A multilingual and multicultural project - Swiss Library Service
Platform project

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Swiss Library Service Platform
A multilingual and multicultural project

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Starting position in Switzerland (I)

- the running library systems are not state-of-the-art anymore
- there is a high degree of redundant work within the Swiss library community:
  parallel operation of similar and/or different (library) systems, multiple cataloging of media, redundant portals, parallel training and further education of librarians, different influences from neighbour countries, different library philosophies
- partially libraries in Switzerland do not have a critical mass for realizing innovative ideas, services, applications
Starting position in Switzerland (II)

- little influence of an individual library over political decision processes in Switzerland
- the Swiss-specific problem of multilingualism
- SLSP is the first real co-operative project idea within the Swiss library community
Goals/visions/surplus values of SLSP (I)

- SLSP will act as central service platform for *science libraries* within Switzerland
- The first, immediate goal is the replacement of the running, distributed IT solutions of the university libraries through a modern, centrally organized library system
- Based on this decision further (new or already existing) services will be integrated or connected via interfaces (e.g.: Consortium of Swiss Academic Libraries; interlending/ document delivery; nation-wide user identification)
Goals/visions/surplus values of SLSP (II)

- Basis for all these ideas: Stable and powerful governance and organizational structures
- Application of uniform library standards and rules
- Relocation of local resources to user- and added value-oriented tasks
- Increase of national co-operation activities
- Improvement of the influence of the Swiss library community («one voice»)
- SLSP as possible focus point for the advancement of academic libraries in Switzerland
## VISION Swiss Library Service Platform

### Core Services
- Further education, training
- Interlending / ILL
- Operating data (incl. statistics)
- Network administration
- Consultancy for library-specific issues
- Accounting office, cashing

### Added Services
- Purchasing consortium for electronic documents
- Shared courier service for physical documents (lending network)
- Meta data enrichment
- Interface to the storage library

### Future Services
- Outsourcing of library services
- Local services for libraries
- Strategic co-ordination of library development
- Integration of the Swiss Consortium
- Integration of further partners (Archives and Museums)

### Standards
- Technical interchange on an international level
- Maintenance of shared metadata
- Definition of uniform standards
- Providing of general consortial services
- Multilingualism

### Discussion and Defining of Uniform Library Processes
- Discussing and defining of uniform library processes
- Representation in technical committees on a national level
- Linked data for formal cataloging

### Solutions
- Maintenance of the shared data cloud (external hosted)
- Co-ordination of the library system
- Identity Management (e.g.: shared library identity card)
- Interface for peripheral systems (open standards)
- Data migration and administration
- Uniform discovery tool

### Administration of Consortial Licences
- Administration of consortial licences (technical solution)
- Web services (pre-defined services provide on request structured data via open interfaces)
- Individual Discovery Tools

### Future Solutions
- Cloud infrastructure
- Integrated Publishing platform
- Collective Mobile Services
- Payment Services for end customers (with centralized Accounting)
(primary) project partners of SLSP
Project schedule of SLSP

- **Phase 1: Conception (08/2015 to 02/2017)**
- **Phase 2: intermediate period (03/2017 to 02-2018)**
- **Phase 3: Implementation (03/2018 to 12/2020)**
- **Phase 4: Operating phase (starting from 01/2021)**
Project structure and working areas of SLSP

- Division into 7 work packages, which are handled through three bigger sub-projects and the project management:
  - SP 1: services and business model
  - SP 2: organization and governance
  - SP 3: processes and IT requirements

- As a total 46 so-called delivery objects (≈ detailed work packages)

- Total work load (phase 1): at least 1,570 work days

- Totally involved people: about 60
Budget SLSP

- Aid for phase 1: 1 mio. Euro
  + internal activities of the involved libraries: about 630 kEuro

- Requested aid for phase 2 (intermediate): 750 kEuro
  + internal activities 750 kEuro, therefrom 50% cash)

- Phase 3 (implementation): estimated costs about 19 mio. Euro/3 years
  50% financing will be applied; precise allocation of the internal activities is not yet defined

- Operating phase: Budget is about 9 mio Euro/year
  allocation of costs is not yet defined; possible support through the federal state is not clear today
Who is supporting this project

The project SLSP is supported on the basis of a national program, called

“Scientific information: Access, processing and safeguarding”

of the Swiss University Conference (SUC) which again is based on a White Paper from 2014

“Combining efforts to manage scientific information»
What did we achieve till today?

- Definition of essential basics
  - Level of centralizing
  - Participation model
  - Who are the clients and client groups?
- Definition of a relevant service portfolio
- Decision to governance and organization
- Definition of IT requirements for a new, state-of-the-art library system
**Participation model**

- **Clients**
  - Obtain services and pay for it

- **Platform members**
  - Support the platform with financial contributions and are involved in aligning these services

- **Partners**
  - Invest in the structuring of the platform and decide about the strategic orientation
Client groups of SLSP (phases 1-3)

**Primäre Kundengruppe**
- Universitätsbibliotheken inkl. Institutsbibliotheken
- Fachhochschulbibliotheken
- Bibliotheken der PHs
- Wiss. Bibliotheken mit Leistungsauftrag für Hochschule
- Wiss. und Spezialbibliotheken mit Angliederung an Hochschule

**Affilierte Kunden**
- Wissenschaftliche Bibliotheken, die über eine Einrichtung der primären Kundengruppe teilnehmen*

**Sekundäre Kundengruppe**
- Andere wissenschaftliche Bibliotheken
- GLAM-institutionen, Dokumentationseinrichtungen

* Vor allem wissenschaftliche Bibliotheken aus RERO und den IDS-Verbünden, die nicht dem Hochschulbereich angehören.
Current service portfolio

- Interface to the storage library
- Co-ordinated purchasing of media
- Statistic services
- Data migration and administration
- Individual Discovery Tools
- Uniform courier service
- Accounting office, cashing

- Collective ILS
- 1st level support
- 2nd level support
- Metadata management
- Centralized data acquisition
- Maintenance of the shared data cloud
- Centralized Identity Management
- training, further education

- Consortium for E-Ressources
- Centralized Discovery Tool
- Mobile Services for end customers
- interlending / document Delivery
- Elevation of local operating data

- Integration of further clients
- Consultancy for copyright licences law
- Centralized service for digitizing documents
- Centralized cataloging of eLearning resources
- Research information system
- Cloud infrastructures
- eLearning platform
- Digital Langterm archiving
- Research data repository
- Publishing platform
- Institutional server für Open Access publications

- Best Practice Platform
- Co-ordination for the development of services
- Open Innovation
- training
- Consultancy for library-specific issues

Administration
Co-ordination
Communication
Representation at the international level
Collaboration within professional work groups
Future organizational structure of SLSP: current decisions

- The project partners decided to establish an incorporated company (operational flexibility; clear consideration of the investments)
- Foundation members are the 8 signees of the project proposal, who are also responsible for the call for tenders for an ILS
- The bylaws are currently under progress
- All other bearers of university libraries can also purchase shares (the details are currently elaborated by a corresponding consultancy company)
- Formal approval of all partners is a must for phase 3 (implementation)
IT requirements

- Survey with all (potential) stakeholders
- Preparation of a market survey
- Definition of the necessary system architecture
- Preparation of a migration plan (from the old to the new world)
- Preparation of a specification book
Current situation and a look ahead

- The foundation of the „Incorporated company SLSP“ will take place in March/April 2017
- This is a basic requirement for the formal call for proposals of an ILS in Switzerland
- Furthermore SLSP has to know all costs for the project application for phase 3 (implementation)
- Preparation of a master plan with all relevant data till the end of 2016 (services, governance, budget, organization, IT requirements, business plan, further planning)
- Definition of cataloging standards and processing regulations
- Transformation of the project structure into a stable organizational structure
Characteristics and specialities of SLSP

- SLSP is the first nationwide library project in Switzerland since...
- Library projects at a nationwide level are political projects
- Communication in different languages is a critical success factor
- Diverse working, communicating and talking habits have to be respected
- Communication in general is an extremely important issue („You can never do enough“)
- University managers do not know anything about libraries
- The project management needs to have a very thick skin
Many thanks for your attention!

www.slsp.ch