

Scoping the integration of physical & digital
collection management & engagement/ **Robin
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*Collection management: share the experience @
Royal Holloway, University of London*



Introduction

- Our background
- Our task, challenge & programme
- Our academics' expectations
- Our vision, goals & methodology
- Our model & principles
- Our processes, tools & checklists
- Our gap analysis
- Our students' contribution

Our background

- Founded 1965
- Research-led
- Campuses in Canterbury and Medway with study centres in Athens, Brussels, Paris, Rome and Tonbridge
- 18,500 students and 1,200 academic staff
- Highly devolved structure with 21 academic Centres and Schools
- Well converged IT & Library Service comprising
 - Customer Support
 - IT Development
 - Library Collections
 - Planning & Administration

Our task

	2011-12	2016-17
Library resources budget	£3,210,000	£3,740,000
# books	947,000	855,000
# e-books (000s)		310,000
# serials	41,000	155,000

Our challenge

We formed our collection development policies at a time when, and through experiences where:

- Our focus was on physical collection management
- Digital was not a format of choice
- Evidence-based acquisitions, leasing and patron-driven acquisitions were not established procurement models

Our programme

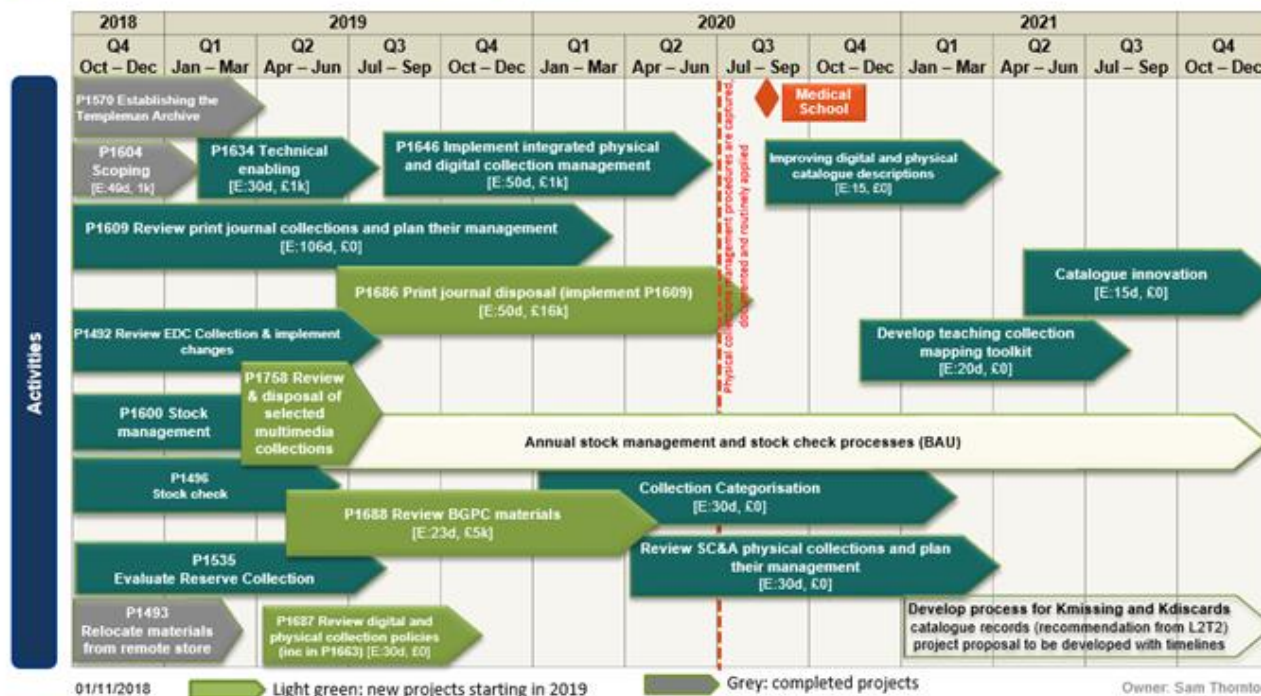
IS Roadmap – Resources: 2.07 Stock Management 2019-2021

Objectives

- To enhance discovery, access and use of physical and digital library collections

Benefits

- Stakeholder Invest to save Increase efficiency Creativity/innovation Reputation
- Improved access to our learning resources
 - Increased use of collections
 - Increased value of our libraries to our users



Our academics' expectations

Our academic colleagues are really engaged, asking us to:

- Demonstrate the impact of our collections on the education and research environments
- Evidence how our collections are being used to inform targeted investment
- Address the relationship between collections and space
- Nuance our collection management approaches between and within disciplines
- Explore new models which challenge our current definition of our collections

Our vision

From August 2020, we will apply a holistic approach to managing our physical and digital library resources so that:

- Our collections continue to reflect our customers' education and research needs
- We maintain an appropriate balance between study and collection space within our libraries

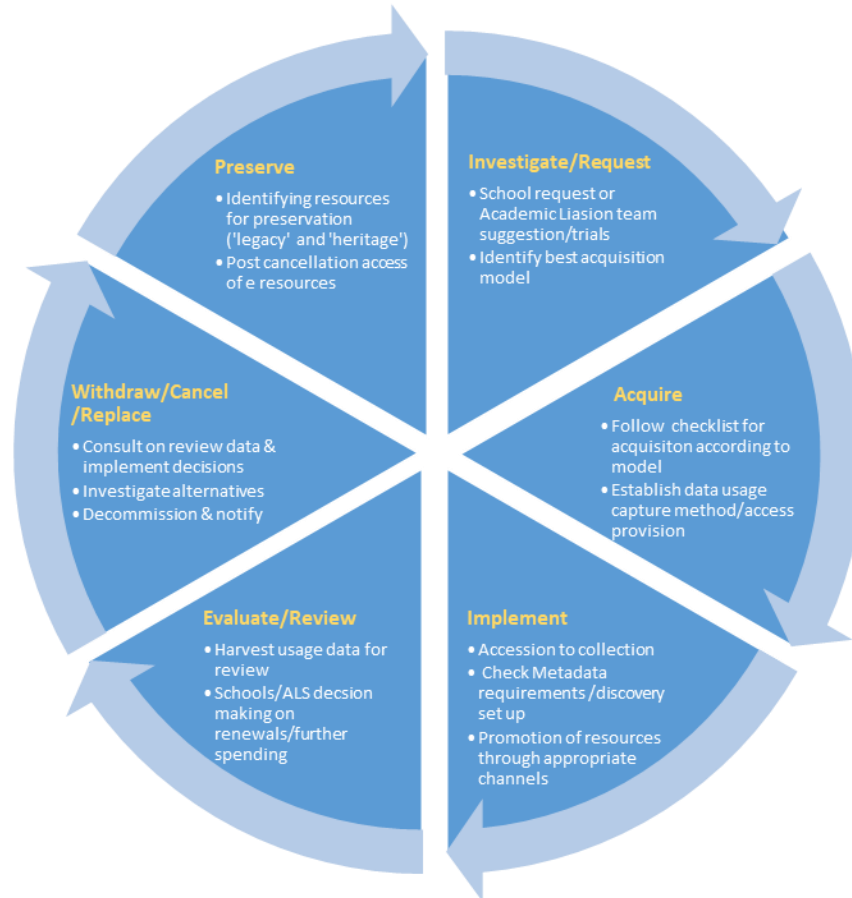
Our goals

- Enabling our academic Schools to engage with our collections and spaces holistically
- Improving our customers' experience
- Achieving greater flexibility
- Maximising return on investment in, and value for money from, our collections
- Increasing our operational flexibility

Our methodology

- Scoping to:
 - Review current workflows, benchmark against our peers and identify best practice
 - Establish a shared understanding of integrated physical and digital collection management
- Enabling to:
 - Enhance our data skills including data visualisation
 - Maximise our use of existing data, address the gaps and introduce data management planning
 - Identify technologies to source and store data
- Embedding to:
 - Transition integrated physical and digital collection management to business as usual
 - Move to a continuous collection management cycle

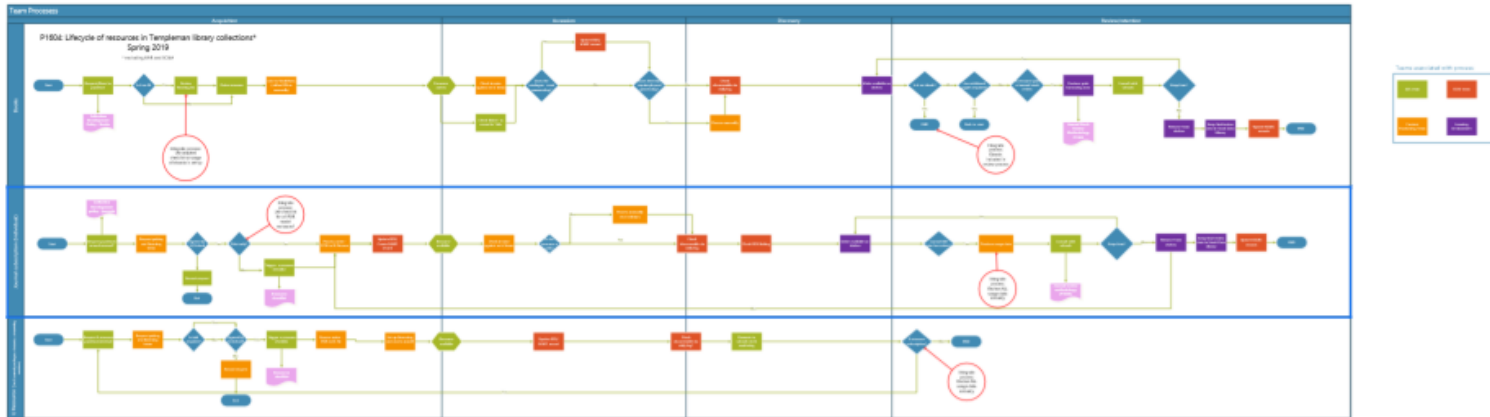
Our model



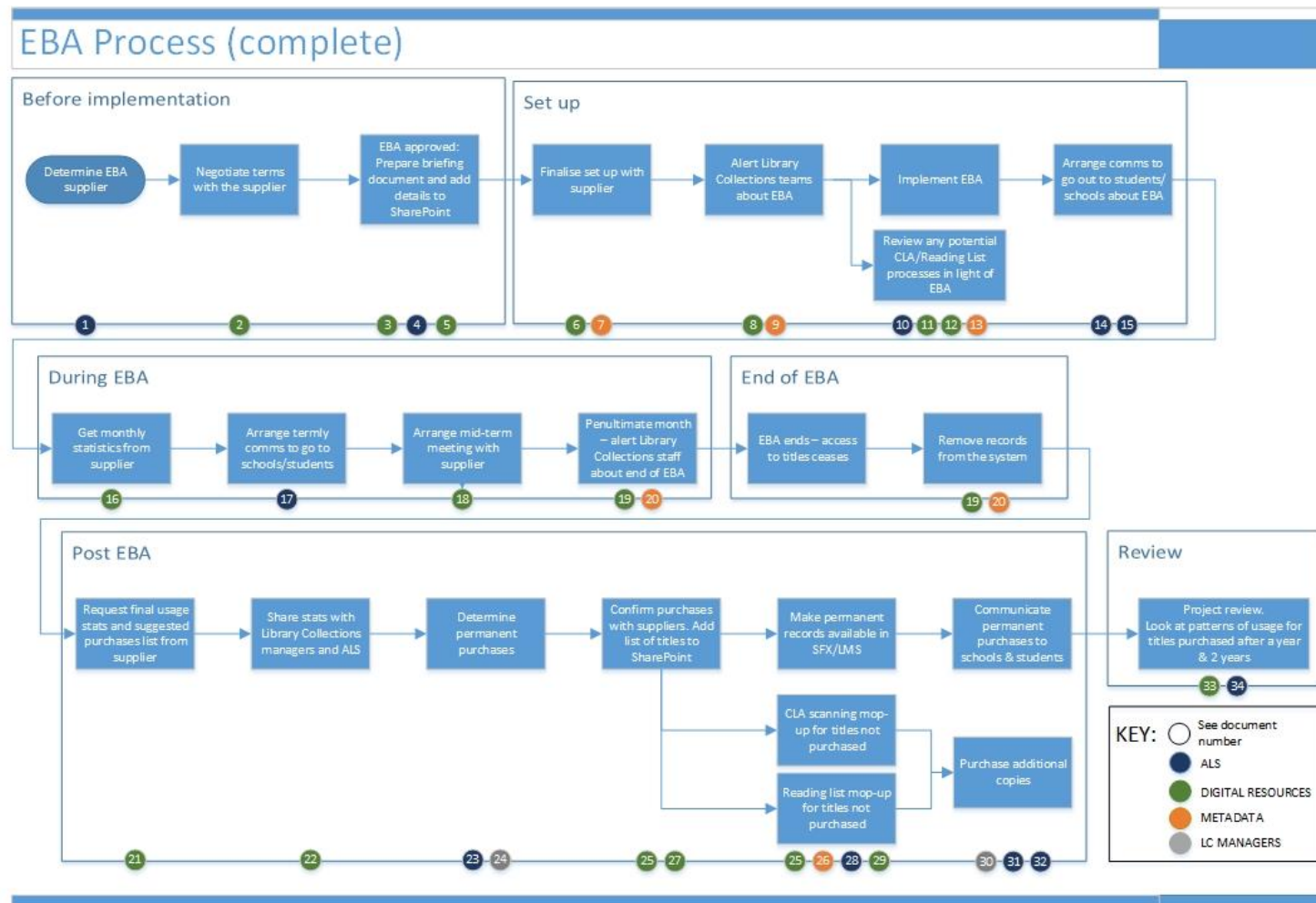
Our principles

- Flexible and responsive to education and research needs guiding the purchase mode and format type of a given resource
- Connected so teams understand the role the tasks they own play in the lifecycle and develop these within this context
- Evidenced with the data requirements for each stage understood from the outset
- Documented with key decisions at each stage of the lifecycle recorded

Our processes



Our tools



Our checklists

The team responsible for the collection management process raise a ticket in our helpdesk system:

- Linking to the checklist on our MS SharePoint site
- Which identifies each step of the process and the team responsible
- Assigning responsibility to the team responsible for the first task
- Who update the checklist
- Before assigning it to the team responsible for the next task

Our students' contribution

We are encouraging our students to engage with the collection management, taking opportunities around:

- Questions parity of experience between disciplines raised by the student union
- Involving them in our processes and projects through:
 - Activities embedded in modules and programmes
 - Work-study scheme bursaries and internships

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