October 15, 2015

To: Council of University Librarians

From: Erik Mitchell, Project Lead

Subject: Business Case for a Shared UC RLF ILS/RMS

The RLF Systems and Workflows project team was convened by CoUL based on the recommendations of the UC-wide shared ILS project in the Spring 2015.  The formed group represents the two RLFs, CDL, the Shared Cataloging Program and four of the ten campuses directly and has outreach to the ten UC campuses, RLFs and shared programs as part of its projected work. The group is studying workflows and systems associated with print material storage and data sharing in and across RLFs.  This task force expects to work with each UC campus as well as the RLFs to capture a complete picture of how data and materials are deposited and processed at our storage facilities with the goal of identifying business cases in support of service enhancement and efficiency.

The project team has shifted our name slightly from the original CoUL memo (e.g. Business case for a Shared UC RLF ILS/RMS) in response to the realization that the key issues needing consideration in this space are grounded in workflows and data sharing and may or may not point to the need for shared systems in general or a shared Integrated Library System specifically. Our focus remains on defining business cases that relate to increased service efficiency and quality around RLF ingest and management of resources and data.

The group has defined a data gathering methodology and is worked with RLFs and Shared Cataloging to gather initial data with a first review in mid October, 2015. The review of the RLF and SCP workflows and data is currently underway. The working group is also planning a visit to UCLA in November with the hope of meeting with as many southern campus libraries as possible.  A more extensive campus outreach effort is planned for completion by the end of January, 2016, with an interim review in early December 2015.  The group is planning on a lightweight business analysis of workflows and plans on a final report in early 2016.

Our current project plan is attached to this memo. We look forward to this work and look forward to reporting our findings.

RLF systems and workflows project team 8/18/2015

## Project scope:

The goal of this project is to identify and evaluate opportunities to create workflows and information systems involved in depositing and managing items at the RLFs that streamline work and data exchange or help support transformative services or information systems. In order to identify and evaluate these opportunities, the RLF systems and workflows project team should, in partnership with campus libraries and RLFs, evaluate current workflows and information systems; explore alternate workflows and information systems and recommend opportunities to adopt new workflows and systems that deliver on one or more of the key outcomes (e.g. streamlined work, better service, improved systems).

## Background

In 2014/15 the UC Library system conducted an exploration into the possibility of adopting a shared ILS. The report surfaced a number of challenges and opportunities associated with ILS use in the UC libraries, one of which is the need in the Regional Library Facilities (RLFs) to interoperate well with each library for deposit of and access to materials. While the system did not choose to pursue a shared ILS project at this time, it appears that there are more unanswered questions about how the RLFs create and manage metadata, how the UC Libraries make use of that data and what opportunities may exist to try things differently. Two clear potential cases here include the redundant data entry in Berkeley and UCLA catalogs, the need to check multiple systems for deposit and the ambiguity of ownership for depositing campuses. Stated another way, there may be a business case for investing in shared systems and workflows across the RLFs if we can identify ways in which this investment saves resources for other work, improves service, or serves as the foundation for future collaboration and innovation in library information systems.

## Project tasks

1. Identify workflows and information systems in use at RLFs and on campuses with the goal of understanding a baseline understanding of workflows, data flows and system functionality.
   1. Identify RLF information systems, workflows and data (e.g. what information systems do RLFs use, how do they interact with campuses, what data is needed at the RLFs vs. campuses)
   2. Identify functional requirements of RLF information systems today. What metadata must be tracked, what services must be offered, what system integration must exist.
   3. Identify campus workflows for depositing to RLFs. What information systems do campuses use, how are items prepared and shipped, what information is exchanged with the RLFs. What changes do campuses make in their own information systems?
   4. Identify the workflow of shared service operations - (e.g. shared cataloging in UC, shared print at CDL). What data do these operations need and what data do they produce? How does this data factor into RLF information systems?
2. Conduct systems analysis with gathered information. Identify redundancies and gaps. Focus on three possible outcomes both between the RLFs and between the RLFs and the campuses: How could workflows/systems be changed to:
   1. Streamline internal workflows
   2. Streamline information exchange and information systems
   3. Support transformative systems/services (e.g. streamline shared print or shared cataloging; enable linked data projects; enable national shared print collaboration; facilitate collection management)
3. Complete lightweight business analysis. Identify business case for adjusting workflows/systems. Where is there obvious opportunity to streamline or transform systems?
4. Frame recommendations and potential action plan via report to CoUL. Focus on high-level processes, opportunities, anticipated outcomes, implications of changes, benefits to stakeholders (e.g. campuses, rlfs, library users).

## Project timeline

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| **Task** | **Approach** | **Completion date** |
| Engage project manager |  | * August 2015 (completed) |
| Form project team |  | * August 2015 (completed) |
| Complete phase 1 | * Identify workflow gathering technique * Work with RLFs and SCP to gather data * Complete systems analysis report based on data gathered; establish process for phase 2 | * Mid September 2015 (completed) * End of Sept 2015 * Mid October 2015 |
| Complete phase 2 | * Gather data from initial campuses on their work/data flows to/from RLFs (UCB, UCD, UCLA, UCSB, CDL) * Conduct systems analysis; re-evaluate process | * Mid November 2015 * End of November 2015 |
| Complete phase 3 | * Gather data from remaining campuses on their work/data flows to/from RLFs (UCSF, UCSB, UCM, UCI, UCR, UCSC) * Conduct systems analysis | * End of January 2016 |
| Complete phase 4 | * Complete business analysis * Complete report | * February 2016 * March 2016 |

## Project members

1. MacKenzie Smith (Project sponsor)
2. Erik Mitchell (Project Lead, Campus NRLF representative)
3. Kathryn Stine (Project Manager)
4. Caitlin Nelson (Metadata analyst)
5. Todd Grappone (Campus SRLF representative)
6. Martha Hruska (Campus and SCP representative)
7. Tin Tran (SRLF representative)