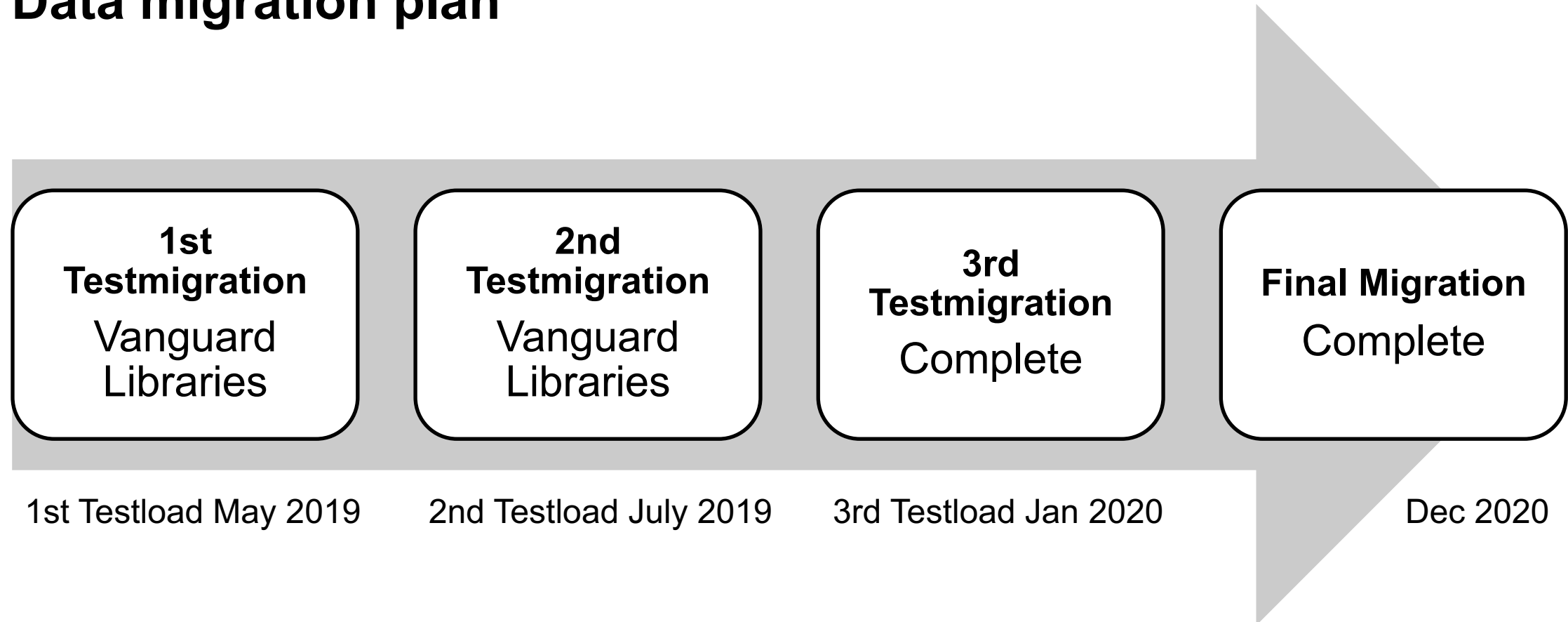
Over 400 Libraries



**SLSP**  
Swiss Library  
Service Platform



## Data migration plan





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# Role of the ETH Library in the SLSP Project



Photo by Fachy Marín on Unsplash

- Ideator of SLSP
- Applicant for first project funding at swissuniversities
- Project owner for the project phases "conception" and "construction", afterwards handover to the founded SLSP AG
- Intensive participation in project groups throughout all project phases
- Interest group NEBIS
- Shareholder of SLSP

## Impact of SLSP on ETH Library

**NEBIS network at ETH Zurich to be replaced by January 2021**

**ETH Library becomes customer of SLSP and is no longer operator of the network  
(Good Governance)**

# How do we deal with change?

- Initiation of 2 change-projects at the ETH Library:
  - Project "Change NEBIS" since 07.2017  
Preparation and organisation of the dismantling of the NEBIS network
  - Project "ETH goes SLSP" since 11.2018  
Implementation of SLSP and the Alma library system at ETH Zurich
- Lending of employees to SLSP
- Collaboration in SLSP specialist groups



Photo by Tanner Larson on Unsplash



# What can the ETH Library contribute to the success of SLSP?



- ... well-trained, experienced staff at the NEBIS network headquarters
- ... expert knowledge in the planning and implementation of training courses
- ... experience in customer consulting and implementation of library specific projects
- ... know-how in dealing with multilingualism in daily cooperation
- ... conception and operation of the courier service

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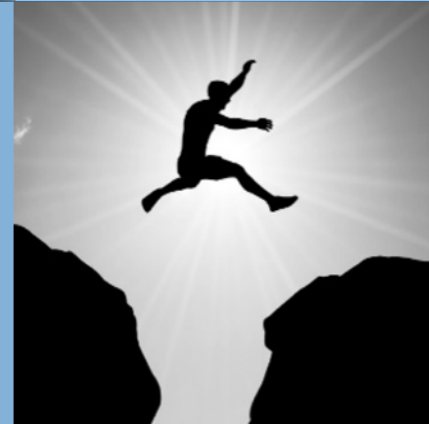
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# Emotional resistances

## ETH Library

- Loss of control: From operator to customer!
- Loss of direct influence on system supplier Ex Libris

## NEBIS network

- Smaller Libraries feel forced by change. No alternative!
- Limited involvement and participation in decision making for non-shareholders and non-vanguard libraries
- High demand for information for a very heretogenic customer group



# Technical challenges

- **Migration of data** Six network systems (5 Aleph and 1 Virtua)
- **Migration of special types of bibliographic records** Hierarchical recordings, e-resource records
- **Migration of SFX data** Splitting of 5 SFX instances
- **Data cleaning** Data were compiled over a period of 20 years
- **Patron data and authentication** Centrally managed users



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# Opportunities for ETH Zurich



Cooperation at the national level, on the initiative of ETH Zurich.



Reduction of complexity within the ETH Library (outsourcing of the network).

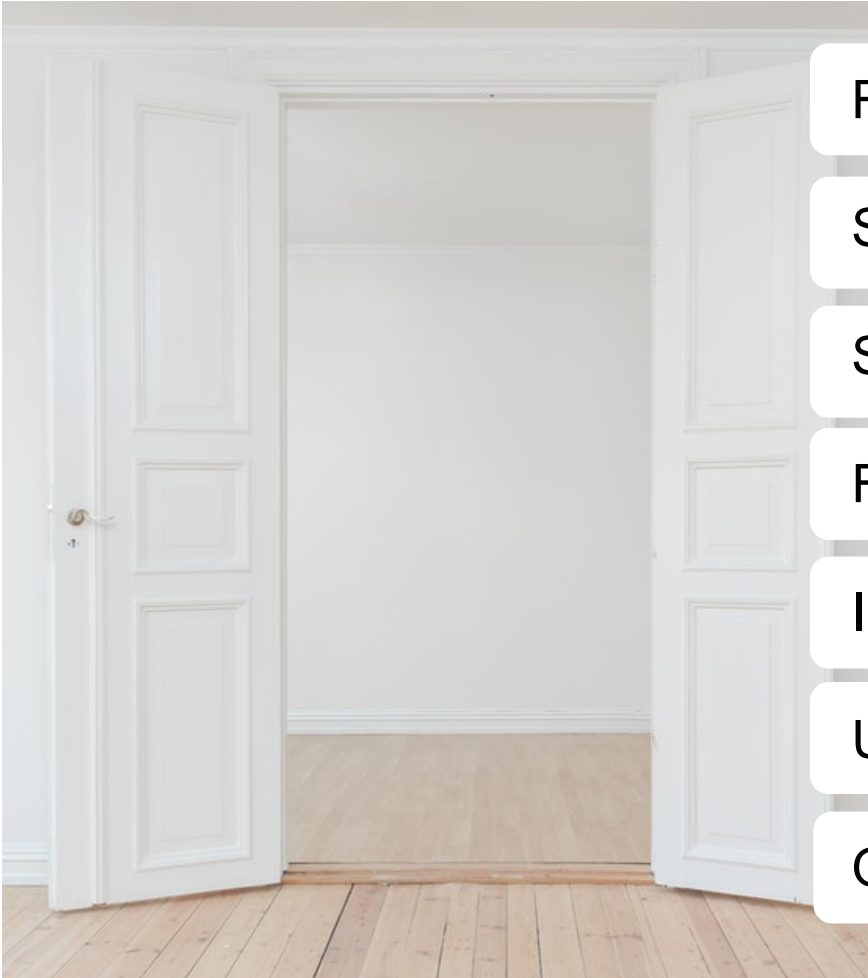


Reduction of jobs.



More standardized services and technological innovation with the same investment.

# Room for Change: Opportunities for SLSP-Libraries



Reducing redundancies in library services

Standardized, cross-organizational management of user accounts

Standardized, cross-organizational access to the entire media stock

Free resources to perform important local tasks

Implementation of joint and standardized training programs

Use of common library standards and regulations

Outsourcing of technical installations and developments

# Opportunities for SLSP-Customers

- Unified access point to information resources
- Extended quantitative range of information available
- Limited need for research in different portals
- Standardized and simplified processes
- Easy access to information resources of other libraries



Photo by Clay Banks on Unsplash



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## Future Network: What's next?

- Catalog Rules and Formats (Standards Data)
- E-Resources (National Licenses)
- Document delivery (via networks)
- Discovery platforms (via networks)
- Shared services (via networks)
- National repositories (digitization)
- Long-term archiving
- Exchange/international projects (Europe, IFLA...)

**Long-term vision?  
Tell me!**







**Thank you for your attention**