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

Andreas Kirstein
Deputy Director ETH-Library
Today’s topics

1. Library networks in Switzerland
2. One Idea: SLSP
3. Change at ETH
4. Obstacles
5. Opportunities!
6. Future Network
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
The Swiss library networks

IDS Bale Bern
IDS Lucerne
RERO
IDS St. Gall
Sistema Bibliotecario ticinese

NEBIS @ ETH
The NEBIS network

ETH Library: Operator & Customer

Since 1987

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
The library networks work with outdated IT systems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
Today’s topics

1. Library networks in Switzerland
2. One Idea: SLSP
3. Change at ETH
4. Obstacles
5. Opportunities!
6. Future Network
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

**Immediate**
- **Basic**
  - Common ILS solution
  - 1st level support to customers
  - Coordination of 2nd level support to vendors
  - Metadata management
  - Central acquisition of licences and metadata
  - Management of e-resources and their metadata
  - Statistics: standard reports and tool
  - Uniform discovery tool
  - Document delivery within SLSP
  - Inter-library loan outside SLSP
  - Central identity management
  - Training and continuing education for library staff

- **Optional**
  - Courier services
  - Local Primo institutions on IZ level
  - Interface for local non-Primo discovery solutions
  - Central invoicing for chargeable services on library level (loan and claim fees)
  - Non-standard statistic reports
  - Integration with Kooperative Speicherbibliothek
  - Data migration and data administration (single projects)

**Future**
- **Integration of new customers**
- Consultancy in copyright and licensing
- Broker service of external suppliers
- Co-ordinated central acquisitions
- Central digitization services
- Central cataloguing of e-learning resources
- Research information system
- Cloud infrastructures
- E-learning platform
- Digital long-term preservation
- Repository of research data
- Publishing platform
- Institutional server for open access publications

**Representation on international level**
- Expert groups

**Coordination on international level**
- Integration of new customers
- Consultancy in copyright and licensing
- Broker service of external suppliers
- Co-ordinated central acquisitions
- Central digitization services
- Central cataloguing of e-learning resources
- Research information system
- Cloud infrastructures
- E-learning platform
- Digital long-term preservation
- Repository of research data
- Publishing platform
- Institutional server for open access publications

**Administration**
- Coordination
- Communication
- Representation on international level

**Draft Service Portfolio SLSP**

Andreas Kirstein 28th August 2019
Draft Service Portfolio SLSP

**optional**
- Courier services
- Central invoicing
- Data migration and data administration (single projects)

**basic**
- Common ILS solution
- 1st level support
- Metadata management
- Central identity management

**future**
- E-learning platform
- Repository of research data
- Publishing platform
- Best Practice Platform
- Open innovation

**Administration**
- Coordination
- Communication
- Representation on international level
- Expert groups

**Coordination**
- Integration of new customers
- Consultancy in copyright and licensing
- Broker service of external suppliers
- Co-ordinated central acquisitions
- Central digitization services
- Central cataloguing of e-learning resources
- Research information system
- Cloud infrastructures
- E-learning platform
- Digital long-term preservation
- Repository of research data
- Publishing platform
- Institutional server for open access publications

**Support**
- 1st level support to customers
- Coordination of 2nd level support to vendors
- Metadata management
- Central acquisition of licences and metadata
- Management of e-resources and their metadata
- Inter-library loan outside SLSP
- Central identity management
- Training and continuing education for library staff
SLSP Overall Project: Scheduling

- **conception phase**
  - 08.2015 - 02.2017
  - supported by swissuniversities

- **set-up phase**
  - 03.2017 - 02.2018
  - supported by swissuniversities

- **realisation phase**
  - 03.2018 - 12.2020
  - Set-up of the SLSP Office
  - Procurement of the new library IT system
  - Planning and execution of the migration

- **Go Live**
  - 01.2021
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

Executive Board

Project «System integration»

Data
Identification and deduplication of network data

Services
Development of national service portfolio

System
IT project to implement Alma and Primo

Multilingualism
Development of solutions to ensure multilingualism

Agency
Structure of the committees and the office

Project «Building SLSP agency»

Expert groups
Metadata / Migration

Expert groups
Services

Training Coordination

Functional Experts

9 Vanguard Libraries
1 2 3 4 5 6 7 8 9
Implementation of SLSP in Alma

Community Zone: Global bibliographic data pool of Alma users

Network Zone: SLSP

31 Institution Zones

Over 400 Libraries

Alma

Swiss Library Service Platform

Quellen: ETH Zürich/Gian Marco Castelberg; Samuel Zeller via unsplash.com
Data migration plan

1st Testmigration
Vanguard Libraries
1st Testload May 2019

2nd Testmigration
Vanguard Libraries
2nd Testload July 2019

3rd Testmigration
Complete
3rd Testload Jan 2020

Final Migration
Complete
Dec 2020
Today’s topics

1. Library networks in Switzerland
2. One Idea: SLSP
3. Change at ETH
4. Obstacles
5. Opportunities!
6. Future Network
Role of the ETH Library in the SLSP Project

- 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
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
Today’s topics

1. Library networks in Switzerland
2. One Idea: SLSP
3. Change at ETH
4. Obstacles
5. Opportunities!
6. Future Network
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
Today’s topics

1. Library networks in Switzerland
2. One Idea: SLSP
3. Change at ETH
4. Obstacles
5. Opportunities!
6. Future Network
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
Today’s topics

1. Library networks in Switzerland
2. One Idea: SLSP
3. Change at ETH
4. Obstacles
5. Opportunities!
6. Future Network
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...)

28th August 2019
Andreas Kirstein
Long-term vision? Tell me!
Thank you for your attention