

SCONUL Survey May 2009


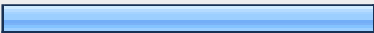
1. Your Name		
		Response Count
		83
	<i>answered question</i>	83
	<i>skipped question</i>	0

2. Position		
		Response Count
		83
	<i>answered question</i>	83
	<i>skipped question</i>	0

3. Institution		
		Response Count
		83
	<i>answered question</i>	83
	<i>skipped question</i>	0

4. Email Address		
		Response Count
		83
	<i>answered question</i>	83
	<i>skipped question</i>	0

5. Phone		
		Response Count
		83
		<b>answered question</b> 83
		<b>skipped question</b> 0

6. Converged Service			
		Response Percent	Response Count
Yes		38.6%	32
No		61.4%	51
		<b>answered question</b>	<b>83</b>
		<b>skipped question</b>	<b>0</b>

7. Library Management System Used		
		Response Count
		83
		<b>answered question</b> 83
		<b>skipped question</b> 0

8. Electronic Resource Management system used (if any)		
		Response Count
		50
		<b>answered question</b> 50
		<b>skipped question</b> 33

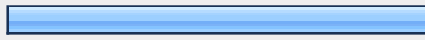
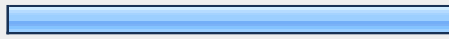
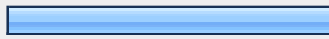
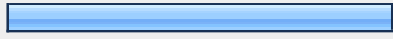
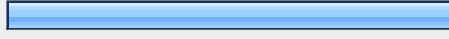
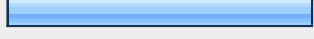
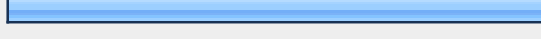
### 9. 3. Current Shared Services

If you are currently operating or planning a shared services operation in the library domain, please provide outline details of the scope and the partners.

		Response Count
		57
<i>answered question</i>		<b>57</b>
<i>skipped question</i>		<b>26</b>

### 10. 4. Partnership

If you were to join in a shared service, what types of partners would you consider working with?  
[Tick all that apply]

		Response Percent	Response Count
Universities with a similar background		69.5%	57
Universities in the same region		73.2%	60
Universities buying in to the same business model		53.7%	44
An existing partnership (e.g. WUN, M25, White Rose)		63.4%	52
A national service (as JANET (UK) provides for connectivity)		73.2%	60
A partnership involving a systems vendor		50.0%	41
<b>Any arrangement that delivers benefits</b>		<b>89.0%</b>	<b>73</b>
<i>answered question</i>			<b>82</b>
<i>skipped question</i>			<b>1</b>

## 11. 5. Boundaries

Indicate your level of agreement with the following statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
I would like to reduce our physical holdings by adopting digital solutions	3.7% (3)	4.9% (4)	6.1% (5)	<b>42.7% (35)</b>	<b>42.7% (35)</b>	4.16	82
I would like to reduce our physical holdings by consolidating physical assets with other libraries	4.9% (4)	13.4% (11)	<b>30.5% (25)</b>	<b>30.5% (25)</b>	20.7% (17)	3.49	82
I would consider abandoning local cataloguing with the exception of location information	2.4% (2)	9.8% (8)	19.5% (16)	<b>45.1% (37)</b>	23.2% (19)	3.77	82
The purpose of the local institutional OPAC could be fulfilled by a well organized consortium service	2.4% (2)	17.1% (14)	26.8% (22)	<b>42.7% (35)</b>	11.0% (9)	3.43	82
The most economic and efficient way to manage licensing of electronic resources is not at the institutional level	1.2% (1)	4.9% (4)	14.6% (12)	<b>40.2% (33)</b>	39.0% (32)	4.11	82
Some traditional LMS functions could be delivered by other institutional systems	2.4% (2)	15.9% (13)	29.3% (24)	<b>45.1% (37)</b>	7.3% (6)	3.39	82
Some traditional LMS functions could be delivered by external shared services	1.2% (1)	3.7% (3)	14.6% (12)	<b>74.4% (61)</b>	6.1% (5)	3.80	82
Whenever the option exists, business systems (such as the LMS) should be based on Open Source software	1.2% (1)	23.2% (19)	<b>45.1% (37)</b>	20.7% (17)	9.8% (8)	3.15	82
The UK HE sector is too diverse to generate a shared service on a scale that would deliver dividends	8.5% (7)	<b>57.3% (47)</b>	22.0% (18)	12.2% (10)	0.0% (0)	2.38	82
Shared services will bring more problems than solutions to library operations	8.5% (7)	<b>51.2% (42)</b>	35.4% (29)	4.9% (4)	0.0% (0)	2.37	82
	<b>answered question</b>						<b>82</b>
	<b>skipped question</b>						<b>1</b>

### 12. 6. Immediate Priorities

Rate the following with respect to your immediate service priorities

	High	Medium	Low	Not a priority	Rating Average	Response Count
Improve the value of the service to users	<b>93.9% (77)</b>	6.1% (5)	0.0% (0)	0.0% (0)	3.94	82
Re-deploy resources within the service	40.7% (33)	<b>46.9% (38)</b>	11.1% (9)	1.2% (1)	3.27	81
Reduce the overall cost of the service	<b>50.0% (41)</b>	40.2% (33)	7.3% (6)	2.4% (2)	3.38	82
Reposition human resources within the service	<b>42.7% (35)</b>	40.2% (33)	14.6% (12)	2.4% (2)	3.23	82
Reduce the establishment	23.2% (19)	<b>26.8% (22)</b>	25.6% (21)	24.4% (20)	2.49	82
Leverage larger scale services	10.1% (8)	36.7% (29)	<b>38.0% (30)</b>	15.2% (12)	2.42	79
	<i>answered question</i>					<b>82</b>
	<i>skipped question</i>					<b>1</b>

### 13. 7. Longer Term Priorities

Rate the following with respect to your 3-5 year service priorities

	High	Medium	Low	Not a priority	Rating Average	Response Count
Improve the value of the service to users	<b>97.6% (80)</b>	2.4% (2)	0.0% (0)	0.0% (0)	3.98	82
Re-deploy resources within the service	<b>47.6% (39)</b>	45.1% (37)	7.3% (6)	0.0% (0)	3.40	82
Reduce the overall cost of the service	<b>47.6% (39)</b>	39.0% (32)	11.0% (9)	2.4% (2)	3.32	82
Reposition human resources within the service	37.8% (31)	<b>43.9% (36)</b>	17.1% (14)	1.2% (1)	3.18	82
Reduce the establishment	14.8% (12)	30.9% (25)	<b>38.3% (31)</b>	16.0% (13)	2.44	81
Leverage larger scale services	13.9% (11)	<b>59.5% (47)</b>	19.0% (15)	7.6% (6)	2.80	79
	<i>answered question</i>					<b>82</b>
	<i>skipped question</i>					<b>1</b>

#### 14. 8. Cost Benefits

Rate these areas of cost saving (which may potentially be related to shared services) in order of importance to your library service

	High	Medium	Low	Not important	Rating Average	Response Count
Physical space	<b>43.9% (36)</b>	30.5% (25)	20.7% (17)	4.9% (4)	3.13	82
Management Time	29.3% (24)	<b>54.9% (45)</b>	15.9% (13)	0.0% (0)	3.13	82
Cataloguing staff	29.6% (24)	<b>43.2% (35)</b>	24.7% (20)	2.5% (2)	3.00	81
Systems staff	22.2% (18)	<b>43.2% (35)</b>	32.1% (26)	2.5% (2)	2.85	81
Support staff	18.8% (15)	<b>53.8% (43)</b>	25.0% (20)	2.5% (2)	2.89	80
Content licenses	<b>69.5% (57)</b>	25.6% (21)	4.9% (4)	0.0% (0)	3.65	82
Books Purchases	35.4% (29)	<b>42.7% (35)</b>	18.3% (15)	3.7% (3)	3.10	82
ILL fulfillment	18.5% (15)	<b>44.4% (36)</b>	34.6% (28)	2.5% (2)	2.79	81
Software Licenses	<b>40.0% (32)</b>	<b>40.0% (32)</b>	17.5% (14)	2.5% (2)	3.18	80
Hardware	17.5% (14)	<b>38.8% (31)</b>	36.3% (29)	7.5% (6)	2.66	80
Hosting	16.3% (13)	<b>40.0% (32)</b>	35.0% (28)	8.8% (7)	2.64	80
Procurement	28.4% (23)	<b>50.6% (41)</b>	19.8% (16)	1.2% (1)	3.06	81
Other areas of saving	8.0% (4)	<b>38.0% (19)</b>	28.0% (14)	26.0% (13)	2.28	50
	<b><i>answered question</i></b>					<b>82</b>
	<b><i>skipped question</i></b>					<b>1</b>

### 15. 9. Intangible Gains

Rate these intangible gains (which may potentially be related to shared services) in order of importance for your library service

	High	Medium	Low	Not important	Rating Average	Response Count
Increasing user satisfaction	<b>93.9% (77)</b>	6.1% (5)	0.0% (0)	0.0% (0)	3.94	82
Encouraging user generated contributions to the library catalogue	11.0% (9)	<b>45.1% (37)</b>	40.2% (33)	3.7% (3)	2.63	82
Integrating the library with other learning, research and knowledge systems	<b>77.8% (63)</b>	22.2% (18)	0.0% (0)	0.0% (0)	3.78	81
Securing and developing the role of the library service within my institution	<b>84.1% (69)</b>	15.9% (13)	0.0% (0)	0.0% (0)	3.84	82
Securing and developing the role of libraries in the 21st century knowledge economy	<b>57.3% (47)</b>	28.0% (23)	12.2% (10)	2.4% (2)	3.40	82
Enhancing flexibility and agility for developing electronic services	<b>84.1% (69)</b>	15.9% (13)	0.0% (0)	0.0% (0)	3.84	82
Opening opportunity for new value added service partnerships	39.0% (32)	<b>56.1% (46)</b>	4.9% (4)	0.0% (0)	3.34	82
Other intangible benefits	20.0% (10)	<b>42.0% (21)</b>	24.0% (12)	14.0% (7)	2.68	50
	<b><i>answered question</i></b>					<b>82</b>
	<b><i>skipped question</i></b>					<b>1</b>

### 16. 10. Shared Systems Functions

Which of the following software functions or systems would you consider as candidates for delivery through systems shared with other UK HE libraries?

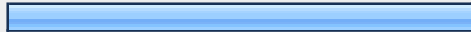

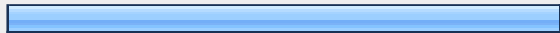
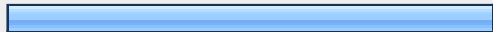
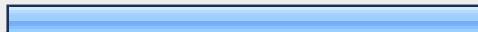

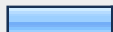







[Tick all that apply]

		Response Percent	Response Count
Electronic Resource Management (ERM)		84.1%	69
<b>e-Journals Licensing</b>		<b>97.6%</b>	<b>80</b>
<b>e-Books Licensing</b>		<b>97.6%</b>	<b>80</b>
Other Digital Content & Rights Management		90.2%	74
Digital Preservation		86.6%	71
Cataloguing		90.2%	74
Reading Lists		41.5%	34
Local OPAC		50.0%	41
Open Data Services		53.7%	44
Search / Locate		61.0%	50
Circulation		28.0%	23
ILL Request / Deliver		75.6%	62
User Records		13.4%	11
User Profile & Recommendations		14.6%	12
User Contributions		29.3%	24
Alerts		53.7%	44
Specialist Interest Forums		58.5%	48
Help Desk		58.5%	48
Other systems functionality		29.3%	24
	<b>answered question</b>		<b>82</b>
	<b>skipped question</b>		<b>1</b>

### 17. 11. Shared Library Operations

Which of the following human roles would you consider as candidates for delivery through operations shared with other UK HE libraries?

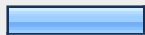
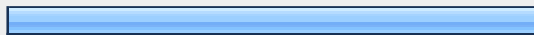

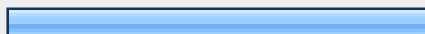
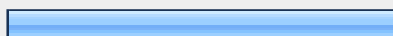

[Tick all that apply]

		Response Percent	Response Count
Electronic Resource Management (ERM)		76.8%	63
<b>e-Journals Licensing</b>		<b>91.5%</b>	<b>75</b>
<b>e-Books Licensing</b>		<b>91.5%</b>	<b>75</b>
Other Digital Content & Rights Management		80.5%	66
Digital Preservation		78.0%	64
Cataloguing - General		90.2%	74
Cataloguing - Local details		17.1%	14
Reading Lists management		23.2%	19
Local OPAC management		28.0%	23
Circulation		19.5%	16
ILL Request / Deliver		61.0%	50
User Records management		13.4%	11
Help Desk		56.1%	46
Other operational roles		20.7%	17
		<b><i>answered question</i></b>	<b>82</b>
		<b><i>skipped question</i></b>	<b>1</b>

**18. 12. Solutions**

**What sort of systems solution would you consider viable?**

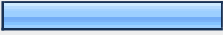
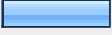
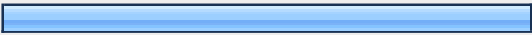

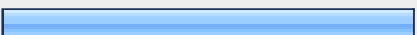
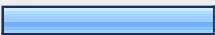


[Tick all that apply]

		<b>Response Percent</b>	<b>Response Count</b>
Build a new system		22.2%	18
<b>License a vendor system with 'shared service' capability</b>		<b>87.7%</b>	<b>71</b>
License an Open Source system		61.7%	50
Integrate 'best of breed' components		69.1%	56
Integrate Open Source components		64.2%	52
Another approach		4.9%	4
		<b><i>answered question</i></b>	<b>81</b>
		<b><i>skipped question</i></b>	<b>2</b>

**19. 13. Governance**

**What sort of governance approach would you prefer?**

**[Tick all that apply]**

		<b>Response Percent</b>	<b>Response Count</b>
Single university leads and recruits library partners		35.8%	29
Outside operator leads and recruits clients (e.g. a vendor)		17.3%	14
<b>Sector agency such as JISC operates a mechanism (like JANET (UK))</b>		<b>87.7%</b>	<b>71</b>
New company formed (not for profit, limited by guarantee) in which partners share the risk		59.3%	48
Existing consortium arrangements are used		67.9%	55
Suppliers and non-HE services could be part of the partnership		34.6%	28
Suppliers should be held at arms length		27.2%	22
Another approach		2.5%	2
		<b><i>answered question</i></b>	<b>81</b>
		<b><i>skipped question</i></b>	<b>2</b>

## 20. 14. Risks

Rate the risks associated with shared services as you have envisaged in this survey

	High	Medium	Low	Not a risk	Rating Average	Response Count
Building the critical mass of partnership	39.5% (32)	<b>55.6% (45)</b>	4.9% (4)	0.0% (0)	3.35	81
Sustaining partner commitment	<b>50.6% (41)</b>	40.7% (33)	8.6% (7)	0.0% (0)	3.42	81
Justifying tangible benefits to my institution	34.6% (28)	<b>40.7% (33)</b>	24.7% (20)	0.0% (0)	3.10	81
Establishing a working software system	<b>59.3% (48)</b>	35.8% (29)	4.9% (4)	0.0% (0)	3.54	81
Migrating to the shared service from existing systems (e.g. LMS, ERM)	<b>60.0% (48)</b>	30.0% (24)	10.0% (8)	0.0% (0)	3.50	80
Integrating the shared service with other internal systems (e.g. VLE)	<b>54.3% (44)</b>	44.4% (36)	1.2% (1)	0.0% (0)	3.53	81
Balancing shared service opportunities with internal integration benefits	23.8% (19)	<b>66.3% (53)</b>	10.0% (8)	0.0% (0)	3.14	80
Providing systems for the local library services that are not part of the shared service (e.g. Print management)	17.3% (14)	<b>51.9% (42)</b>	27.2% (22)	3.7% (3)	2.83	81
Other risks	12.8% (5)	<b>51.3% (20)</b>	20.5% (8)	15.4% (6)	2.62	39
	<b>answered question</b>					<b>81</b>
	<b>skipped question</b>					<b>2</b>

**21. 15. Interest**

**What level of interest do you have in adopting some shared services?**

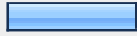

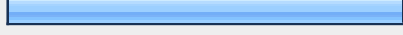
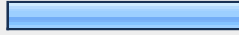

**[Tick one only]**

		Response Percent	Response Count
Shared Services are not a consideration		0.0%	0
There are possibilities but not in the short or medium term	<input type="checkbox"/>	3.7%	3
Shared services may be of interest once a working model has been established	<input type="checkbox"/>	32.1%	26
Shared services will be of interest once a working model has been established	<input type="checkbox"/>	16.0%	13
<b>We are open to involvement given a realistic business case</b>	<input checked="" type="checkbox"/>	<b>34.6%</b>	<b>28</b>
We have ideas and interests to bring to the table	<input type="checkbox"/>	13.6%	11
		<b><i>answered question</i></b>	<b>81</b>
		<b><i>skipped question</i></b>	<b>2</b>

**22. 16. Involvement**

To what extent do you want to be involved in this study?

[Tick all that apply]

		Response Percent	Response Count
I want to be involved in shaping the service model		21.0%	17
I want to contribute to the system design		13.6%	11
<b>I want to be actively informed of developments and options</b>		<b>65.4%</b>	<b>53</b>
I am happy to track the development via SCONUL communications		38.3%	31
I have no immediate interest		1.2%	1
	<b>answered question</b>		<b>81</b>
	<b>skipped question</b>		<b>2</b>

**23. 17. Further comments about your library**

Is there anything further you would like to say about service development opportunities for your library?

		Response Count
		28
	<b>answered question</b>	<b>28</b>
	<b>skipped question</b>	<b>55</b>

**24. 18. Further comments about wider developments**

Is there anything further you would like to say about wider shared service developments?

		Response Count
		24
	<b>answered question</b>	<b>24</b>
	<b>skipped question</b>	<b>59</b>