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Northern Collaboration

SCONUL ACCESS GROUP
JUNE 28 2011, MMU
The vision is to change the way that academic libraries and learning support services operate/ conceive their strategic direction using collaboration as a way to challenge and transform services and ways of working:

- Shared services
- Develop leadership and staff roles
- Collaborative framework
- Doing more with less or doing differently
- Economic and competitive advantage
- Enhance the student experience
Northern Collaboration

• We are:
  • 27 academic libraries in northern England
  • From diverse mission groups
• Building on current collaborations
• In a challenging HE environment
• Envisioning a possible shared future
• Embryonic
Context

- Future of Higher Education in the UK?
- “25% cuts will be a successful outcome”
- Key political messages
- Shared services
- Working in concert/ across all mission groups
- New types of clusters and co-operations
Context

- Background – 8 HEIs: HEA bid
- Change Academy
  - outcomes
  - early communication and feedback
Potential deliverables

- Virtual
  - Web site – personalised with apps
  - Virtual enquiry services
  - Digitisation
  - E-resources
- Physical
  - Reciprocal borrowing
  - Collaborative storage
- Staff development
- Procurement
Potential Benefits

- Cost savings
- Enhancement of student experience (UG – PhD): access, visibility
- Doing more with less
- Competitive advantage for the region
- New business models
Creating energy and momentum of change

- Champions
- Drivers
- Compelling Story

“Your project appeals across all mission groups and is a very healthy model”
Feedback from Change Academy

- Act differently and the ideas will come
- Get out of the neutral zone into the new beginning
- Does transformational change sweep everything away that’s gone before?
- You have everything you need
Northern Collaboration

Distance travelled: key milestones

Initial NC meeting: Agreed to hold 4 meetings over next 2 years. Support noted for collaboration in period of funding constraints; aim to harvest opportunities as they arise; identify "quick wins"; recognize diversity and capitalize on external funding where possible.

Bid to HEA Change Academy led by Margaret Weaver successfully; COLLABORATE launched. 9 institutions representing 20 HEIs to examine collaboration as a means to achieve change as well as a focus for the actions needed. Project to be run over a 12 month period with all participants committing time and resources as necessary.

2nd NC meeting: Potential benefits of cost saving; enhancement of student experience; doing more with less, and potential deliverables covering virtual & physical services; procurement and staff development discussed.

Discussion with WHELF rep. and JISC collections to further explore options in Strand 3; participation at UCISA and AMOS/HE conferences on shared services; special article drafted; IPO "Fast forward" competition entered.

October 2009 York
Feb. 2010 Huddersfield
June 2010 Leeds
Sept 2010 Bradford
Oct 2010 Leeds/Cumbria
Nov & Dec 2010
Jan 2011
Feb. 2011 Liverpool

1st of NC meetings: Focus on identifying areas of impact/concern, key areas emerge for further exploration: Exchange of experience; Business process review; Workforce planning - strong interest in HEA Change Academy proposal and interest noted in open source software for digitization.

Change Academy week: Concept of the Library of the north emerges; Institutional support sought from PVCs, VCs and views on collaboration and specifically shared services sought from other professional groups e.g. Finance Directors.

3 project strands agreed and defined as:
1. Infrastructure and Brand
2. Virtual Enquiry Services
3. Procurement

Allison MacKendrick on behalf of the Northern Collaboration Change Academy team Feb 2011
Principles of the NC

- Maximising the potential for sharing – framework for collaboration
  - Services
  - Resources
  - Space

- Brand: Library of the North
- Governance (July 2011 NC meeting)
- Areas for collaboration drawn up
Benefits to Library Users
- Access to member libraries
- More Resources

Benefits to member libraries
- Shared Services
- Cost reductions
- Shared intelligence and benchmarking
- Enhanced student offer
- Infrastructure for innovation and funding opportunities

Quick hits
- Access agreements
- Virtual Enquiry Services
- E-Procurement

We need: Commitment, Contribution, Sharing, Access
The Library of the North

Project Strand 1: Virtual Enquiry Services
Purpose

- To define and develop an model for virtual enquiry services (VES) which can be shared across the Library of the North
- VES: services offered by phone, email or the web
- Initial focus: Phase 1 (of a possible 3)
Potential phases

- Phase 1
  - Feasibility study, data collection, investigation of potential savings
- Phase 2 (subject to successful phase 1)
  - Create service catalogue, agree processes and procedures, staff roles, produce business plan
- Phase 3 (subject to viable business plan)
  - Pilot
Benefits

- Delivery of savings at institutional level
- Maintenance or improvement of virtual helpdesk services provided by institutions
  - standards
  - availability
- Pooling resources
- Simplified access routes for students during specified times
- Flexible business model - institutions can pick and mix
Choices for funding

• Each participating institution to contribute, or:
• Secure external funding (preferred)
  • application submitted for £45,000 to the IPO Fast Forward Competition
  • consideration of application for a JISC Learning and Teaching Innovation Grant
• Institutional support critical
Scope

**In scope**

- Creation of shared first line virtual enquiry services,
  - Main focus will be library services but
  - Other front facing student services can be incorporated where appropriate within individual institutions.
- Development of referral processes, to include referral from shared service to individual institution
- Configuration of helpdesk technology
- Mapping of all services including virtual and face-to-face
- Customisation for each institution and possible scope for standardisation will be explored

**Out of scope**

- Delivery of face-to-face enquiry services
Success Measures

- Creation of dataset of Virtual Enquiry Services costs and processes
- Shared virtual enquiry services have been piloted
- Process mapping completed
- Viable business model developed
- Reduced costs for enquiry services at institutional level
- NSS scores maintained/improved
- Student satisfaction evidenced by institutional survey comments
Other impacts

- Health and Safety
- Equality and Diversity
- Intellectual Property
- VAT!

- National legislation and directives, and institutional policies will be accommodated.
The Library of the North

Project Strand 2: Technical Services and Procurement
Current ideas

- Supporting challenges to publishers e.g. RLUK initiative
- Approach to small journal publisher or aggregator
- E-books
- Working with JISC
E-books

- Aggregator model
  - Consortial access
  - Leverage for platform developments – e.g. patron-led purchasing
- Individual publisher approach
  - Consortial access
- Library as middleman
  - Facilitation of publisher sales to students
Questions