Changing face of library services in CSIRO

• Far greater use of technology to deliver information
  • Improved efficiencies
  • Less non and para professional staff

• Clients are as, or more, tech savvy

• Greater demand for high end service over basic
  • Subject knowledge
  • System knowledge

• Far greater pressure on resources
  • Funds
  • Space

BUT…. CSIRO still operating on 56 sites
CSIRO IM&T Review 2010

Three major recommendations for libraries:

1. CSIRO’s vision should be to make the transition to fully online services by 2016
2. Library management should be charged with leading the transition to an online library
3. Service delivery models appropriate for an online library are developed in order to identify their implications

What this meant

Collections
• Transformation of collection to electronic
• Collection consolidation
  • Securing valuable material
  • Weeding duplicate and obsolete material
  • establish single Document Supply Centre at Black Mountain

Service
• Implement new outreach service model aligned with CSIRO structure and integrated with IM&T outreach
• Incorporate data management into outreach service

Reduce costs to live within allocated budget but maintain value-add
Collection Consolidation: Drivers

- Significant electronic duplication
- Requirement to secure unique material
- Significant reduction in use
- Maintenance no longer cost effective for CSIRO
- Reduced ability to supply from a distributed collection
- Space pressures on many sites

Collection Transformation

Major program of backset purchase

- Approximately 200 A&I databases.
- Major resources include ProQuest Sciences Collection, Web of Science, Current Contents, BIOSIS, CAB Abstracts, Zoological Records, FSTA, Data Citation Index, Derwent, Scopus, Reaxys, SciFinder.
Collection Transformation: Benefits

• Access to more – any location, any time
• Delivery to any device – portable
• Greater cross disciplinary access
• Greater support for social science
• Greater support for research that crosses geographic boundaries

Building a new service delivery model

Outreach model of service delivery

Outreach Librarians:
• Assigned to a research flagship
• Expected to understand the research projects, its information inputs and outputs.
• Duties will be the provision of information resources and services appropriate to the research area.
• Work across geographic boundaries
• Sophisticated use of communication and collaboration technologies.
Information Outreach Continuum: The Librarian’s Role

**Definition**
Align library services within CSIRO, by engaging with research groups beyond a responsive interaction. Understand research work processes and information-related needs in order to proactively provide high level services to enhance researchers’ ability to get desired results from their research.

**Basic**
- Ask a Librarian
- Newsletters
- Intranet
- LibGuides
- Yammer
- Monday Mail
- Leaders’ Update
- Site Emails
- Social Media
- Training Sessions
- Induction

**Relationship Building**
- Research Project Meetings
- Site seminars
- Research Descriptions & Goals & Information Requirements
- Review resources for relevant material
- Establish alerts, provide information packages, advanced training on request.
- Refer to IT for relevant services such as eResearch, collaboration tools, storage...

**Partnering**
- Working as part of research teams as a content expert
- Provide assistance with complex literature reviews, science reviews, data management

Functional objectives: Information Outreach

**eResource Outreach**
- Working with research groups to identify appropriate tools, establish alerts, provide high level assistance with the use of tools, Induction for new staff, current awareness at research group level
- Assistance with mobile use of eResources

**Publication support**
- Citation analyses & science review support
- Reference management advice & training, Journal impact advice

**Research Data Management**
- Data management planning, metadata management, data description, publication and citation
CSIRO Information Services – some facts

**eResources**
- Journals
  - ~40,000 Journals
  - ~1,100,000 downloads
- eBooks
  - ~200,000 titles
  - ~307,000 downloads
- Print:Electronic usage 1:175

**Data Management**
- DAP
  - 1160 collections deposited
  - 24,359 visits
  - 244,689 files downloaded
- ePublish/RPR
  - 8513 publications added
  - 119,557 visits
  - 136,849 downloaded

**Document Delivery**
- ~6,600 CSIRO research requests
- ~14,000 external Library requests

**Service Delivery**
- 1630 Ask a Librarian requests
- 205 training requests

Delivering more content than ever before in the history of CSIRO

**What we did**

**Business case**
- Benchmarked
- Well defined outcomes
- Costed
- Benefits & savings outlined
- Manageable implementation

**Communication & Change Management Plan**
- Campaign: Libraries Transformed!

**Got funded to:**
- Purchase electronic collections
- Move the collections and fit out a facility
What not to do

Scaremonger with inaccuracies

Why?
• It is dishonest and goes against our professional principles
• You look hysterical and spiteful
• You get key people offside – managers and clients

Strategies

Benchmark – what is best practice? What are colleagues internationally doing to deliver high quality services

Targets – what is world’s best practice for you?

Advocates – who will support your case? What is your argument and what facts do you have to back this up? What achievements can you build on?

Professional development – reskill, keep it fresh and interesting for both yourself and your clients and stay relevant

Change management – understand the principles and apply them to yourself and your service. Be prepared to change or prepare to retire!
Discussion?