eInformation Strategy of the Academic Information Service (AIS) (aka the library)

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Content: eInformation strategy

- Context
  - Changing role of academic libraries
  - Impact of eResearch
  - Information needs of Net Generation students
- eInformation strategy business plan
- Integration with the library's strategic plan
- Some of the processes, results and products of this strategy
- The next stage …

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Changing role of academic libraries

- Traditional purpose of academic libraries is to provide access to trustworthy, authoritative knowledge

- Information-seeking and behaviour are changing drastically > Web / Net

- In Dec 2004 Google started to digitize 4 big libraries' holdings ("tipping point")

- **With everything on the Net – what is left for academic libraries?**

- Possibilities: providing learning spaces; creating metadata; virtual reference; info literacy; managing licenses; digitizing, digital repositories …

  (http://www.educause.edu/apps/er/erm06/erm0610.asp)
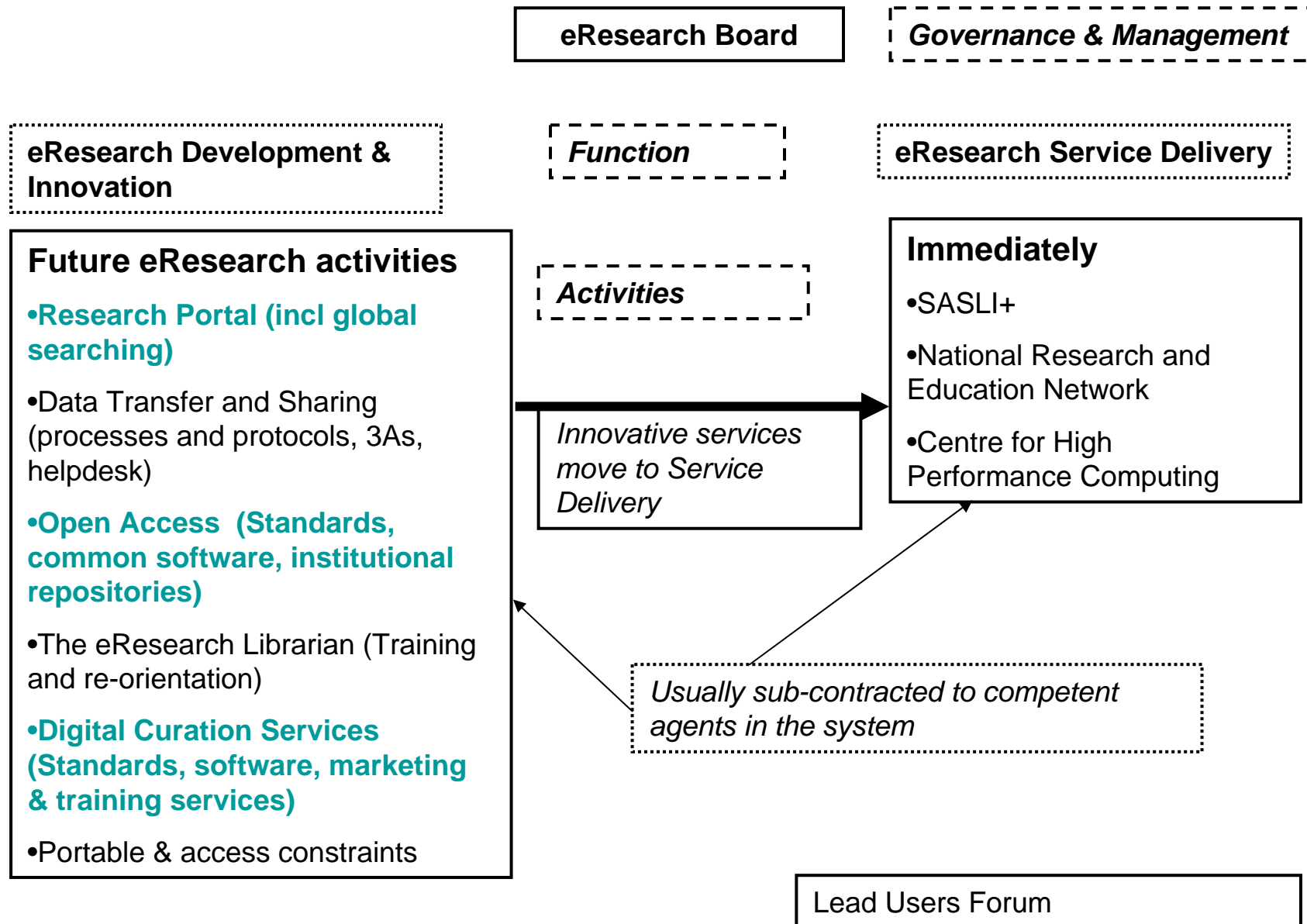
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Impact of eResearch

- . **E-research / e-science** typically "entails harnessing the capacity of information and communication technology (ICT) systems, particularly the power of high-capacity distributed computing, and the vast distributed storage capacity fuelled by the reducing cost of memory, to study complex problems across the research landscape."

    (http://www.educause.edu/apps/er/erm05/erm0563.asp)

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Role of university libraries in eResearch

- In the South African context the implication of e-research for information support has been investigated at a high level

- The result is the SARIS (SA research information service) report (http://www.sajim.co.za)

- The proposed eResearch support service is important to university libraries, as they can implement many of the initiatives

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eResearch Support Service for SA

| eResearch Board | *Governance & Management* |

eResearch Development & Innovation

Function

eResearch Service Delivery

Activities

Future eResearch activities

- **Research Portal (incl global searching)**
- Data Transfer and Sharing (processes and protocols, 3As, helpdesk)
- **Open Access (Standards, common software, institutional repositories)**
- The eResearch Librarian (Training and re-orientation)
- **Digital Curation Services (Standards, software, marketing & training services)**
- Portable & access constraints

Innovative services move to Service Delivery

Immediately

- SASLI+
- National Research and Education Network
- Centre for High Performance Computing

Usually sub-contracted to competent agents in the system

Lead Users Forum

Information needs of Net Gen students

- Technology has led to more modernization than transformation of the library, resulting in some major disconnects between many of today's academic libraries and Net Gen students

- The most common disconnect between many of today's academic libraries and Net Gen students is students' dependence on **Google** or similar search engines for discovery of information resources rather than consultation of library Web pages, catalogs, and databases as the main source of access (http://www.educause.edu/apps/er/erm05/erm0523.asp)

eInformation strategy business plan

- A business plan for the AIS eInformation strategy was formulated for the period June 2004-December 2005

- Content:
  - Introduction
  - Strategic context
  - Vision & mission of the AIS; strategic objectives of this strategy
  - Information products & services
  - Marketing
  - Staff issues
  - Resources needed
  - Recommendations & implementation

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Integration with the library's strategic plan

- The content of the business plan was integrated in the AIS strategic plan 2005-2010:

STRATEGIC PLAN 2005-2010

Vision, Mission, Values

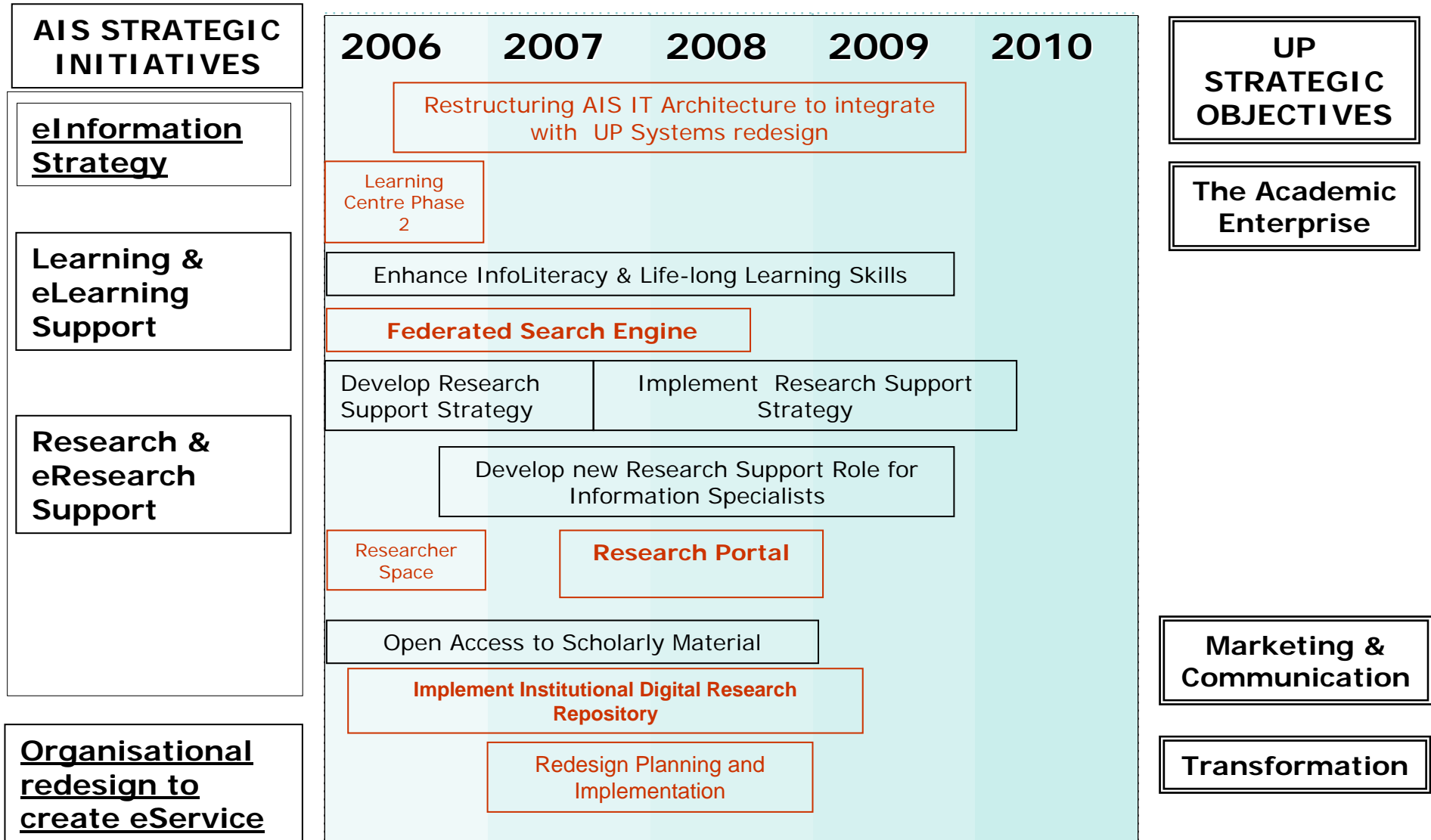| Vision	We strive to be leaders in providing world-class solutions to information and knowledge challenges for achieving academic excellence.
Mission	The AIS leads and facilitates • Information and knowledge management • Information literacy • Designing and establishment of e-information services • Establishment of a gateway to global information • Effective scholarly communication
Values	• We generate positive energy for academic business success • Professional behaviour, ethics and values are our hallmark

AIS strategic plan: 2006-2010 (extra funding)

AIS STRATEGIC INITIATIVES	2006	2007	2008	2009	2010	UP STRATEGIC OBJECTIVES
eInformation Strategy		Restructuring AIS IT Architecture to integrate with UP Systems redesign				The Academic Enterprise
	Learning Centre Phase 2					
Learning & eLearning Support	Enhance InfoLiteracy & Life-long Learning Skills					
	Federated Search Engine					
	Develop Research Support Strategy	Implement Research Support Strategy				
Research & eResearch Support		Develop new Research Support Role for Information Specialists				
	Researcher Space	**Research Portal**				
	Open Access to Scholarly Material					Marketing & Communication
		Implement Institutional Digital Research Repository				
Organisational redesign to create eService		Redesign Planning and Implementation				Transformation

The AIS e-information strategy

The aim of this strategy is the creation of an integrated seamless eService for the University of Pretoria.

Objectives

- To support education innovation and research excellence at UP;

- To deliver optimal e-information portal services (work flow) to our clients, and

- To take part in and make a contribution to international and national e-information phenomena, e.g. open access, digital preservation, e-Science, content management.

Key sub strategies in order to meet these objectives

- The creation of an e-information environment for our clients;

- Development of an e-information plan as part of UP's e-strategy;

- Development of learing/e-learning & research/e-research support strategies;

- The adjustment of the AI's structure, business processes, skills and facilities to support the e-information strategy.

The e-information environment sub-strategy consists of the following projects: integrated systems, integrated interface, academic tools, digital reference, ICT infrastructure, e-sources, e-dissertations, academic digital repositories, e-publication and digital preservation.

Organisational Redesign to create an eService

Characteristics of eService

- Client:
    - Single sign-on, single authentication, single interface
    - Self-help & self-training
    - Customized services, products & tools eg collaborative learning & research and knowledge acquisition & creation
    - Information control & manipulation
    - Federated search for academic material
    - Online help
   - Sharing & archiving research results; improving permanence of outputs

- System:
    - Streamlined & enhanced AIS architecture (software & hardware)
    - Aligned with UP IT policy & architecture

Implications

- Re-allocation and re-deployment of resources, particularly HR

- Skills training

- Dedicated e-Unit for product and service development & delivery

- Extensive process re-engineering

Federated search engine

What is federated searching?
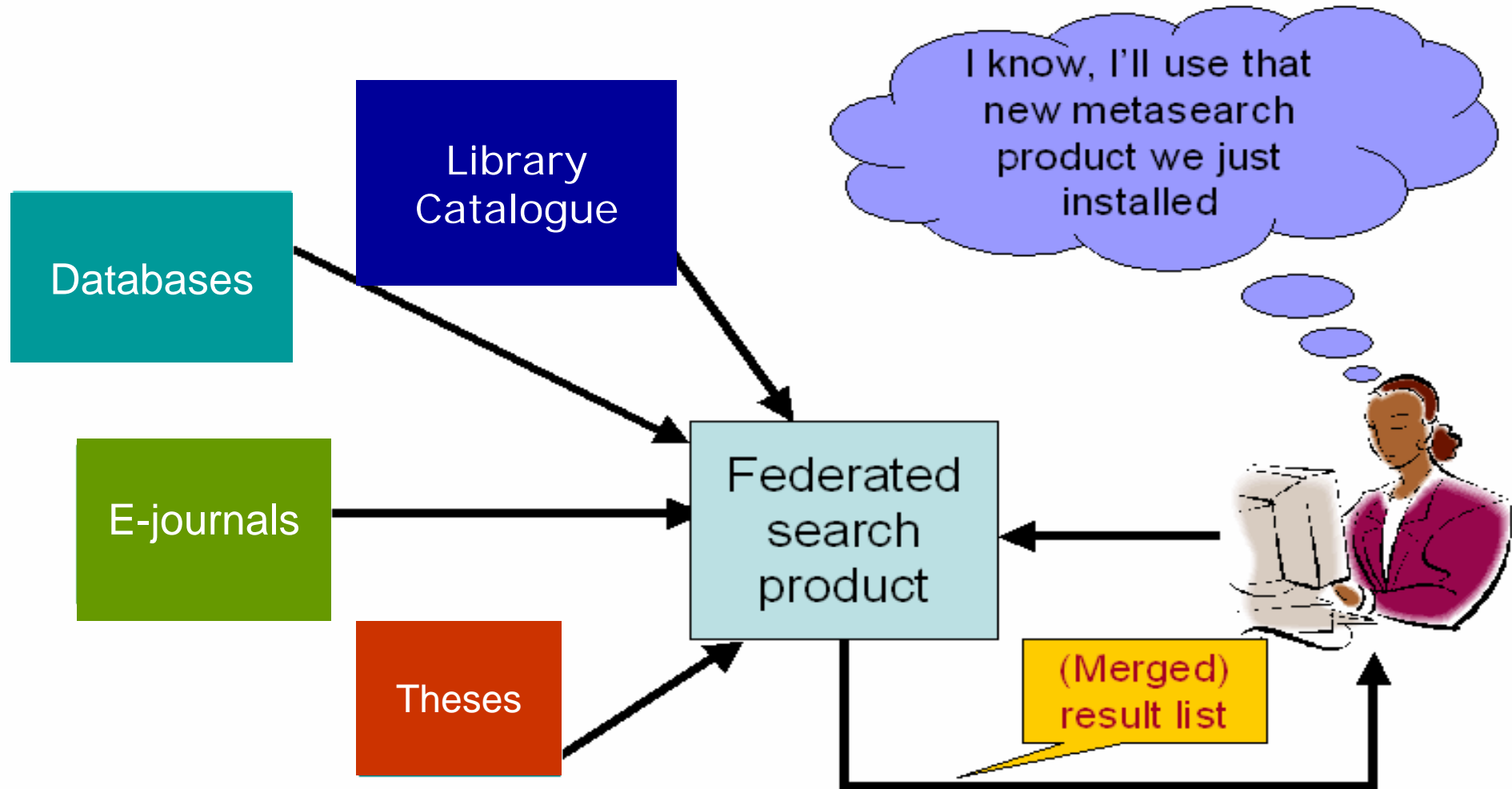
Institutional Digital Repository

"...a university-based institutional repository is a set of services that a university offers to the members of its community for the management and dissemination of digital materials created by the institution and its community members. It is most essentially an organizational commitment to the stewardship of these digital materials, including long-term preservation where appropriate, as well as organization and access or distribution."
(http://www.dpconline.org/docs/DPCTWf4word.pdf)

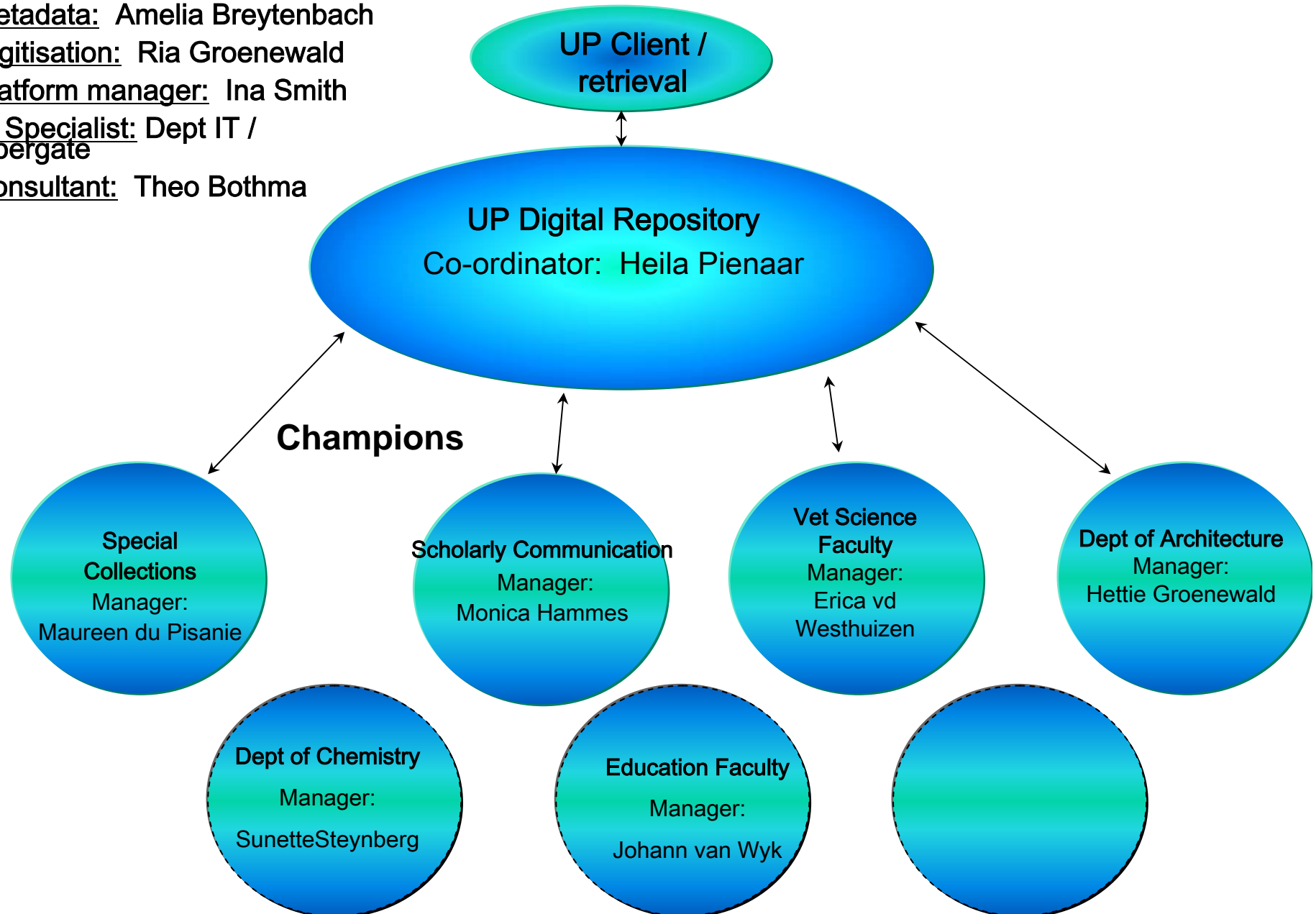# Digital Repository Model

Only digital material can be submitted: digitized or digitally born
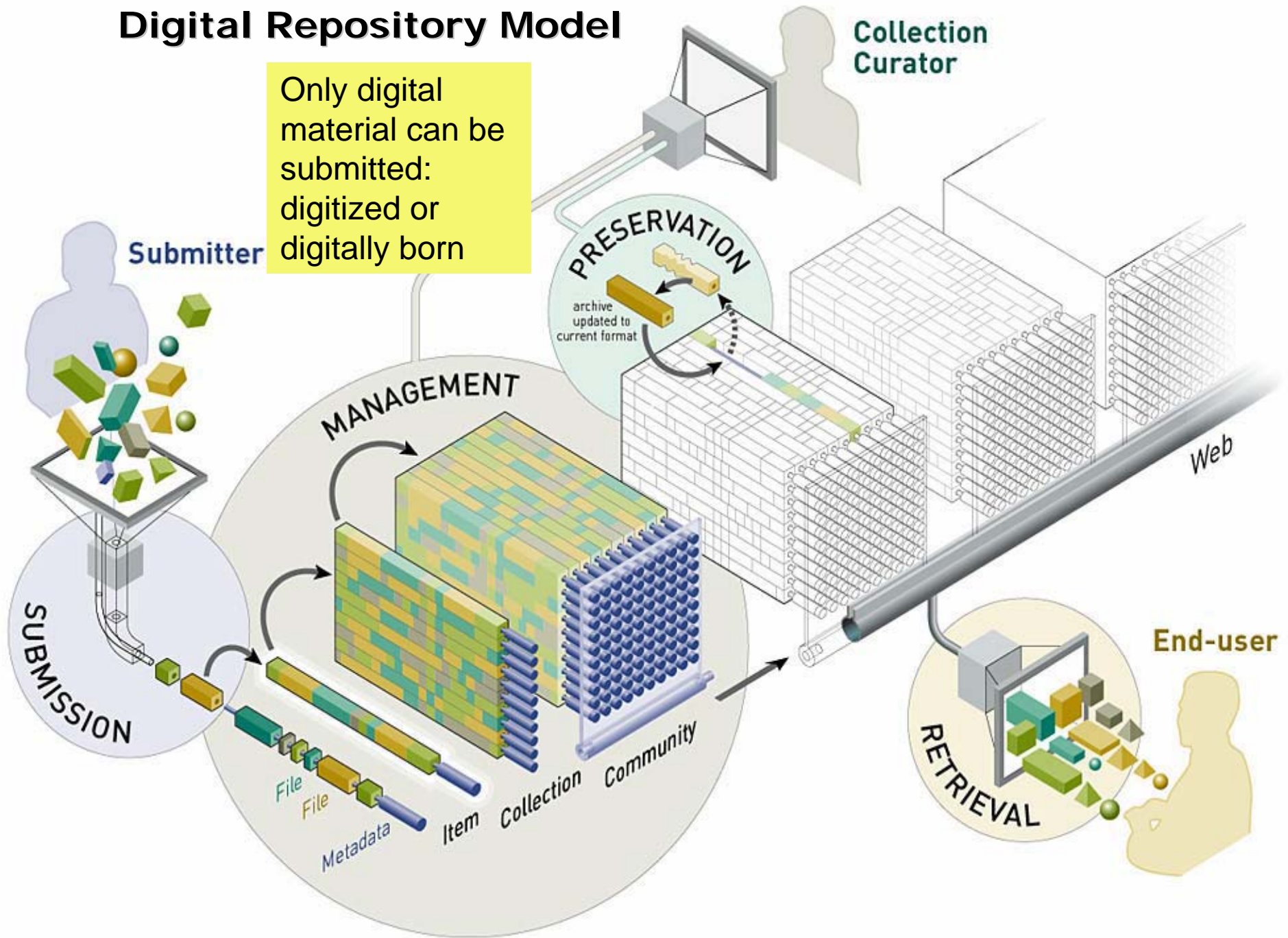
UP digital repository

Specialist / expert roles:

- Metadata: Amelia Breytenbach
- Digitisation: Ria Groenewald
- Platform manager: Ina Smith
- IT Specialist: Dept IT / Psybergate
- Consultant: Theo Bothma

UP Client / retrieval

UP Digital Repository
Co-ordinator: Heila Pienaar

Champions

Special Collections
Manager:
Maureen du Pisanie

Scholarly Communication
Manager:
Monica Hammes

Vet Science Faculty
Manager:
Erica vd Westhuizen

Dept of Architecture
Manager:
Hettie Groenewald

Dept of Chemistry
Manager:
SunetteSteynberg

Education Faculty
Manager:
Johann van Wyk

UP Home   UP Portal

Customize my UP Portal   Easy Portal Editor   Logout

UP Portal   **Dr Heila Pienaar**
                                             11 May 2006 10:58

Library Portlet

Links to general Academic Information services.   Edit

Library (Academic Information Service) home page
The home page of UP's library

Your information specialist
List of information specialists according to subject area

Ask a librarian
Digital reference service

Electronic interlending
Manual for requesting documents online through interlending

View and renew your library books
A facility to electronicaly renew your library books

Internet Bookmarks

Add | Manage

Visit the **Electronic Resources** Application for a full list of bookmarks...

Virtual Groups

Virtual Groups provide users of the Portal with the opportunity to create online groups and to collaborate with their peers through a simple to user web interface.
Virtual Groups

Virtual Groups News

Virtual Groups messages for this week
No New Messages

Virtual Groups Calendar

Your upcoming Virtual Groups events for this month:
Vergadering in komiteekamer

View Calendar

This Month

Next Month

UP digital Collections

UP Greenstone Digital Collections

ArchUP digital collection
Owner: Department of Architecture

Search Electronic Resources Portlet

Search The Internet

Google

Yahoo

AltaVista

UPSpace

Search UP

Search the UP Website
Search Library Catalog
(UPExplore)

Eresource Type
All ▾
Search Criteria

Search

Search Magnet

Search Criteria

Personal academic knowledge management

Communication & distribution of knowledge

Collection & retrieval of information & data
- Sources
- Functions

Personal knowledge management

Creating information & knowledge products

Organising & processing of information & data

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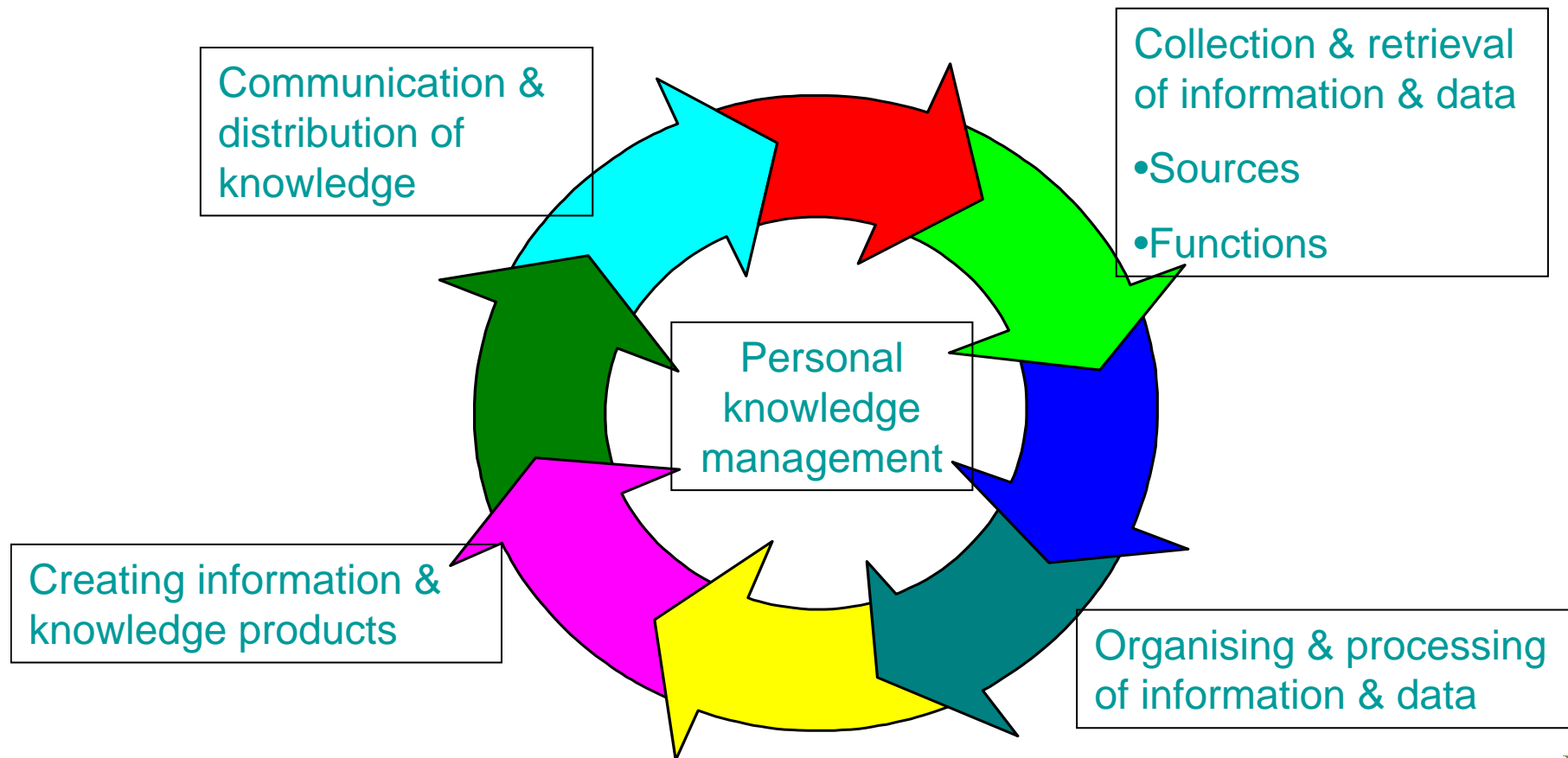
Click to see AIS 2005 Risks aligned with Strategic Plan

Risk 2: Insufficient funding for ICT to implement e-strategy → AIS unable to support the Academic Enterprise

AIS STRATEGIC INITIATIVES	2006	2007	2008	2009	2010	UP STRATEGIC OBJECTIVES

eInformation Strategy

Restructuring of AIS IT Architecture to integrate with UP Systems redesign

Risk 3: Increasing competition from outside

The Academic Enterprise

Learning Ca... Phase 2

Enhance InfoLiteracy & Life-long Learning Skills

Learning & eLearning Support

Federated Search Engine

Improved Knowledge Management

Dev Res Supp Strat | Implement Res Support Strategy

Risk 4: Service imbalance between UP IT support for core academic and administrative functions

Research & eResearch Support

Researcher Sp...

Open Access to Scholarly Material

Implement Institutional Digital Repository

Marketing & Communication

Risk 5: Lack of organisational transformation

Transformation

Organisational redesign to create eService

Redesign Planning and Implementation

Risk 1: Strategy not supported by organisational structure in the AIS

Some of the processes, results & products of this strategy (1)

- The strategy is part of my portfolio as a member of the AIS executive

- An eInformation steering committee was created with several portfolios and specific terms of reference

- Organisational redesign consultants are helping the AIS to change to a new structure to support the eInformation Strategy

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Some of the processes, results & products of this strategy (2)

- UP executive supports this strategy
  - (budget)
- UP academics & departments are positive about the UPSpace repository
- UP students are happy with the Google Scholar initiative
- The AIS Infoportal has been transformed to the UP portal as an interface for UP eproducts

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Some of the processes, results & products of this strategy (3)

- UPSpace (UP digital research repository) - UP
  - support services are also interested in using the same software
- Google Scholar is a free and easy-to-use federated / global search engine
- A revamped AIS web site is under development
- The AIS and IT are aligned in terms of standards and architecture
- AIS staff are being retrained / reskilled

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The next stage ...

- My dream is that the AIS must take the leadership at UP in developing a Virtual Knowledge Environment (VKE) …

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The next stage ….

" My strategic vision is that the university library, in collaboration with relevant partners (UP, SA & global), must create an integrated virtual knowledge (research, learning, and information) environment (VKE) that will support the knowledge processes of researchers, teachers / learning facilitators & learners and that library and information professionals form an integral part of such an environment"

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Example of a VKE / VRE

- <u>Integrative Biology Virtual Research Environment (IBVRE)</u>:
- The IB research consortium is a globally-distributed, inter-disciplinary team engaged in constructing computer models in order to further understand heart disease & cancer
- VRE project aims to provide a single, integrated environment supporting the entire research process from experimental and simulated data generation, acquisition, analysis and curation, through access to experimental resources, to project management, administration, and learning and teaching support tools

  (http://www.jisc.ac.uk/index.cfm?name=ibvre&src=alpha)

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