Embedding Innovation for Scholarly Information and Research for the New Generation

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Outline

• Abbreviations
• Background and context
• Methods and approach
• Updated services via new delivery model
• Conclusions
• Questions
Abbreviations

• GU = Griffith University
• INS = Division of Information Services
• SIR = Scholarly Information & Research
• TNP = Turning a New Page
• SEET = Science, Environment, Engineering & Technology
• AEL = Arts, Education and Law
Background and Context
The “New” Generation

• Several generations not just one or two

• Rapid technological and telecommunications improvements globally

• Paradigm shift for higher education and information management?

• New opportunities to store, combine, mine data and information

• Information management, support for research and academic libraries – major impact
Griffith University

- Established 1975
- 43,000 students from 124 countries
- Top 5% of the World's universities
  The Times HES – QS World Universities Rankings 2010
- Research between 8th and 10th nationally
- 40 research centres
- Ethos of cross disciplinary research, sustainability and social inclusion
“Turning a New Page” (TNP) is a holistic review of Scholarly Information & Research that seeks to set us up for ongoing success in the coming 3-5 years.
Key External and Internal Drivers

• Economic factors nationally and internationally
• 24 x 7 x 365 expectations
• Information and IT rapidly evolving
• Scholarly information landscape including volume, pricing models and access methods evolving
• INS funding is flat
• Strategic areas of investment
• GU is Top 10 research university
• Manage volume pressures up or down
Methods and approach
Why SIR Approach?

**Why SIR Approach?**

- **BUSINESS VALUE**
  - SERVICE DELIVERY IMPROVEMENTS
  - INDIVIDUAL AND TEAM PERFORMANCE IMPROVEMENT
  - BOTTOM LINE – BETTER VALUE FOR INVESTMENT
  - SUPPORTS INNOVATION AND RESEARCH AT GRIFFITH
- **TALENT MANAGEMENT/ SKILLS DEVELOPMENT**
  - SAVES MONEY OVER TIME
  - BOOSTS MORALE

- **CHANGE/CONTINUOUS IMPROVEMENT**
  - REAL CHANGE NEEDS CLOSE TO 100 % ENGAGEMENT
  - MEANINGFUL, LASTING AND BENEFICIAL
  - CONTINUOUS LEARNING SUPPORTS AND INSPIRES INNOVATION

- **RISK MANAGEMENT**
  - HR and LEGAL
  - PRODUCTIVITY
  - FAILURE (ENTIRE PROJECT OR SPECIFIC IMPROVEMENTS)
Expected Outcomes

- Align SIR with Griffith University and INS strategies
- Clarity on strategic challenges and key opportunities
- Update suite of products and services accordingly
- Organisational and structural improvements to capitalise on strengths and manage challenges
- Updates services and business processes
- Skills management plan to develop needed skills
- Stewardship of core operating and funded resources
- Delivery on organisational accountabilities down to the individual level
Inputs to the initiative
Feedback – Selected Themes

SIR’s capacity to enhance support for scholarly research is uneven.

Physical library services are still important and must be provided in the Griffith context with robust online content and services.

Students and academics want it all and to work wherever they are with consistent access to their information and data.

Blending excellent self-help with in-person services either at the front desk or via experts is a challenge we must meet!
How we have approached understanding what’s possible?

What are future services? Are there other ways to cluster roles and teams? Do we organise structure by delivery model or other method?
Updated services via new delivery model
## Current and Future Services

<table>
<thead>
<tr>
<th>2011</th>
<th>2012-2013</th>
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<tbody>
<tr>
<td>Operate library spaces with services to students and staff across all campuses in all disciplines</td>
<td>Operate library spaces with improved signage, enhanced self services, reduced queues, extended hours</td>
</tr>
<tr>
<td>Provide access to scholarly content (books, journals, all formats required)</td>
<td>Provide access to scholarly content (data, books, journals, all formats)</td>
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<tr>
<td>Provide ad hoc support for scholars to conduct their research</td>
<td>Provide consistent support to scholars including path to mature pilots to enterprise services</td>
</tr>
<tr>
<td>Provide expert consultation services (bibliometrics, surveys, databases)</td>
<td>Partner with our customers to enhance and extend our expert consultation services</td>
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Current Footprint - 2011

- ACCESS TO CONTENT
- RESEARCH SUPPORT
- LIBRARY SPACES

Current Footprint - 2011
Possible future – 2-3 years?
Aggregated units with resources redistributed

*SEET=Science, Environment, Engineering & Technology

**AEL=Arts, Education & Law
Overall Cycle

Idea or experiment – becomes a project (with integrated team)

Build workflows, metadata, scripts, databases

Support ongoing service at point of need
From Idea to Service

**Experiment**
- Small scale
- Trial and pilot
- Proof of concept

**Small System**
- Post trial and pilot
- Small to medium scale

**Custom Solution**
- Medium scale
- Benefit constrained to subset of clients or groups

**Enterprise Solution**
- Whole University benefit
- Embed into overall INS architecture
Planning Targets

Celebrate each big milestone and full implementation.

SIR MT

Libraries and IT Help

Innovation & Research P&P

Discipline Groups

Resource Discovery

IT Development

Resource Description

Procurement
- Herbs
- Edible Flowers

- Calendula and marigolds
  - Weed fortnightly, water 3x per week

- Night shades inc potatoes and eggplants
  - Fertilize and water frequently, rotate beds yearly

- Lettuces
  - Water daily, plant new crop fortnightly

- Root Vegetables including carrots, turnips
  - Water weekly, harvest late, store in cool dry space

- Brassica

- Purple carrots
- Rutabagas

**MASTER GARDEN PLAN**
• Research HUB (VIVO)
• Visualization Lab

- Skills: web development, programming, customer service

Support, lending, group and individual study spaces

- Skills: usability, metadata services, troubleshooter

Resource description, discovery and support

- Research surveys and data collection

Collections, published works, research data and JIT

- Skills: metadata, procurement, repositories

Advisory services, project proposals

- Skills: SME, consulting, writing, technical

• Pilots, experiments
• Bibliometrics, subject experts

SIR’S GARDEN BEDS – EMBEDDING INNOVATION
Conclusions
Value Proposition

• Increased value for money
  • Improved performance – individuals and teams
  • Improved morale and staff retention
  • Attract further funding – operational and projects

• Delivery of effective improvements
  • On time
  • Nurture and embed innovation
  • Align with strategies
  • Prepared staff – skills, roles, career pathways

• Manage HR and legal risks
  • Effective change management
  • Engagement and consultation
Embedding Innovation – the criteria?

• Generation and application of ideas
• Investment in opportunities
• Celebrating successful results
Questions?

JoAnne Sparks

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Backup Slides
Benefits to our Customers

• Additional support for scholars
• Increased success with funding applications
• Exposure to university research outputs (via applications and relationships)
• Improved access to data and scholarly information for the academic community

• Operational improvements
• 24 x 7 x 365
• Excellent self help
• Student facilities and services improved