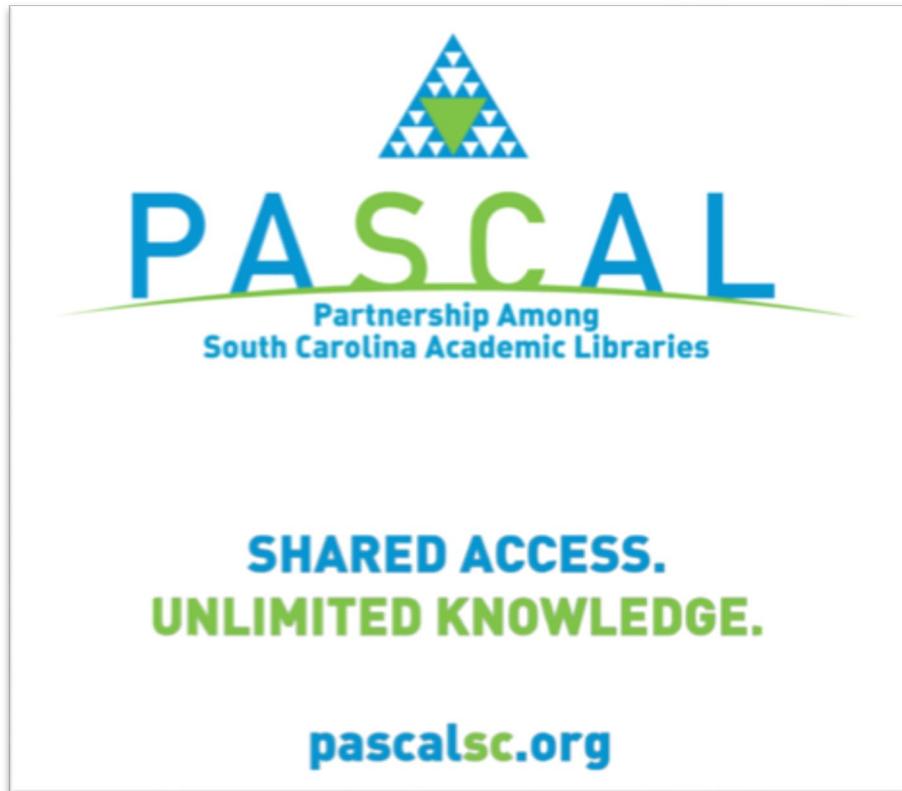


PASCAL  
SHARED LIBRARY SERVICES PLATFORM

Doing More, Together:  
Expanding Collaboration through a  
Shared Library Services Platform

Presented at the 2018 SCLA Conference  
November 1, 2018

# PASCAL is...



PASCAL is the **Partnership Among South Carolina Academic Libraries**, a consortium of 56 colleges & universities working to ensure that students and faculty in South Carolina have access to high quality academic resources.

# About PASCAL



PASCAL member libraries serve over **239,000** students statewide.

56 member institutions:

- Public & private
- 21 two-year institutions
- 32 four year institutions
- 3 professional schools



# Collections -

All PASCAL libraries have access to:

- Over 17,000 Journals
- Over 300,000 academic e-books (subscription)
- Over 2,000 purchased e-books (perpetual access for all institutions)

Statewide access to 12 million print books

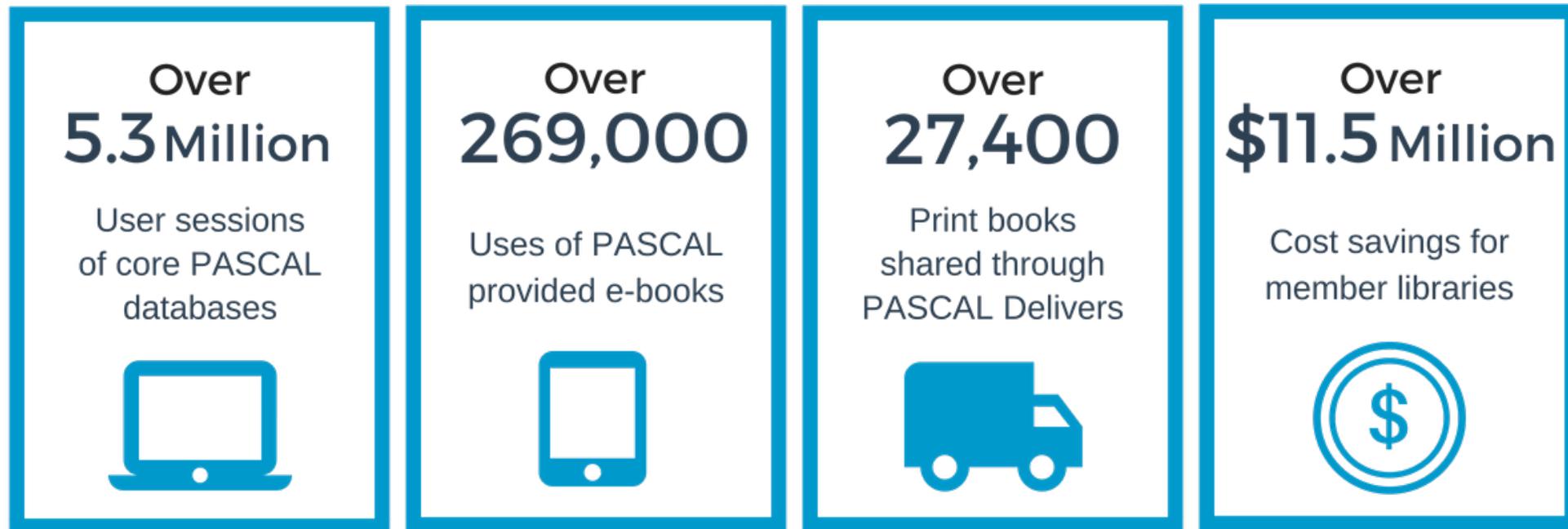
Noteworthy Recent Acquisitions –

- *Nature* journal archives (1949 – 2010)
- *Scientific American journal* archives (1949 – 2010)

# Statewide Impact

Our highly cost-effective programs help libraries provide more for their students and faculty in these tight economic times.

FY2016-17 Snapshot:



# Long Term Value – Nearly \$120 Million



## E-Resources

Since the E-Resources program began in 2004, PASCAL has provided over **\$94.3 million** in cost avoidance for member libraries.



## Consortial Borrowing

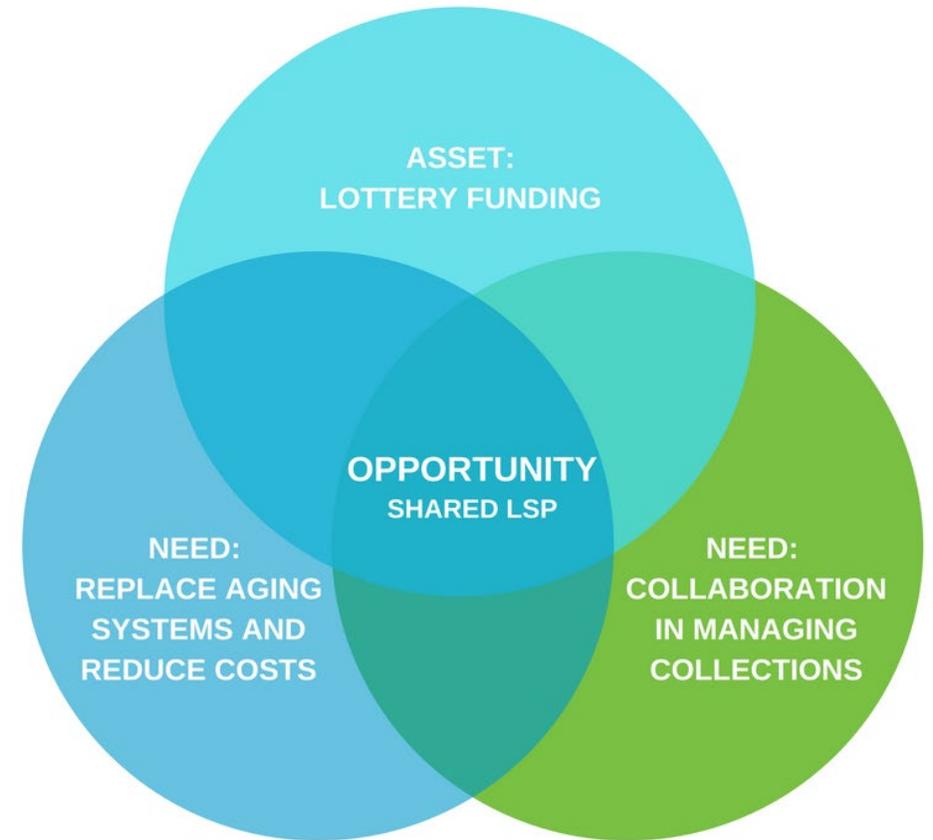
Since 2008, more than 300,000 items have been shared through PASCAL Delivers. Member libraries would have spent **\$25.2 million** to purchase these items.

*“In these tight economic times, efficient collaborative ventures like PASCAL might be seen as safety nets, ensuring that fundamental educational needs are met with maximum cost effectiveness. Longer term, a program like PASCAL can set the stage for more intensive collaboration across institutions that will promote efficiency, excellence and equity of access.”<sup>1</sup>*

<sup>1</sup>“Leveraging Higher Education for a Stronger South Carolina,”  
2009 report of the Higher Education Study Committee

# Challenges & A Unique Opportunity...

- Library staffing and funding are declining; Campuses have space challenges; Print use stagnant; E-resource workflows are different; Local Integrated Library Systems are aging; Union catalog is expensive...
- Lottery funding presented an opportunity - through vision and careful planning we reserved funds to modernize the *entire* state's library systems infrastructure and establish the basis for collection and workflow efficiencies



# Project Overview

PASCAL's strategic goals include:

- Universal access to information based on collaborative collection management
- Coordination of technology to ensure state of the art library services for all members.

Implementation of a common Shared Library Services Platform (SLSP) will allow institutions to better manage print and digital collections and improve our efficiencies through shared services and cloud-based opportunities.

# Shared Library Services Platform

- PASCAL Libraries is implementing a shared library services platform (LSP) for 53 member institutions. (South Carolina IT Procurement Services Solicitation #5400013582)
- Ex Libris was Awarded contract. Their shared Alma platform and Primo Discovery solution will replace the aging library management systems, expand collaborative efforts among PASCAL libraries, and support key elements of PASCAL's strategic agenda.
- PASCAL will support the one-time migration costs for all member libraries. Ongoing costs will be supported by institutions.

# Introducing Ex Libris

- A leading global provider of cloud-based solutions for higher education
  - ALMA - is the only unified library services platform in the world, managing print, electronic, and digital materials in a single interface. As a completely cloud-based service, Alma provides libraries with the most cost-effective library management solution in the industry.
  - PRIMO – Primo creates a discovery experience that enhances user engagement through fast and accurate results, rich metadata, content neutrality, and an intuitive personalized user interface. Primo is easily integrated into institutional portals, course-management systems and other third-party campus software.
- A diverse customers base (e.g. by Carnegie Class)
  - 68 Doctoral/Research University –Extensive (15)
  - 316 Associates' Colleges (40)
- Extensive experience with large academic consortia
  - Recent regional consortia implementations:
    - University System of Georgia
    - Washington (DC) Research Library Consortium



# A Member Driven Initiative

- Systems evaluation & environmental scan: 2013 – 2015
- Consensus building and formal information gathering: 2016 – 2017
- State Procurement: 2017 – 2018
- Implementation: 2018 – 2020 (Go Live target 6/1/2020)



# Objectives

- Facilitate shared management and analysis of collections
- Provide a common management, discovery, access and delivery experience
- Enable shared systems support and collaborative technical services
- Streamline operational workflows
- Support statewide initiatives in curricula, distance, and affordable learning
- Offer localized customization to respond to individual institution needs
- Replace aging library management systems
- Achieve price efficiencies

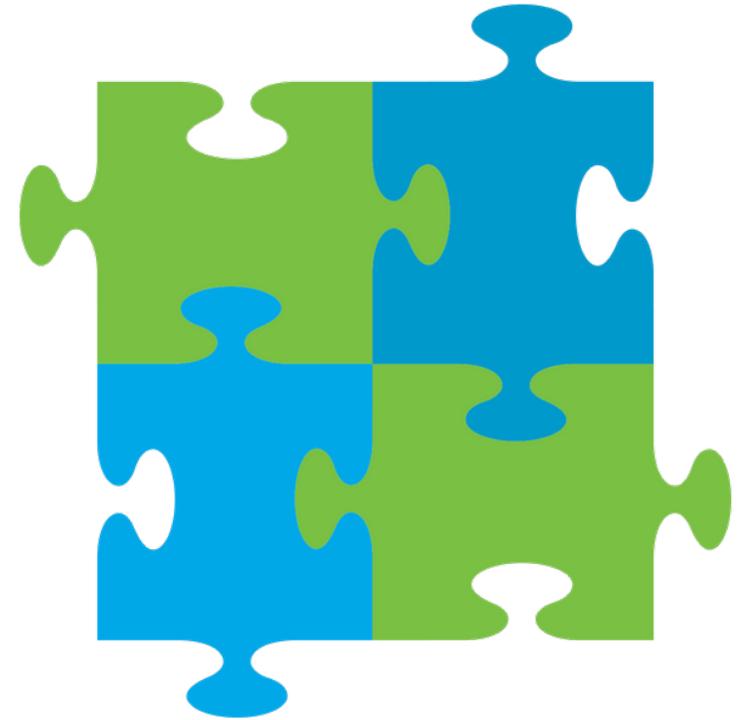
COLLABORATIVE | INNOVATIVE | TRANSFORMATIVE

# Collaborative Infrastructure

## How do 55 libraries work together?

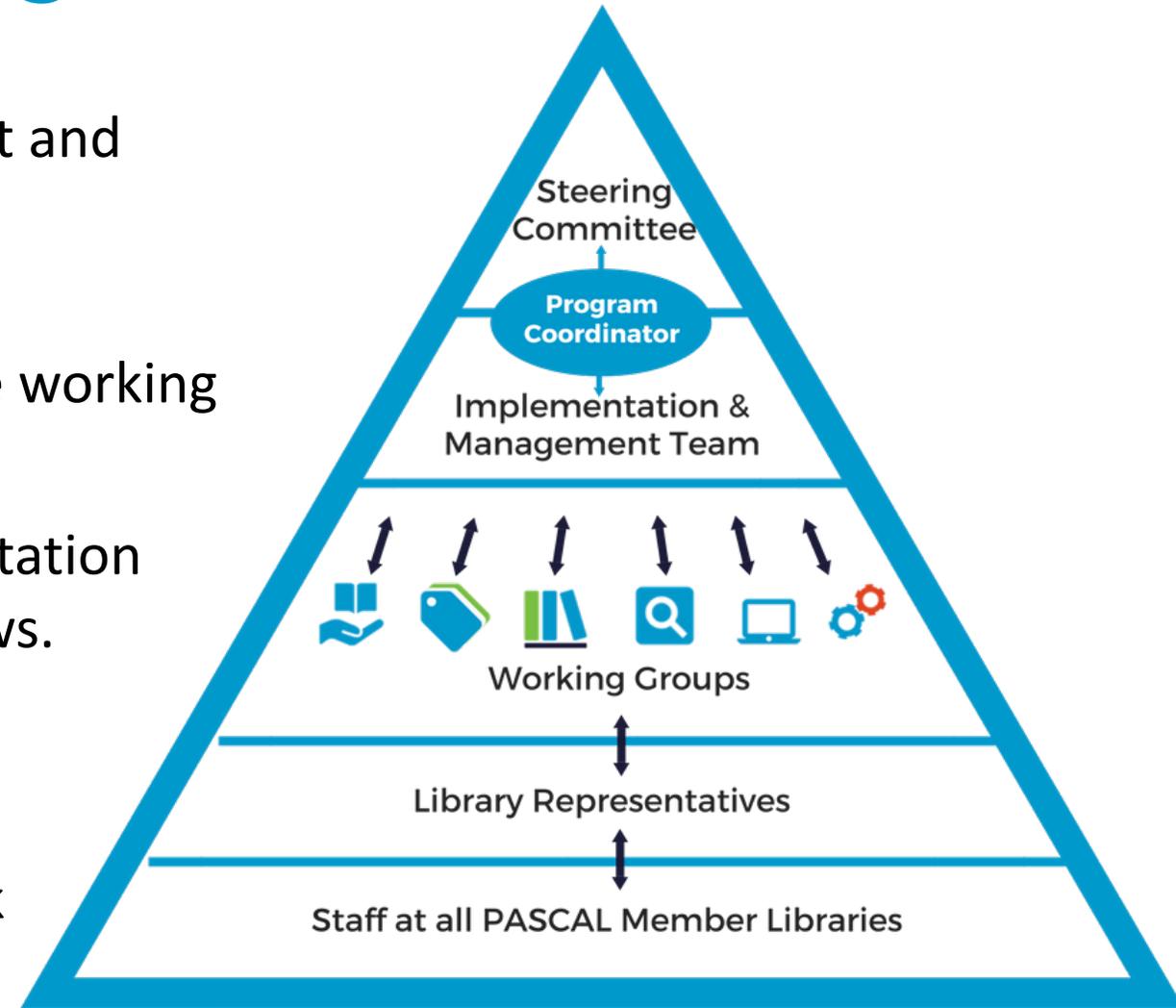
### Collaborative Management Framework

- Shared LSP Teams
- Program Coordinator
- Central Support / Shared Expertise



# Collaborative Management Framework

- Steering Committee - strategic oversight and conflict resolution.
- Implementation & Management Team - communication and coordination of the working groups.
- Working Groups – creation of documentation including policies, procedures, workflows.
- Library Representatives - liaising and communication.
- Staff at all Member Libraries – feedback and buy-in.



# Shared LSP Program Coordinator

## Role of the Coordinator:

- Coordinates collaborative leadership, oversight, and management of the Shared LSP.
- Coordinates member libraries, vendors, PASCAL staff, and Shared LSP teams.
- Serves as primary representative with Shared LSP vendor and any other shared services provider.
- Supervises Shared LSP systems and technology support staff at PASCAL.

# Central Support | Shared Expertise

Staff plan includes 3 FTE beyond the coordinator

We surveyed support needs and capabilities:

- 31 libraries expressed need for full or significant support
- 31 also volunteered expertise in at least one functional area
- 35 libraries are currently on a shared platform

Bottom Line: There is a need for central support, there are opportunities for sharing of expertise, and there is already experience to build on.

# Collaborative Tools



Tools that we're using to support communication and collaboration:

- Springshare tools
  - LibGuides
  - LibWizard
  - LibAnswers
- Zoom videoconferencing
- Google Drive
- Project Management Software

# Collaboration & Communication

## Objectives:

- Provide concrete, timely information about the SLSP to all participating member institutions.
- Receive feedback from participating member institutions and incorporate as appropriate
- Gather data needed from member institutions during implementation phase
- Achieve consensus on matters related to the implementation and management of the SLSP, including policies, procedures, workflows and documentation.

# Springshare Tools

**LibGuides** - a content management system used by most PASCAL libraries.

- LibGuides serves as the platform for the PASCAL website and a dedicated [Shared LSP website](#) for members.

**LibWizard** – a feedback and assessment tool designed for libraries.

- Allows us to create forms and surveys – easy to embed into our website and distribute to members.

**LibAnswers** - a communication platform that allows libraries to answer users' questions via multiple channels and provide self-service FAQs.

- Recently launched on the Shared LSP website. Will allow us to field members' questions about the project and provide FAQs.

# Zoom Videoconferencing

Zoom is a web and video conferencing tool that allows us to have “face to face” for meetings without any travel.

What we love about Zoom:

- Easy to use, low cost solution
- Any participant can share their screen
- Breakout Rooms available for small group discussions within a meeting
- Remote support options for technical issues
- Mobile friendly (Android & IOS apps available)

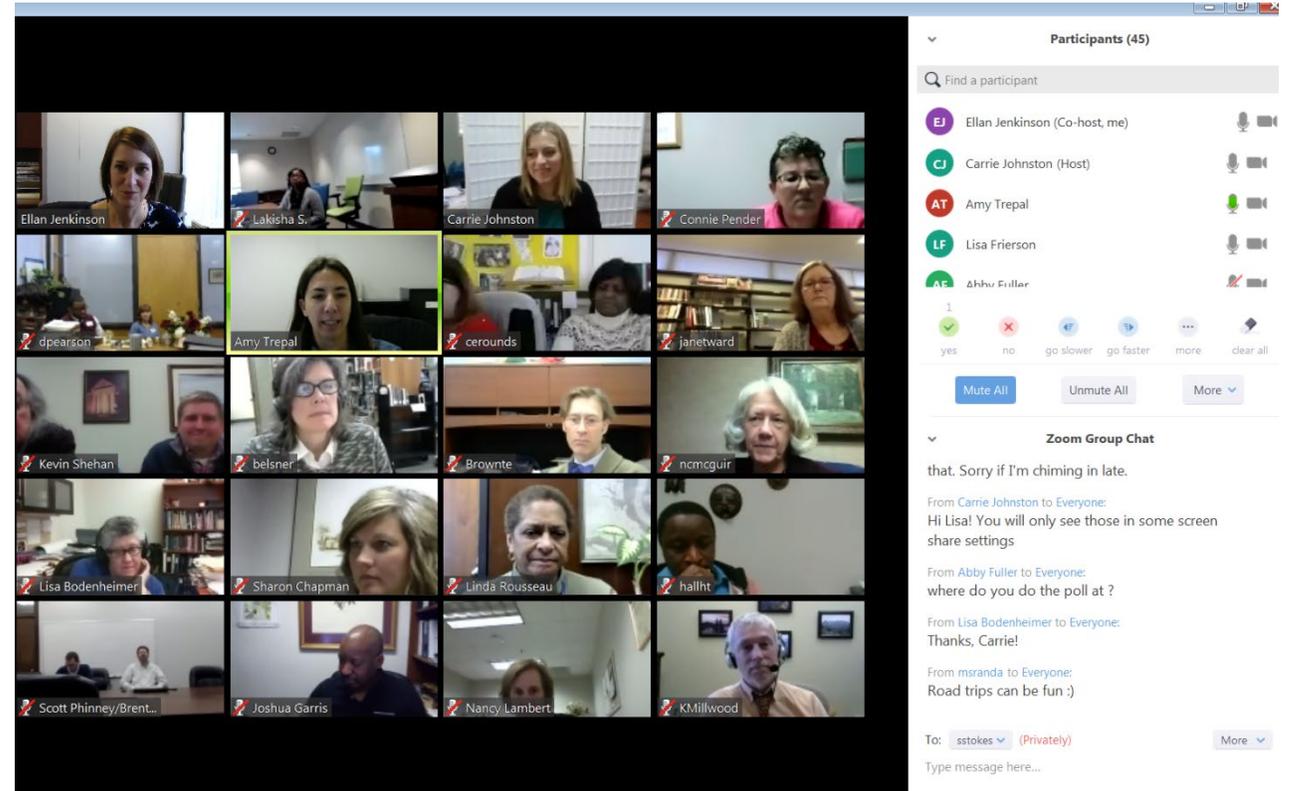


# Zoom in action

In January, we distributed web cameras to all PASCAL libraries to facilitate communication and collaborative work via Zoom.

In February we held a Zoom 'meet-up' to let members try it out.

More than 60 members joined PASCAL staff for an online chat.

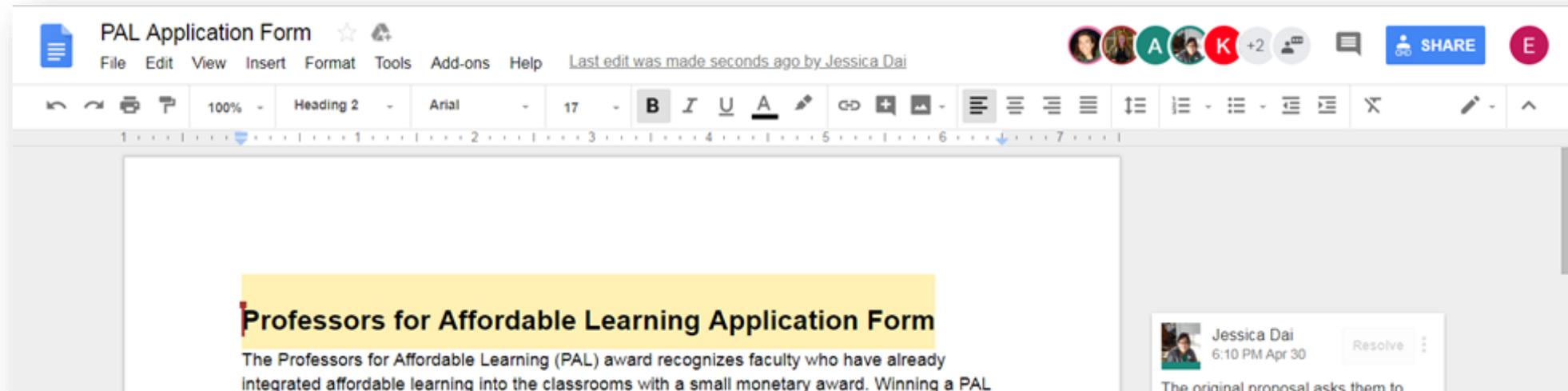


# Google Drive



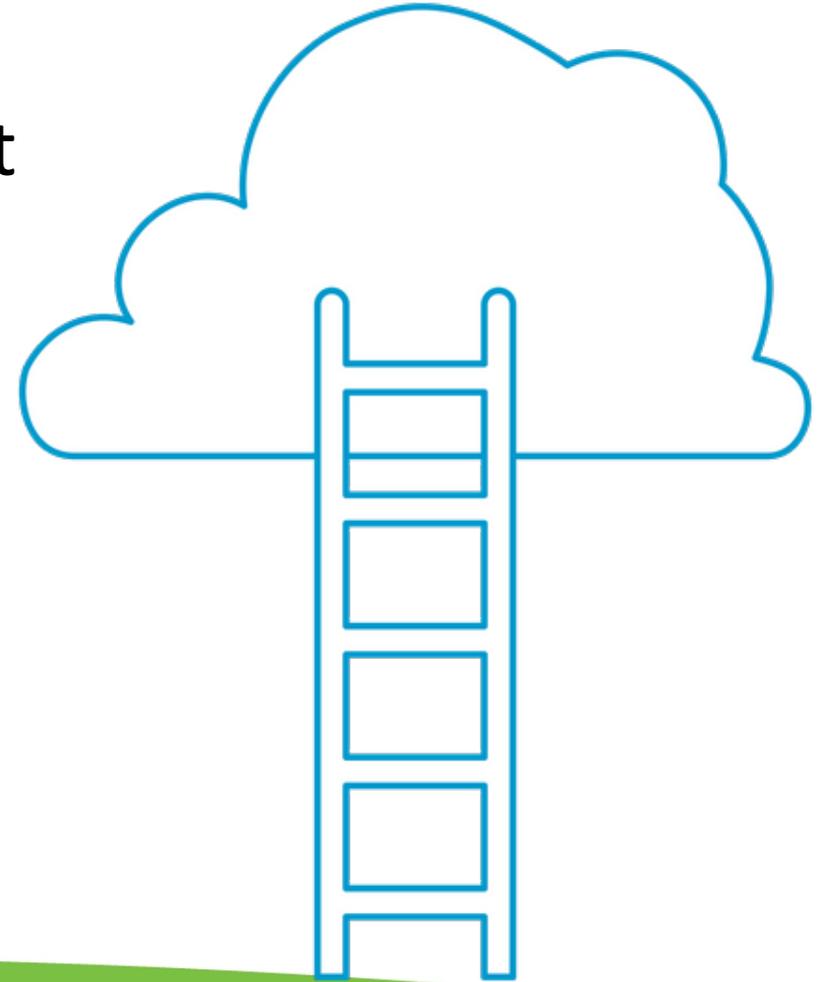
Many PASCAL teams, including all of the Shared LSP Working Groups, are using Google Drive folders to share and collaborate on documents.

All folders are created and administered by PASCAL staff with access limited to team members only.



# Opportunities for Greater Collaboration

- Collaborative collection management
- Shared management of electronic resources
- Affordable learning
- Shared instruction tools
- Shared workflows



# Opportunities

## Collaborative Collection Management



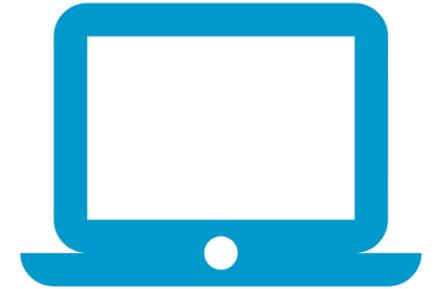
The shared LSP will allow PASCAL libraries to easily collaborate on collection management and development, resulting in a more comprehensive and diverse statewide research collection.

In a shared environment, libraries can easily view other members' collections, make informed decision on purchases, and extend their aggregated buying power when acquiring resources. Powerful analytic tools will provide insight into the composition and usage of our statewide collection, enabling libraries to better meet the needs of their patrons.

# Shared Storage & Collection Project

- The University of South Carolina Libraries, in collaboration with PASCAL, was awarded a [Mellon Foundation](#) grant in April 2018 to conduct a 12-month planning project for the creation of a statewide repository for shared print, manuscript and film materials, as well as other formats.
- PASCAL's Common Collections Committee has an important role in the grant's activities, including coordination of a series of regional workshops featuring nationally recognized leaders in the field of shared print management. (October 2018 – forums)

# Opportunities



## Shared Management of Electronic Resources

Legacy systems currently in use can't accommodate the data-management, licensing, and end-user needs of the digital environment. A modern, shared solution will integrate the management of print and digital content, allowing libraries to streamline workflows and improve the user experience.

An integrated e-resource management (ERM) tool will allow local libraries to better manage e-resource workflows. PASCAL staff will be able to enter data and manage PASCAL provided e-resources for all members, reducing the work at local institutions.

# Opportunities

## Affordable Learning



The shared LSP will support PASCAL's efforts to make higher education more accessible to students by promoting the use of high-quality, free and low-cost learning materials.

A shared environment will allow libraries to easily share and promote Open Educational Resources (OER) as well as library provided resources that can be integrated into courses in place of expensive textbooks.

# Affordable Learning

- The PASCAL Board of Directors established a task force and allocated \$75,000 for the initiative to build awareness, and explore, pilot, and evaluate approaches over three years.
- The task force launched SCALE (South Carolina Affordable Learning), a statewide initiative that seeks to reduce the overall cost of higher education for students by promoting the use of quality low-cost and no-cost learning materials.

# Why Affordable Learning?

- Since 1978, college textbook costs have increased 812%. That means that textbook prices have increased at 3.2 times the rate of inflation.\*
- **65%** of students report not purchasing a textbook due to cost. Of those, 94% were concerned that doing so would hurt their grade. \*\*



\*U.S. Bureau of Labor Statistics

\*\*Student PIRGs

# Opportunities

## Shared Instruction Tools



Transfer students, faculty working and studying at multiple institutions, and distance education learners who access resources from more than one institution will no longer encounter a different search interface at each institution, meaning less frustration allowing for more focus on their research.

With a common interface across institutions, PASCAL libraries can collaborate on instructional tools that can be used statewide.

# Opportunities

## Shared Workflows

Collaboration in all of these areas will allow us to develop shared workflows for library staff. A modern library services platform will integrate and streamline management of print and digital collections, resource-sharing between libraries and provide common assessment tools.

Currently, PASCAL libraries must enter data into multiple systems and often that data can't be shared across platforms. A unified platform will reduce or eliminate redundancies, and a next generation solution will integrate seamlessly with multiple campus systems, allowing libraries to automate loading of patron data and more.

# Stay Up to Date!

- PASCAL Listservs – Open to all PASCAL members
- [Shared LSP website](#) – Dedicated website for all things SLSP – for PASCAL members only
- PASCAL eNews – Read online or subscribe
- Contact Us!



# Thank You!

Visit us online at:

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