



Swiss Library Service Platform

**A national library service
network for academic libraries
in Switzerland**

IGeLU 2022 Cardiff, 13 September 2022

Thomas Marty, Managing Director SLSP

Jürgen Küssow, Vice-Director SLSP, Head of Division Network Services

Outline

- 1 Company and Strategy**
- 2 Community and People**
- 3 Products and Services**
- 4 Outlook and Developments**

Swiss Library Service Platform

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Company & Strategy



SLSP timeline

2014

2017

2018

2020



First concept of bringing together the six library networks into one entity

15 academic institutions and libraries incorporate the **Swiss Library Service Platform SLSP AG**

SLSP agency set up in Zurich and the **project “system integration” started** with the ILS-provider Ex Libris

Go live of the new system **swisscovery** on 7 December at 10:00

Mission Statement

- The **Swiss Library Service Platform (SLSP)** plays a key role in the digital transformation and aspires to be a **national competence centre for scientific information management in Switzerland**.
- We are establishing and managing a **national, centrally coordinated digital platform**, bundling and connecting Switzerland's scientific information and ensuring that it can be found continuously in multilingual Switzerland.
- In this way, we make an important contribution to strengthening international competitiveness and **maintaining Switzerland's leading position in education, research and innovation**.



Incorporation and financing

- The Swiss Library Service Platform (SLSP) was founded in 2017 by the 15 founding institutions as a **non-profit public limited company (AG/SA)**. The shares remain exclusively in the possession of public institutions.
- The shareholder institutions have also co-financed the development of the platform and the associated system with repayable **loans of over CHF 10 million**.
- The Swiss Confederation contributed around **CHF 5 million** subsidies to the development via the higher education coordination funding (PBG P-5).



SLSP Strategy 2026

- Together with senior management, the Board of Directors formulated a strategy for 2026, to be implemented in the years 2022-2025.
- The strategy defined **three major positioning elements** to guide the further development of SLSP:
 - SLSP is an **independent service provider** and not a classical library network (Verbund)
 - The two **main customers** of SLSP are
 - 1. academic libraries**
 - 2. patrimonial libraries**Public and school libraries are not in the focus at the moment.
 - SLSP is an **innovative company** with a modern organisation, an agile mindset and an inclusive culture



SLSP Strategy 2026 – Action fields

- 1. Consolidate the basic service swisscovery (ALMA/Primo)**
-> Agile development, usability studies
- 2. Expand the circle of customers**
-> Alexandria, Swiss National Library, cantonal libraries, Liechtenstein
- 3. Develop the service offer for present and future customers**
-> RAPIDO, SLSkey, bibliographies, regional portals
- 4. Reinforce stakeholder relations**
-> Customer care calls, F-15 meetings, SLSP Forum
- 5. Consolidate the organisation and the internal processes**
-> Governance, new organisation network services, support optimization
- 6. Secure sustainable revenues**
-> New pricing system, service mandates



Strategic Vision beyond 2026

- Further to the strategy, a **strategic vision paper** was drafted for the period beyond 2026.
- This paper is the basis for a **request for national funding** of SLSP for the period 2025-2028.
- The vision foresees a **strengthening of the network**, with **more standardisation and centralisation**:
 - Linking multilingual metadata of the different linguistic regions
 - Distributed cataloguing with specialised cataloguing centres
 - Full resource sharing (also E-resources)
 - Common media storage (regional storage centres)
 - Integrated library user support (network view, central hotline, chatbots)



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Community & People



Stakeholders

As a national enterprise of the academic community and **present in all the Swiss language regions**, SLSP has many stakeholders:

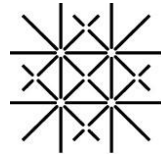
- **15 shareholder institutions**
- The **Consortium of Swiss academic libraries (CSAL)** with 41 members and 25 customers
- **80 customer institutions** of swisscovery
- About **492 libraries** connected to swisscovery
- More than **2500 librarians** working in swisscovery
- **40 million system accesses by end users since Go Live Dec. 2020**, i.e. researchers, teachers and students from 36 universities, scientists from many federal research institutes and offices, as well as interested private persons from most Swiss cantons.



Shareholders (15)



UNIVERSITÉ
DE GENÈVE



Universität
Basel

Hes·SO

Haute Ecole Spécialisée
de Suisse occidentale
Fachhochschule Westschweiz
University of Applied Sciences and Arts
Western Switzerland

UNI
FR

UNIVERSITÉ DE FRIBOURG
UNIVERSITÄT FREIBURG



Università
della
Svizzera
italiana



Universität
Zürich^{UZH}

Zürcher Hochschule
für Angewandte Wissenschaften

zhaw

z

hdk

Zürcher Hochschule der Künste
Zürcher Fachhochschule



ETH zürich



Universität St.Gallen



FHO
Fachhochschule Ostschweiz



u^b

^b
UNIVERSITÄT
BERN



Berner Fachhochschule
Haute école spécialisée bernoise

80 Customer Institutions with 492 libraries

Université de Genève libraries

ETH libraries

Universität Basel libraries

Basel Bibliothek f. Gestaltung

Basel Kunsthalle

Basel Paul-Sacher-Stiftung

Basel Schaulager

Musik-Akademie FHNW Basel

Luzern ZHB – Sempacherstrasse

HSLU libraries

PH Luzern libraries

PH Schwyz

PH Zug

HSG

Libraries of the Università della Svizzera Italiana

Universität Zürich libraries

ZB Zürich libraries

Bibliothèque cantonale et universitaire Fribourg

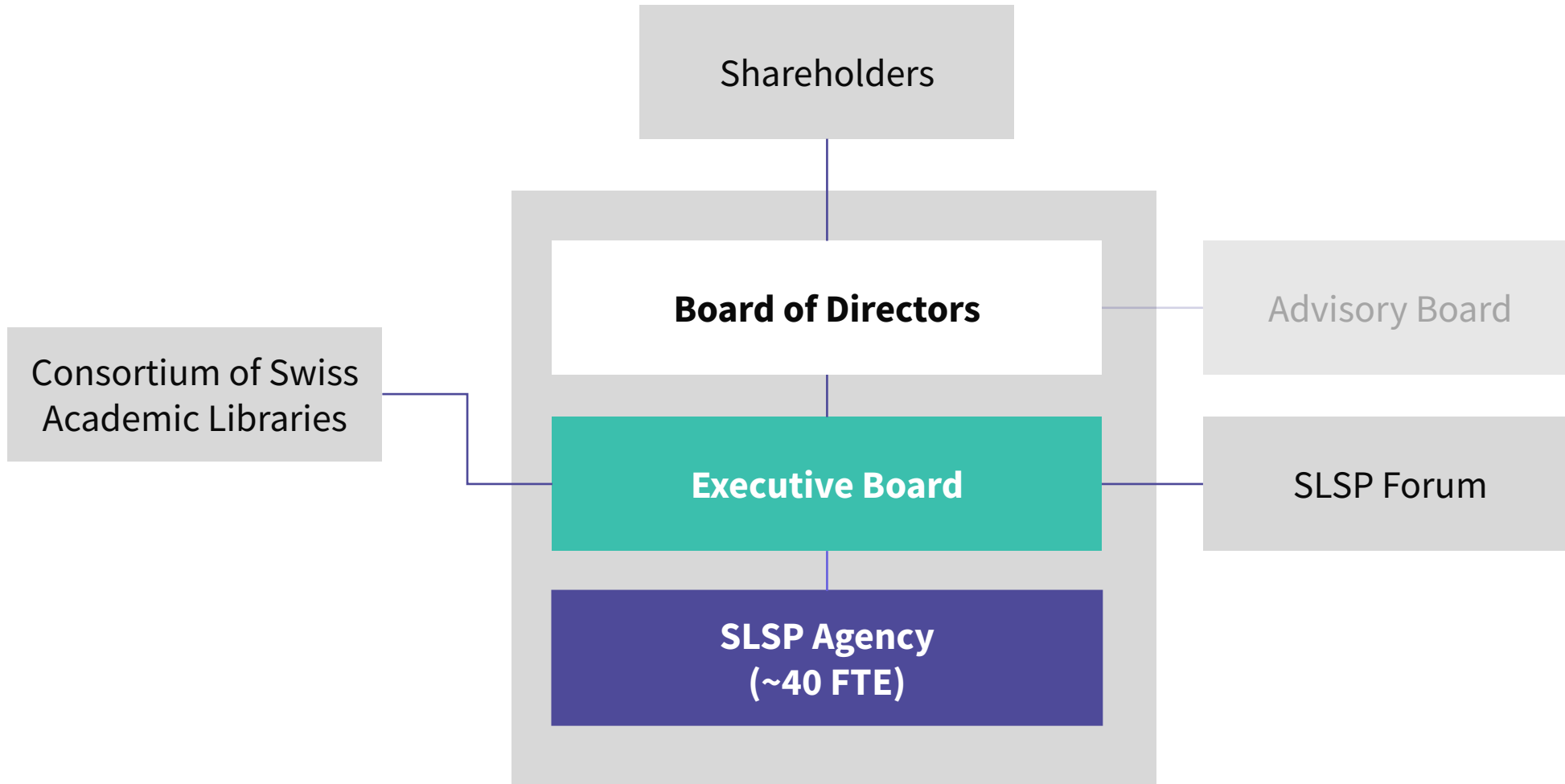
ZHAW libraries

Universität Bern libraries

Universität Medizinalbibliothek



SLSP Governance and Organisation



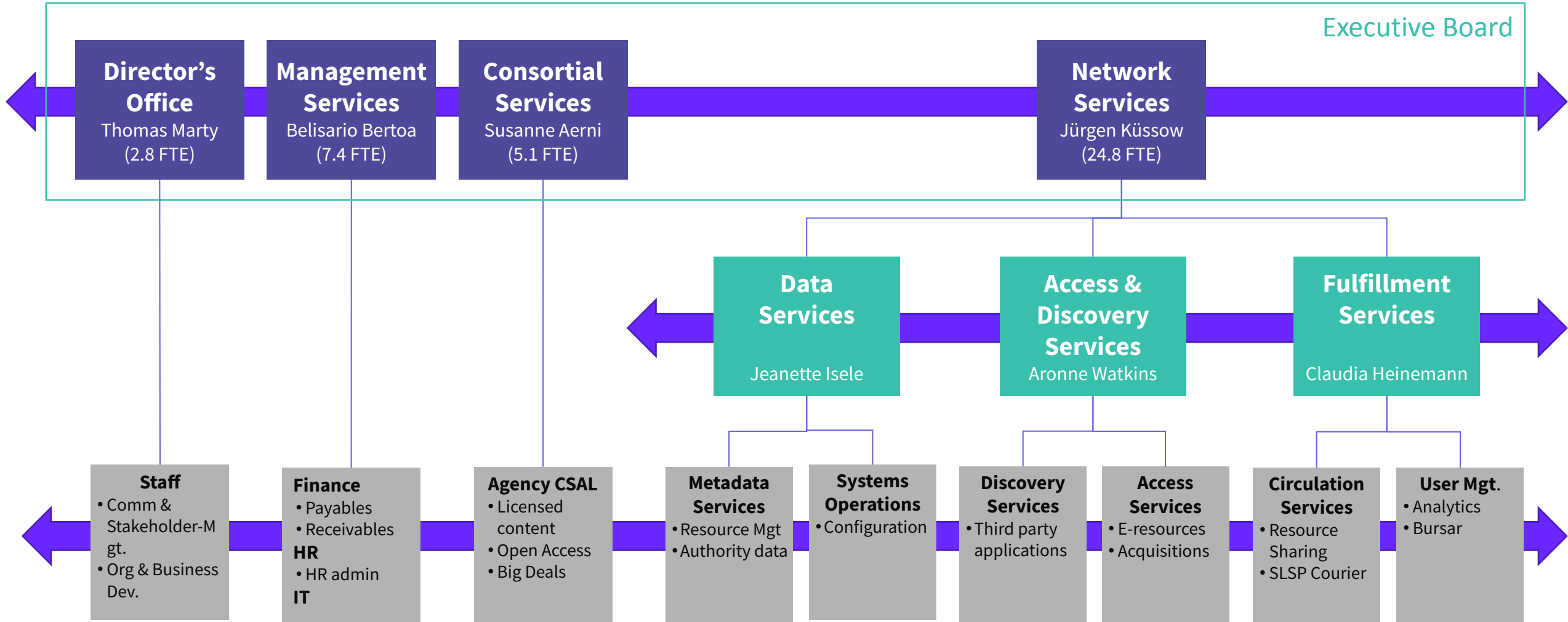
Board of Directors

8 Board members (2 independent, 6 mandated)

- **Jean-Frédéric Jauslin**, President (independent)
- **N.N.** (independent) - *vacant*
- **Reto Schnellmann**, Vice-President, mandated by ZHAW and ZHdK
- **Markus Brönnimann**, mandated by UBA and UBE
- **Marie Fuselier**, mandated by Uni GE and Uni FR
- **Felix Mäder**, mandated by BFH, HES-SO and FHO/OST
- **Christian Oesterheld**, mandated by UZH, ZB and USG
- **Ulrich Weidmann**, mandated by ETHZ, USI and ZHB Luzern



Organisation SLSP Agency (01.10.2022)

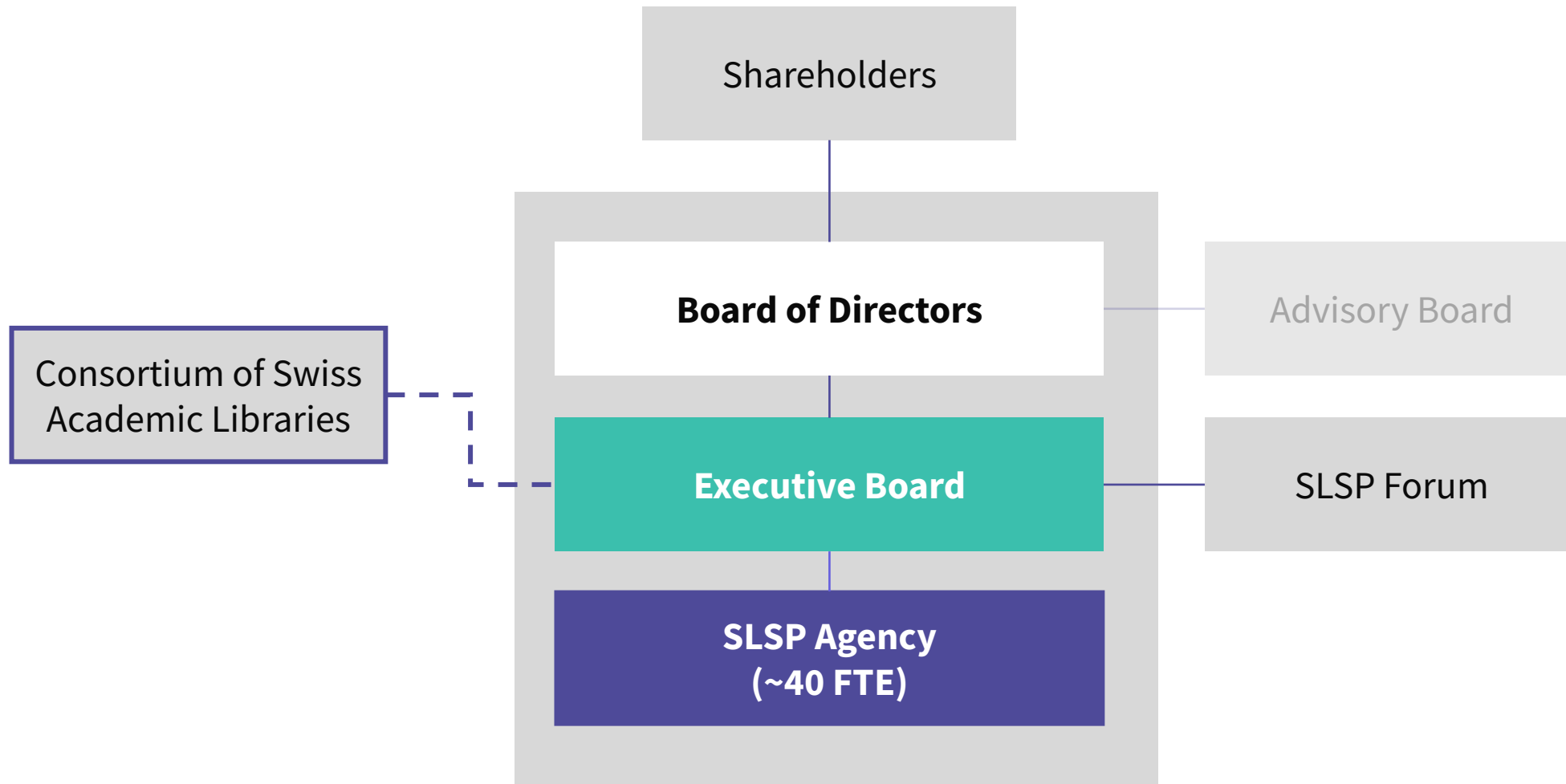


Management Services

- The main objective of the management services is to provide **administrative, HR, financial and IT support** to the whole agency.
- Management services are also preparing the **management reports for the Board** and for the shareholders.
- They are also in charge of the **billing to library users** (Bursar service) **and to the customer libraries** (e.g. SLSP courier).



SLSP Governance and Organisation



Consortium of Swiss Academic Libraries (CSAL)

- As of 1.1.2020, SLSP is serving as **agency for the Consortium of Swiss Academic Libraries CSAL**.
- The **CSAL is an own entity** (unregistered partnership) formed by the member institutions.
- SLSP is mandated to fulfil **staff functions (general secretariat, agency)** for CSAL.
- The current relation of SLSP with CSAL will be **revised until 2024**.

Consortial Services

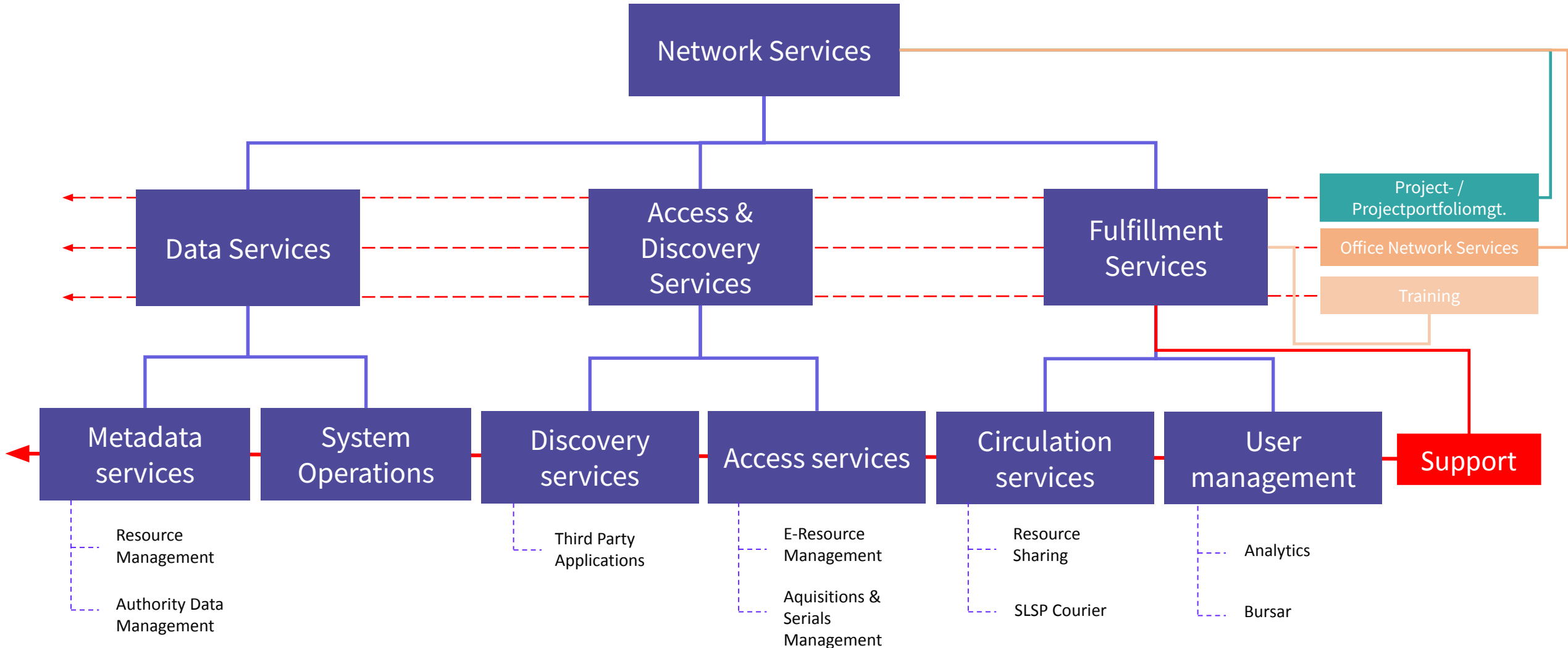
- The staff of the Consortium of Swiss Academic Libraries (CSAL), formerly at ETHZ, has been transferred to SLSP and form the **service department „Consortial Services“** (5 FTE).
- SLSP's Consortial Services **negotiate and manage the licences for e-resources** (journals, databases) on behalf of the members of the Consortium.
- The Consortial Services also fulfill other mandates, notably for swissuniversities (**Open Access**).
- The Consortial Services will be gradually extended into a **Competence Center for Scholarly Publishing** in the coming years.
- With this development, SLSP will contribute to the development of **Open Science** in Switzerland.

Network Services

- The Network Services (24 FTE) ensure the **proper running and further development of the swisscovery core systems ALMA and Primo**, in collaboration with Ex Libris and other providers.
- The tasks of the Network Services further include:
 - **Support** libraries and librarians working in swisscovery (ALMA and Primo)
 - Provide **training and course programs** in four languages
 - **Migrate** new customer institutions to swisscovery
 - Carry out **projects** for the customer libraries (90 projects in 2022)
 - **Develop current and new services** (Rapido, MetaDoor, SLSPCourier, SLSKey...)



Organisation SLSP Network Services



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Products & Services



Branding



- **SLSP Swiss Library Service Platform** is the name of the provider entity (company) through which the services of the platform are provided.
- **swisscovery** is the brand of the main product of SLSP which contains the functionalities of the systems ALMA and PrimoVE from the Proquest company ExLibris.
- **Institutional Zones (IZ)** are the institutional/local/regional system units inside the Swiss network zone (NZ) of swisscovery. They are mainly relevant within the swisscovery system.



SLSP Service Portfolio

SLSP Service Portfolio 2023

SLSP Services

Support

Implementation

Project

Consulting

...

SLSP Optional Products

SLSP
Courier

SLSP
Bursar

Agency
CSAL

SLSKey

SLSP
Biblio-graphi
es

...

SLSP Basic

- Professional access to swisscovery (ALMA/Primo VE)
- End User Authentication (based on SWITCH eduID)
- Support basic (second-level / superuser)
- Training
- SLSP Forum (*NEW*)
- Continuous development and process innovation (*NEW*)



SLSP Basic

SLSP Service Portfolio 2023

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swisscovery

- Main components of swisscovery are the two products **ALMA** and **PrimoVE** from ExLibris.
- swisscovery is uniquely adapted to the network of Swiss academic libraries, as it includes a **Swiss “network zone”** between the **30 current “institutional zones” (IZ)** and the worldwide “community zone” of ExLibris.
- The product swisscovery **includes training and support** to the libraries, provided by SLSP.
- Moreover, the management of library patron (end user) accounts in swisscovery is provided via the **central registration system “Edu-ID” from SWITCH**, a partner of SLSP. User management is located on the NZ level.
- **System updates, further developments and optimisations** are part of the product package, as well as participation in the **SLSP Forum** (customer community).



swisscovery - key numbers

Libraries	492
Bibliographic data	ca. 30 million
Item data	ca. 50 million
User data	ca. 800'000
Librarians working on the system	ca. 2'500



SLSP Optional Products

SLSP Service Portfolio 2023

SLSP Services

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SLSP Courier



- The national SLSP courier links the holdings of the participating libraries and allows the **exchange of physical media throughout Switzerland within 48 hours**.
- The media (mostly books) can be borrowed by library patrons from any of the participating libraries and be **sent to another library in the network** that is close to them.
- The transport is done in collaboration with the **logistics company 7 Days Media**.
- The **transport fee is CHF 6 per item**, for both ways (borrowing and returning).
- With SLSP Courier, end users have **access to a much larger item collection** and can easily obtain them for a small fee.

SLSP Bursar



SLSP
Swiss Library
Service Platform

PHBem
Frau Claudia Zulauf
Freizeitsubskription
Länggassstrasse 35
CH-3002 Bern

Zürich, 16.09.2021 Mail to: claudia.zulauf@slsp.ch

Bursar settlement 41'591-2021
Your contact person: Raphael Rast (raphael.rast@slsp.ch)
Your reference: claudia.zulauf@slsp.ch

Please find below the settlement of the Bursar fees incurred and received or closed in your name and on your behalf between 01.12.2020 - 31.03.2021. The following table concerns only the legal entity PHBem as per the service agreement or all libraries with the same VAT number CH#-113.923.039.00021.

The following fees were booked in the settlement period:

Fee type	Invoiced CHF	Depreciation CHF	Collected CHF	VAT rate
Personal delivery	948.00	-39.00	912.00	incl. 7.75% VAT
Overdue notification fine	700.00	0.00	700.00	incl. 2.5% VAT
Replacement cost	150.00	-27.50	122.50	incl. 0.50% VAT
Replacement fee	20.00	0.00	20.00	incl. 0.30% VAT
Other (normal VAT rate)	66.00	0.00	66.00	incl. 7.75% VAT
Total revenues	1'884.00	-66.50	1'823.50	

The written-off fees break down as follows:

Defuctions	CHF
Write-off by request	24.00
Cancellation by request	39.95
Total defuctions	63.95

We will transfer the income collected within the next few days. A detailed breakdown of the items above is enclosed with this statement. Please contact us if you have any questions.

Yours sincerely
SLSP AG

SLSP AG - Interpassstrasse 2 - CH-1024 Zollikon
info@slsp.ch - www.slsp.ch

- With the SLSP Bursar Service, the **billing of library fines and fees to the library patrons (end users)** is centrally processed by SLSP
- SLSP sends bills **on behalf and for the account of the participating libraries** for the fees and fines incurred by an individual end user.
- SLSP does not take over the Bursar fees into its own accounts, allowing the **libraries to keep control over the individual cases** and eventual debt collection process.
- The end user receives a bill **grouping fines and fees from several participating libraries.**
- Through the pooling of fees and fines, the billed amounts are larger, and **less payments have to be processed throughout the network.**
- At present, around **7'000 – 9'000 invoices and reminders are sent per month.**



SLSKey

- Based on a former product from UB Basel, PURA, SLSKey links the registration system SWITCH edu-ID to third party products like Onleihe, FilmFriends etc. and to the national licences acquired by CSAL.
- The authentication system SLSKey was introduced in April 2021 to the ex-PURA customers while an extended release is available today.
- SLSPKey ensures unified one-stop authentication and credentials for library users who want to use local library services.



SLSP Bibliographies

- Libraries can integrate their bibliography data into swisscovery providing end-users with a separate view and search environment of their bibliographic content.
- All discovery features of swisscovery are available.
- First such bibliography:
 - Thomas Mann International, a joint project of
 - ETH Zurich
 - Heinrich-und-Thomas-Mann-Zentrum Lübeck/Germany
 - Monacensia Munich /Germany
 - Thomas-Mann-Kulturzentrum Nida/Lithuania
 - Thomas Mann House Los Angeles/USA



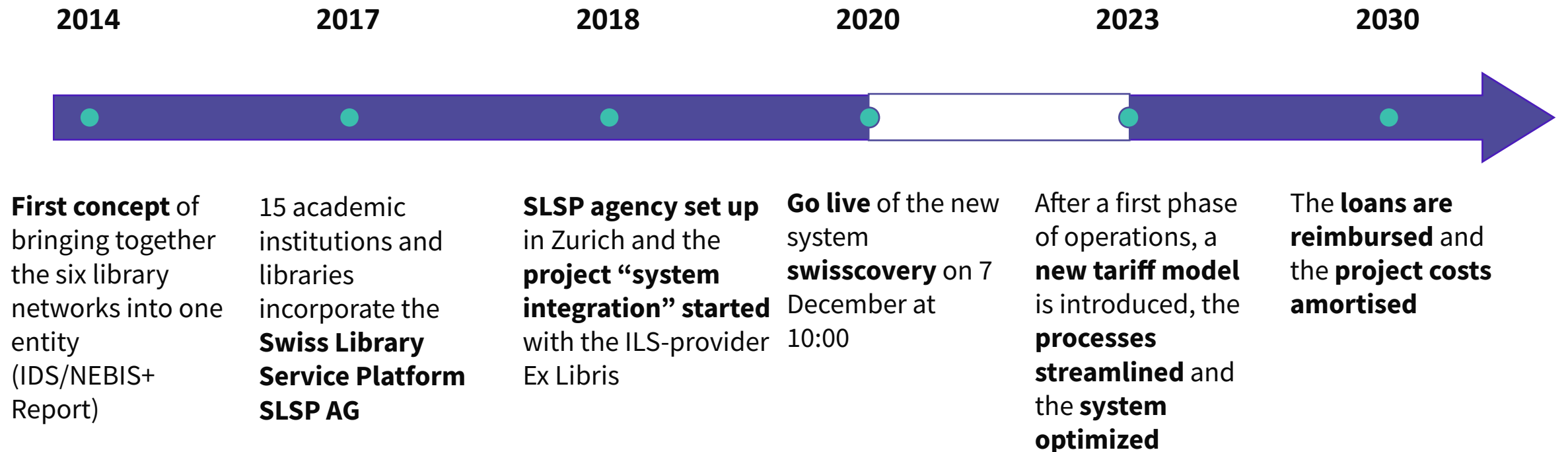
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Outlook & Developments



SLSP timeline



Outlook 2023

- **Strengthening the network with the libraries**

All customer institutions, SLSP Management...

- **Service Development**

RAPIDO, library projects, consulting...

- **Extension of the customer base**

Renouvaud, other cantonal library networks (AG, GR, SG), Liechtenstein, National Library...

- **Revision of the governance**

Shareholders, Board of Directors, Consortium, Management...





**Thank you for your
attention!**

SLSP

Swiss Library
Service Platform



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