Erasmus Staff Week

Mannheim University Library, 27.03.2017-31.03.2017

Detailed Programme

Monday, 27.03.2017

Meeting point: Main entry of the University, Palace, East Wing, ground floor (from 12:30h)

13:00-13:30h: Welcome to the University of Mannheim. Introducing the Hosts and Visitors

Palace, Wing "Schneckenhof East", 4th floor, Room SO 418

Christian Hänger, Mannheim University Library, and the library team

13:30-14:45h: The University of Mannheim Today. Higher Education in Germany

Palace, Wing "Schneckenhof East", 4th floor, Room SO 418

Kerstin Bach, International Office, University of Mannheim

15:00-17:00h: Guided City Tour

Meeting Point: Palace, Entry to the Court of Honour

Tuesday, 28.03.2017

09:00-10:00h: Mannheim University Library. Academic Libraries in Germany

Palace, East Wing, ground floor, Room O 26-28 ("Senatssaal")

Annette Klein, Mannheim University Library

Mannheim University Library is a middle-sized academic library with a strong focus on social sciences, business and economics. Some general information about the size and location of the five branch libraries will be given. As the individual academic libraries in Germany are closely cooperating in different contexts, the situation of academic libraries in Germany, their organization, funding, personnel and activities, are also explained.

10:00-12:00h: The University Library as a Digital Research Library

Palace, East Wing, ground floor, Room O 26-28 ("Senatssaal")

Christian Hänger, Mannheim University Library

Stefan Weil, Mannheim University Library

10:00-11:00 Part I: The concept of a digital research library: Presentation and discussion

We start with a presentation about the concept of a digital research library and give a short overview about the collections and digitization projects at Mannheim University Library. All projects contain the digitization of the material and generating OCR and support the research at the university in the field of economics and history.

11:00-12:00 Part II: The technical infrastructure for a digital research library

We outline the technical infrastructure for a research library. First we will cover the opportunities and boundaries of scanning historical material. Then we will deal with our software Kitodo for handling and presenting the images and the metadata. We will finish with a short overview of the process of generating OCR.

12:00-13:00 Lunch at the "Mensa" (university canteen)

13:00-15:00: Visiting the Branch Libraries an A3, A5, and the Lending Center

Meeting Point: Entry to the Lending Center, Palace, West Wing

Angela Leichtweiß, Mannheim University Library

Eugen Underberg, Mannheim University Library

Katharina Selzer, Mannheim University Library

After lunch we will visit the new Central Lending Library Westfluegel. Most of the loans from Mannheim University Library are managed from this library section: Loans from the open stack collections on-site including the textbook collection, loans of delivered literature from the closed stack collections and interlibrary loans. Afterwards we will take a short walk and visit the two subject specific branch libraries A5 and A3, both with large non-circulating collections and areas for group study and individual work.

15:00-17:00h: Presentations by all participants

Palace, East Wing, ground floor, Room O 26-28 ("Senatssaal")

Moderator: Matthias Pintsch, Mannheim University Library

Presentations in detail:

15:00h: The Research Support Service at the University of Valencia libraries

Cristina Tomás Martínez, University of Valencia, Libraries and Documentation Service

Traditionally, the libraries of the University of Valencia have offered services directed to the research staff of the university. However, the results of the annual satisfaction surveys aimed at this group showed that these services were the least known and used.

The Communication and Training section in which I work, with collaboration of the libraries assumed the study and analysis of the weaknesses of these services and proposed a series of improvements.

In November 2015, a working group was formed, coordinated by the Communication and Training section with the objective of unifying and giving coherence to the services of support to research. The following lines of action were worked out in small teams:

1. Detecting the needs of researchers.

2. Creation and diffusion of research support material.

3. Approval of a catalogue of services common to all libraries.

4. Attention to users regarding researcher profiles.

5. Collaboration with other services of the university that provide support and advice to researchers: Research Service, Unit Chair for Scientific Dissemination, etc.

6. Training of library staff responsible for providing these services.

After more than a year of work, most of the objectives have been achieved and a more unified and visible service is given to researchers who have benefited from the actions carried out: incorporation of new services, workshops to advise the researchers in the accreditation processes, six-years research evaluation, visibility and institutional repository and creation of a portal to support research. From this portal all the services are accessed and the necessary information is obtained to support the researcher in the different phases of their research process (production, dissemination, communication and evaluation).

15:15h: Research Data Services at the University of Groningen

Maarten Goldberg, University of Groningen, University Library

Topics I would like to present:

1. University and UMCG policies towards Research Data and the collaboration of the University Libray and ICT department in a Research Data Office;

2. The Human Subject Research Programme: with a focus on the development of FReDS: FAIR Research Data Services for safe storage and collaboration;

3. Tools for data management, developed in Groningen: the RDMP webtool and Toolbox Clinical Research

4. Services for publishing and archiving data: DataverseNL, the GIA (Archaeology) repository. Describing datasets in the Groningen Current Research Information System (Pure)

15:30h: Subject librarians and researcher support

Annelie Ekberg Andersson, Karlstad University Library

The purpose of the presentation is to give a view of Karlstad University with focus on Karlstad University Library. The University has approximately 10,000 students and

approximately 260 researchers. Research fields include inter alia; communication and services, pulp, paper and surface treatment, tool materials, education, tourism and leisure and gender relations. To meet future demands for sustainable development, much research at the university is multidisciplinary. Karlstad University Library is divided into four fields of operations lead by separate coordinators, whom together with the Library Director form the management team of the library.

My field is Subject librarians and publishing. Within my field, we work mainly with researcher support. For example, we offer a course to PhD students in Information Retrieval 3HP/ECTS. The course is catered to Ph.D. students in the beginning of their research careers, who want to learn more about information seeking for research purposes, reference management, copy right issues, open access ("OA"), bibliometrics and how to publish research. The course is held twice annually.

The library is responsible for the research repository, DiVA. The subject librarians work together with our publishing editors to secure the quality and also to check self-archiving and if OA is possible.

In January we completed a bibliometric analysis. The bibliometric analysis consisted of two parts: a citation analysis based on publications during the years 2011-2014 that are indexed in the Web of Science and a complementary publication analysis for the years 2011-2015, based on the so-called Norwegian list. All data was retrieved from DiVA. We used KTH Royal Institute of Technology as supplier for the analysis.

15:45h: 'I'll meet you in the locker room': Engaging with patrons in usual and unusual places

Magnus Rom Jensen, Norwegian University of Science and Technology, University Library

Embedded librarianship has long been an aspirational goal for academic libraries. This presentation hopes to show how librarians can engage and, to various degrees, embed with patrons in an academic setting. Initial meetings (where and how to meet our patrons), as well as tips for dealing with issues such as boundary setting and discussions of co-authorship will be addressed. I will use examples from my own experiences working with researchers in political science.

16:00h Short coffee break

16:15h: Democratization of Information: Role of Networked Library System of TISS

Veeresh Hanchinal, Tata Institute of Social Sciences, Library

Once, print documents were the main source of collection in any library but today due to ICT the electronic collection has grown in manifold particularly in academic libraries. And it is evident that the readers are attracted by the array of benefits that the technology provides in accessing e-resources. A reader may be looking for information for his/her assignments/seminar presentation/research study/end semester examination etc. They visit the library thinking that their need will be met in the library. This has necessitated the academic libraries to augment their resources & services in tune with the reader's demands/expectations. The teaching, research & outreach programmes are the core activities of TISS a multi campus university, and how a robust networked library system comprising of four campuses supports these activities by strengthening and enhancing its resources, by providing effective services and facilities to the user communities at large is highlighted in this presentation.

16:30h: Orcid - implementation at the Charles University

Lucie Korhoňová, Charles University in Prague, Central Library

The presentation will you lead through the steps of implementation of personal identifiers at the Charles University. From the Idea to the goal. The Presentation will show the main points of the provision of the rector and introduce you to the main ideas. At the end the main barriers and problems we are facing at the university will be mentioned.

16:45h: The UAB preservation policy – evaluating the trustworthiness of our repository

Núria Casaldàliga, Universitat Autonoma de Barcelona, Library Service

One of the UAB Libraries 2015-2018 strategic plan goals is to boost the research support activities. It includes some specialized services like Research Assessment and Accreditation, an Intellectual Property Advisory service, support with the data management plans and by all means to improve the Institutional Repository quality and guarantee the preservation of its content. The Dipòsit Digital de Documents (http://ddd. uab. cat), our institutional repository, collects the scientific and scholarly production of the university, as well as the digitization of heritage funds. In the latest few years we have designed an evaluation process that aims to contrast the stability, security and trustworthiness of the repository, following two standard tools: the National Scheme of Security (ENS) and the ISO 16363:2012. Different services and areas of the University have participated in this audit, besides having the advice of an

external auditor. We wanted to evaluate the well-functioning preservation systems established, as well as to plan the actions to be applied for a more efficient long-term management and preservation. As a result of these evaluations we have developed our Preservation policy, which establishes the technical and economical sustainability of the repository as well as its risks management policy. All in all, I will introduce our library service and focus on all the aspects mentioned.

Wednesday, 29.03.2017

09:00-12:00h: Designing Library Spaces, including Visits to the Learning Center and to the Branch Libraries in the Palace

Palace, East Wing, ground floor, Room O 26-28 ("Senatssaal")

Katharina Selzer, Deputy Department Head Administration, Budget and Technical Services, Mannheim University Library

Angela Leichtweiß, Deputy Department Head Library Services, Mannheim University Library

After a short overview about the structural alterations and redesigns of the Mannheim University Library and its branch libraries during the last years, we will visit the Learning Center, built in 2014, as an example for innovative co-working space. By contrast, we will have a look at two library branches afterwards, that are also quite modern but predominated by individual workstations and subject-specific reference collections. With these impressions in mind and after a short introductory presentation we will discuss about current developments (and challenges!) in designing library spaces.

12:00-13:00h: Guided Tour to the Palace of Mannheim

Meeting Point: Entry to the Museum of the Mannheim Baroque Palace

Lunch at the restaurant "Hemmlein" (traditional German food)
Address: S 2,2, 68161 Mannheim

14:00-15:00h: Visiting the Library of the Institute of German Language (IDS)

Address: R 5, 6-13, 68161 Mannheim

Monika Pohlschmidt, Head of the Library of the Institute of German Language

15:00-16:00h: Managing Research Data for the German Language

Marc Kupietz, Researcher at the Institute of German Language

Thursday, 30.03.2017

09:00-12:00: Presentations by all participants

Palace, East Wing, 1st floor, Room O 138 ("Fuchs-Petrolub-Saal")

Moderators:

Marion von Francken-Welz, Mannheim University Library

Jorge Murcia, Mannheim University Library

Presentations in detail:

9:00h: Designing library spaces – From spatial and functional program to the LC

Roswitha Lang, Vienna University of Economics and Business, University Library

In 2013, after four years of construction, WU's new, modern campus was completed on a piece of land between the Messe Wien exhibition grounds and the Prater Park. The Library & Learning Center designed by Zaha Hadid Architects, Hamburg, is located in the centre of the campus.

During a long planning phase, big efforts were made to define spatial needs on the one hand, and the LC's different functionalities on the other hand. Some implementations were modified during the design process, others had to be changed after relocation.

The LC intends to be a multifunctional building and a "students' house": it shelters not only the library but also several service offices (IT Services, ZBP Career Center), the Study Service Center (admission office, international office), the assembly hall and ceremonial halls, the WU shop and a café. Therefore, WU students now have access to all academic services in one location. From the beginning, the Library & Learning Center was planned as landmark of the new campus whose main characteristic is the cantilevered roof with the monitor.

Nevertheless, the LC's centrepiece is the central library with the integrated learning center: the latter offers 1,500 self-study workplaces for various needs and requirements (quiet areas, communicative areas, Newslounge, a coffee corner, and project rooms). Different self-service systems facilitate the students' work and would permit twenty-four-seven opening, which is currently realized for staff only.

The relocation from the old university campus to the Prater area made it possible to redefine the library's organizational structure: before it was divided into approximately 65 separate units, which were aligned either to the departments or to the library.

Finally, at the new campus a one-tier library system with four branch libraries (Central Library, Library for Law with the Collection Tax Law, Library for Social Sciences and Library for Business Languages) was established. Furthermore, the internal library organization was structured into the following administrative units: Collection Management, Media Management, Reader Service, Service Management, Old Inventory Management, and the staff unit Acquisitions, Finances, and Financial Control.

The LC's architecture reflects many of these functionalities and responds to one main request: the library spaces to be flexible for future needs or adaptations.

9:15h: Agile and flexible development of library premises in co-operation with customers – case Tampere University Library

Outi Viitasalo-Ruusukallio, University of Tampere, University Library

I'll be describing our "Building Linna" project, its background, content and outcomes. In this project we put two library units with their books and staff together and at the same time answered the changing needs of our studying customers, all this within the same four walls. What happened? Actual demands created new creativity and we started to grow a new, agile attitude towards developing library premises.

9:30z: MRU Library -- User-Friendly Environment and Quality Services

Vilija Ulienė, Mykolas Romeris University, Library

MRU Library serves as an educational and information centre for the University academic community. To ensure comfortable reading and learning conditions Library provides more than 520 working places including 130 computerized and 6 specialized working places for users with disabilities.

The University Library has over 245 000 printed volumes including books and periodicals as well as access to more than 200 000 e-books and 20 000 e-journals. About 1000 items are added annually. 70% of the main Library collection is available in open access.

Apart the traditional services Library offers an increasing amount of various modern educational services, training sessions, skilled subject librarian consultation, workshops etc.

The main Library goals are creating a friendly comfortable environment and assisting in users self-education development, providing an accesses to all printed and electronic Library resources and continually improving Library staff professional skills in order to develop the quality of Library services.

9:45h: The University Of Applied Sciences Vorarlberg and its library

Monika Ambrosch, Vorarlberg University of Applied Sciences, Library

Our FH is a very young university. The start of the Applied Science University degree pilot course in automated production was in the year 1992 with 45 students. In the meantime we have more than 1220 students in four full-time and part-time degree programs.

With over 70,000 media, the library at FH Vorarlberg is a hub for published knowledge. In addition to books, periodicals, CDs and DVDs, we provide access to thousands of e-books and e-journals as well as countless specialist databases. Our collection focuses on the contents of the programs offered to students at FH Vorarlberg and include the fields of economics, technology, design and social sciences. Our library also provides a locale for communication and academic work.

My talk will include a presentation of the local situation of our library, our workplaces and the student's learning and communication places.

10:00h: Developing Wroclaw University Library (WUL) as a hybrid library in the Digital Age

Grażyna Piotrowicz, University of Wroclaw, University Library

At the beginning some general information about WUL will be given (location, collections, membership in organizations), then *hybrid library* understood as an integration of virtual/electronic part of the library and the physical place will be defined. The presentation of the virtual/electronic part of WUL will be based on its Website with a digital library, a portal for cultural heritage, a repository, electronic resources, online services, e-learning for library training, etc. Special attention will be focused on the application of digitization and IT used for cultural heritage protection, distance access to digitized historical card catalogs, projects' realization. Some interesting databases will be shortly described. Then the WUL as a physical place will be presented. At the moment WUL moves to new library building, were arrangement of library space will ensure free access to the shelves, rooms for individual and group work and different technological devices will provide full access to local and distance information resources. In both library spaces: virtual and physical - the concept of *Information Commons* is put into practice and then it will evolve to the form of *Learning Commons*. It is expected that in the new library building WUL will develop as the *Learning and Resource Centre.*

10:15h: Short coffee break

10:45h: Making the Library interesting for Students and Researchers

Anne Gunn Bekken, University of Oslo, Law Library

The presentation describes current successful practices at the Law library at the University of Oslo, concerning services to students and researchers. It also describes plans for developing the services.

11:00h: Services and products: Improving the customer experience through technology and customer commitment.

Amada Marcos, IE University/Business School, IE Library

I present the current innovative technologies available in la Biblioteca ie:

ie Library Account APP with new features with the paypal fines payment (deadline plus aplicability social responsability), Smart Spaces, Social Bubles, Gesture Recognition Devices, Leap Motion, Robot (Pepper) and the impressive ie WOW Room.

11:15h: Teaching information literacy in active learning online courses

Vilve Seiler, University of Tartu, Library

The aim of this presentation is to demonstrate an online learner centered model for online teaching of information literacy, developed at the University of Tartu Library. The courses are built upon the methods of active learning. During the course, the students complete information search exercises on their own research topic, practice reference management and get personal feedback from subject librarians tutoring the course. The model has been successful for different target groups at the university and outside academia. Recently a new research data management module was added to the course for doctoral students.

11:30h: knowledge:coffee– 30 minutes pitching of a theme

Anne L. Lorange, Norwegian University of Science and Technology, Dragvoll Library for Humanities and Social Sciences

When purchase policy changes from buying printed material to buying e-books and journals – what to do with empty shelves and areas?

How can we collaborate with the faculties and researchers to get their research out to everyone?

We fill the library with added value - something the students didn't expect to get from us.

11:45h: Electronic Resources Management and Assessment: What We Do. What We'd Like To Improve

Maria Jesus Garcia Mateu, University of Valencia, Information resources management

Electronic resources are very important in the bibliographic collection of the university libraries. E-journals, databases and e-books have grown enormously and their management has demanded changes in workflows and in the tools we use.

Many different issues have arisen regarding this type of resources and librarians have to face new challenges. Individual titles and bundles, varied platforms, publishers and vendors, concurrent users, perpetual purchase, EBS, PDA… All this can't always be managed in an efficient way with the traditional library systems. The available tools have evolved to be able to give an answer to these needs.

At the same time, the use of e- resources by students and researchers have also increased. The knowledge they have about them is bigger and bigger even though they are not always aware of the complexity of the management and of the restrictions publishers often impose.

Lastly, we are talking about very expensive resources. The library budget is limited but some prices are always growing and the expenditure in e- resources is very high. University libraries are struggling to maintain subscriptions to some e-resources… sometimes at the expense of other acquisitions. So, nowadays it's more important than ever the assessment of the electronic collection and its use and cost.

The collection of e-resources in the University of Valencia is big. In order to handle it, we work with SerialsSolutions, 360 Core and Summon by Proquest and our library system is Innovative's Millennium. All changes are tracked in SerialsSolutions and are immediately visible in Summon. Every month bibliographic records for electronic journals and holdings as well as e-books are charged in the catalog and sent to union catalogs. Some links have to be revised and access have to be activated and claimed. Once a year, usage statistics are obtained and analyzed in order to renew or cancel subscriptions.

We are now checking and proposing changes to this workflow in order to work more efficiently. A new system is going to be bought since we need an easier management of the collection. We'd like to work with a single tool and achieve a better assessment of the resources. Finally, we have to improve communication with the university teachers in order to better support their research task.

Sharing experiences with other universities is a good way to learn how others are working at the same processes as you, how they have solved the problems you are struggling with and how you can find new ways to work in a changing environment.

12:00: Light Lunch (in O138)

13:04h: Departure of the tram no 7 from Mannheim University to Ludwigshafen, BASF Tor 1/2

13:30-14:30h: Visiting the Learning Center of BASF

Address: Carl-Bosch-Straße 38, 67063 Ludwigshafen

Laura Landau, Learning Center, BASF

15:28h: Departure of the train to Neustadt, Weinstraße from the station Ludwigshafen, Mitte (S1, track 1)

16:00h: Guided City Tour "The master printer tells about guilds, peasant warriors and reformers"

We'll go on a journey through the historic town of Neustadt an der Weinstrasse with its winding streets, picturesque half-timbered houses, imaginative Fountain, the Gothic collegiate church, the historic square ... The turbulent city history comes to life, and tour guide Michael Landgraf tells about the beginning of printing and the Reformation 500 years ago.

18:05h: Departure of the train to Mußbach

18.30h: Dinner and Wine Tasting at the Vinery „Klohrer Winzerhof"

We're tasting 6 different wines of the Palatinate region, and having regional specialties for dinner: sausages, liver dumplings, sauerkraut and "Pfälzer Saumagen" (stuffed pig's stomach).

Possible connections back to Mannheim departing at Mußbach station at 20:46h and 21:20h (change trains at Neustadt-Böbig).

Friday, 31.03.2017

10:00h: Developing Open Source-Software for Library Services

Palace, East Wing, ground floor, Room O 26-28 ("Senatssaal")

Stefan Weil, Mannheim University Library

Philipp Zumstein, Mannheim University Library

10:00-11:00 Part I: Presentation and Discussion

We start with a presentation and explain shortly what Open Source is. Afterwards, we discuss together advantages and disadvantages of Open Source. Then, we continue our presentation in more details with the following topics: our approach for software, using open source in our library world, and developing open source software for library services.

11:00-12:00 Part II: Live Demos

We can show you any Open Source we developed or contributed to, and it is your choice which projects are most interesting for you and should be shown live.

12:00h: Concluding Discussion, Feedback

12:30h: Light Lunch and Farewell