



University Libraries as Partners in Teaching, Learning and Research

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Hans Geleijnse
Director of Library and IT Services
Tilburg University
The Netherlands

Where are we now?

- Libraries provide access to (licensed and free) electronic information
- Libraries can be used without visiting the library
- Books are still being used and not less than before
- Mass digitization will pave the way to “another world”
- Reading rooms are being converted into Learning centres

Questions

- Is the library anticipating enough to the changing world of its users
- What is the added value of the library in the world of Google, Microsoft and Amazon?
- Is the library contributing sufficiently to the changing needs of the University?

Trends in Higher Education

- The Higher Education Sector will become more demand driven. Students position themselves as customers
- There will be more competition between universities
- More mobility of students (master programmes)
- More mobility of researchers (joint research projects)
>> More (international) cooperation in teaching and research

Libraries are encouraged

- *To learn more about real use and user behavior*
- *To improve the use and usability of the expensive information that is available*
- *To take vigorously the perspective of the customers*
- *To work more efficiently and more effectively*

Orientation on current and future needs of our users

- Next generation of students: self sufficient information seekers
- Users prefer search engines (OCLC report)
- Users prefer Web information (discovery + delivery)
- Access to information is required anytime, from anyplace and anyhow
- Need for fast, mobile, secure, personalized and open access to information and IT tools

OCLC report: College students, Libraries and Information resources

- 89% of their information searches begin with a search engine, not with a library portal
- 45% use library catalog at least monthly
- 10% have never used the catalog
- Library brand: books

User survey at Tilburg University in 2005 (researchers and teaching staff)

- 97% of scholars use the electronic library services
- 70 % use the library resources off-campus
- 70% still use books from the library
- Most valued services are: e-journals, databases, current awareness services, document delivery and interlibrary loan
- Users are not familiar with various important electronic resources
- Users don't want to be assisted, they prefer self service
- Significant differences between disciplines (also in this rather homogeneous university)

Use of University Libraries in the Netherlands: some trends

- > Increase of number of scholarly monographs on the market
- > Increase of catalog searches by end-users
- Decline of book acquisitions by libraries
- In general: Stability or some decline in number of loans
- In general: Stability in number of ILL for books
- All have access to 12,000+ E-journals through national license agreements
- **Steep increase in use of electronic resources**

Digitization developments

- Substantial digitization projects for books are going on and will continue (e.g. Harvard, Michigan, Stanford, Toronto, Oxford, British Library, *i2010* Initiative EC, University of California,)
- E-books will evolve. Tools and conditions will improve
- Discovery should lead to delivery, otherwise users will be frustrated
- Development of electronic access to journals took 10 years....

More licensed information

- Increase of licensed information
- Metadata will come with the digital objects
- This will have an effect on acquisition and cataloguing
- Importance of the traditional local library system will decrease rapidly in the next 4 – 5 years
- Electronic resource management, interoperability, security, authentication, authorization will become more important

E-learning

- Universities are using and developing Digital Learning Environments: Blackboard (WebCT), Sakai
- Creation and Acquisition of digital learning content is becoming more important
- Integration of these evolving Learning Environments with the Digital Library is still a challenge for many institutions
- Libraries could provide training and support
- Libraries could work side by side with faculties in organisation, creation and presentation of content and in development of new innovative courses
- But... this new role will not be accepted so easy and, in general, librarians are not ready for it.

E-learning

Reading rooms have been converted into learning centres











Institutional Repositories

- Universities and other institutions are creating electronic archives of their own output: articles, books, working papers, readers, theses, learning material
- At the moment 750+ repositories in the world with \pm 200.000 post prints; growing fast
- Support is increasing, also from European Commission, Research organisations (e.g. Wellcome Trust), Universities

Repositories: benefits

- > Proper organisation of e-resources
- > Easy publishing
- > Easy and open access
- > Increased visibility of institution, department, author

Institutional repositories in the Netherlands

- All universities have a repository (DARE programme)
- Focus on top researchers first
<http://www.tilburguniversity.nl/services/library/ir/100.html>
- National initiatives also in the UK, Spain, Italy, Germany, Nordic countries, Turkey et al.

E-Science

defined as “the global collaboration of researchers in key areas of research and the infrastructure that will enable it” (Hey)

“ In next 5 years E-science projects will produce more scientific data than has been collected in the whole of human history” (Hey)

Role of libraries in E-science?

- Clear need to maintain, better utilise and preserve digital research data
- Need to add metadata
- Need to integrate with other information resources
- Increasingly direct access to raw data from scientific papers
- This should become core business for libraries

E-Science not only relevant for

- Particle physics
- Astronomy
- Chemistry
- Earth sciences

But also for

- Social sciences
- Theology

E-learning, E-publishing and E-science

- A sustainable infrastructure for E-learning, E-publishing (repositories) and E-science is needed
- This requires an integrated policy in the institution, but also
- More standardization and integration needed at a global level

Most important challenge for University Libraries/IT services

- ***To integrate IT and E-information in the daily workprocesses of researchers, teachers and students***
- To support collaboration in learning, teaching and research with tools and services
- To support personalized access to information: move from “library portals” to portals for groups and individuals, staff and students

Library and IT Centres

- The challenges for libraries and Computer Centres are similar
- Libraries cannot function without an optimal and ubiquitous presence of state-of-the-art Information Technology
- E-learning and E-science are not areas for competition but for collaboration
- The library needs the Computer Centre (tools), the Computer Centre needs the library (content)

Tilburg University

- Specialized university
- With a focus on social sciences and the humanities
- 10,000+ students
- Strong focus on quality
- Department of Economics in top 5 in Europe
- Law Department no.1 non-US department (SSRN)

Tilburg University Library

- Has been pioneer in the development of “The Digital Library”, “the Library of the Future”
- First university that could provide campus-wide access to electronic journals
- A long history of close cooperation between library and computer centre, but without integration
- Now: integration of Library, IT Services and Media Centre into One Department. Not confined to top management!
- Most teams have been mixed: real joint forces
- Access to digital learning resources: Tilburg University in 2006 again no.1 in the Netherlands

Mission and Vision of the new Service Department

- Our **mission** is to provide state-of-the-art information, communication and IT services in support of teaching, learning and research
- Our **Vision** is to be Partner in Teaching, Learning and Research

Goals of the Integrated Service Department

- Towards a more demand driven organisation
- Closer relationship with the academic departments
- One integrated support unit for research
- One integrated support unit for teaching and learning
- One help desk
- Library IT staff to be integrated in IT maintenance and development teams
- One supporting staff (personnel, finance, public relations, communication, implementation, project management,

Major new initiatives at TU

- A more prominent role in the support of E-Learning: focus on blended learning and collaborative learning
- Support in area of Research Data and E-science: Library is recruiting data specialists
- Creation of real portals: access to information with SSO (Shibboleth), anytime, anyplace, anyhow and just for me
- International and subject based cooperation on institutional repositories (Nereus)

Nereus

- Network of prominent economics libraries in Europe
- Subject based international cooperation
- LSE, Oxford, UC London, Warwick, UC Dublin, UL de Bruxelles, KU Leuven, Rotterdam, Maastricht, Sciences Po Paris, Dauphine Paris, German National Library for Worldeconomics Kiel, Carlos III Madrid, Charles University Prague, Vienna Business School
- Focus on content: repositories, research data, added value for economists
- Cooperation on all strategic issues
- Perspective: division of tasks and labour, exchange of staff and expertise

Nereus: joint work on “Economists Online”

- IR in all partner institutions
- IR requires international approach and international cooperation
- Subject based
- Advisory board of top economists

Where can Libraries make a Difference?

How can my library contribute to the succes of the organisation, to the success of the university?

What makes my library unique? What are the particular strenghts of my library?

What makes a university unique?

Universities are unique in their research output and learning content, in their contribution to society/to the region, in the quality of their faculty and students, and in their processes, but not in many other areas.

Where can libraries make a difference?

- In providing access to the information that is required by their primary users
- In supporting the unique selling points of a university
- In providing access to their own unique collection = digitization of unique collections becomes a logical step

Renovation, Cooperation and Outsourcing

- > Reorganization of services, tasks, organisation and input of staff is constantly required
- > Stronger cooperation at the regional/national/international level is a must in order to provide better and more cost-effective services
- > Libraries must be prepared to give up tasks that can be done better by others.

My conclusion

- Key strategy: partnership with departments
- Promote and support a better use of information resources
- Focus on E-learning, Repositories (Open Access) and E-science
- More cooperation at local, national and international level
- Outsourcing of library functions becomes a serious option
- Added value remains/is in providing user driven, state-of-the-art and tailored services and support to teaching, learning and research