



WAM25 - Walk-in access to e-resources in the M25 Consortium

**‘Access all areas’
Joint conference SWRLS /JISC RSC-SW**

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Maureen Wade
Head of Library Services, LSE



WAM25 - Walk-in access to e-resources in the M25 Consortium

- **The M25 Consortium of Academic Libraries**

was formed in 1993 with the aim of fostering cooperation amongst its London-based, higher education member libraries in order to improve services to users.

- **The Mission of the Consortium is:**

To develop and improve access to library and information services across the region in support of learning and research, by facilitating co-operation amongst Consortium members and by collaborating with relevant regional and national organisations.



Membership of the M25 Consortium

Membership

- University of London institutions
- “New” universities within London
- HE outside London – South East & East RDAs
- Non-HE academic-related institutions in London eg museum libraries

- **Institutional diversity**
- **Common agenda based on collaboration**



M25 Consortium facts

- **Top 10 M25 Consortium facts include:**
 - 58 member institutions (160 site libraries)
 - 1 million registered users (20% from outside HE)
 - 35 million visits to Consortium libraries p.a.
 - 28 million loans p.a.
 - £44 million collective annual purchasing power, spent on books, journals, e-resources, other media
 - Library staff answer 80,000 enquiries per week in term-time

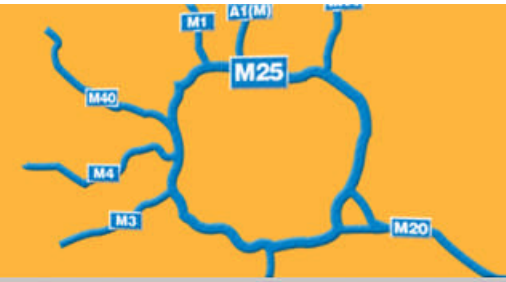




M25 Products and Services

- CPD25 Staff development programme
- InforM25 suite of services
 - Find a library
 - Visit a library
 - Search catalogues
 - Union List of serials
- Disaster planning website
- Service level templates
- Staff development policies





WAM25

What is WAM25?

(Walk-in access to e-resources in the M25 Consortium)

- Feasibility study as part of HEFCE Shared Services initiative
- Initial aim to set up pilot project of up to 8 member institutions
- If pilot successful, aim to roll-out across whole of M25 Consortium
- Potential model for other regional / national schemes



Background to WAM25

- Initial idea at M25 Steering Group in September 2006
- M25 Resource Discovery working group asked to develop project brief
- HEFCE Shared Services call for expressions of interest –April 2007
- HAERVI project running in parallel – HE Access to e-Resources in Visited Institutions <http://www.ucisa.ac.uk/haervi/haervi.aspx>
- WAM25 – a potential test bed for HAERVI recommendations
- M25 Consortium track record in collaboration – reciprocal access scheme taken up nationally (SCONUL Access)



Strategic drivers for WAM25

- M25 Consortium strategic aim of providing reciprocal access to library collections
- Move to electronic-only resources undermining this aim
- JISC work in providing walk-in access clauses in model licences not being fully utilised in practice
- RIN/CURL report on researchers' use of academic libraries highlighted importance of e-resources
- SCONUL/UCISA sponsored HAERVI project – clearly a national issue
- M25 Consortium – an existing collaborative and governance infrastructure can provide test bed



Walk-in access - some issues

- Authentication & authorisation
- Legal issues – JANET acceptable use; licenses
- Identifying walk-in access clauses in individual licences
- Technical issues – hardware and software
- Staff resources required for set-up and administration
- Financial implications
- Fear of “swamping” by walk-in users



WAM25 - Progress so far

- August 2007 - initial EOI successful
- Dec 2007 – funding agreed by HEFCE for feasibility study into WAM25 pilot project
- Jan 2008 – consultants appointed
- Feasibility study completed end June 2008



WAM25 feasibility study outcomes

- Conclusion: shared service could and should be done
- Identified user demand for walk-in access
- Identified demand for central support in setting-up walk-in access
- Set-up costs for pilot project identified
- Eight partners for pilot project to cover different library types /locations
- Technical solutions to be flexible and take account of different library environments
- Evaluation of pilot project to assess business case for expanding service across whole M25 Consortium



Feasibility study: benefits of WAM25

- Cost-effective means of expanding access to information resources
- Exploiting investment already made by CHEST, JISC and SCONUL
- Essential modernisation to mitigate loss of access to printed materials as libraries move to e-only policies
- Maintaining quality of library and information services in the region
- Maximising overall expenditure in M25 Consortium on e-resources (currently £25m)
- Shared service and collaboration means less cost in setting-up service / taking out additional subscriptions



WAM25 pilot project

- Projected timescale: Oct 2008 – June 2009
- Project partners:
 - Institute of Education
 - London School of Economics & Political Science
 - London School of Hygiene & Tropical Medicine
 - London South Bank University
 - University of Greenwich
 - 3 additional partners: *Imperial College; University of Reading; University College of the Creative Arts*



Aims of pilot project

- Test out issues involved in provision of walk-in access to e-resources
- Provide central support to enable project partners to implement walk-in access cost-effectively
- Establish and disseminate best practice amongst the pilot partners
- Confirm financial and non-financial benefits of walk-in access
- Confirm costs and potential cost savings involved
- Enable project partners to provide wider range of e-resources to their users
- Investigate feasibility of wider roll-out of service



Key challenges for WAM25

- Lack of local IT support
- Need for low as well as high-tech solutions for range of M25 members
- Need for joined-up *resource discovery* - how do users find out where stuff is?
- Effective marketing of service to users is crucial
- Getting buy-in of front-line library and IT staff
- Need for interim access management solutions while FAM beds down
- Simple, resource-light solutions needed to make wider roll-out viable



Watch this space !

Questions?