

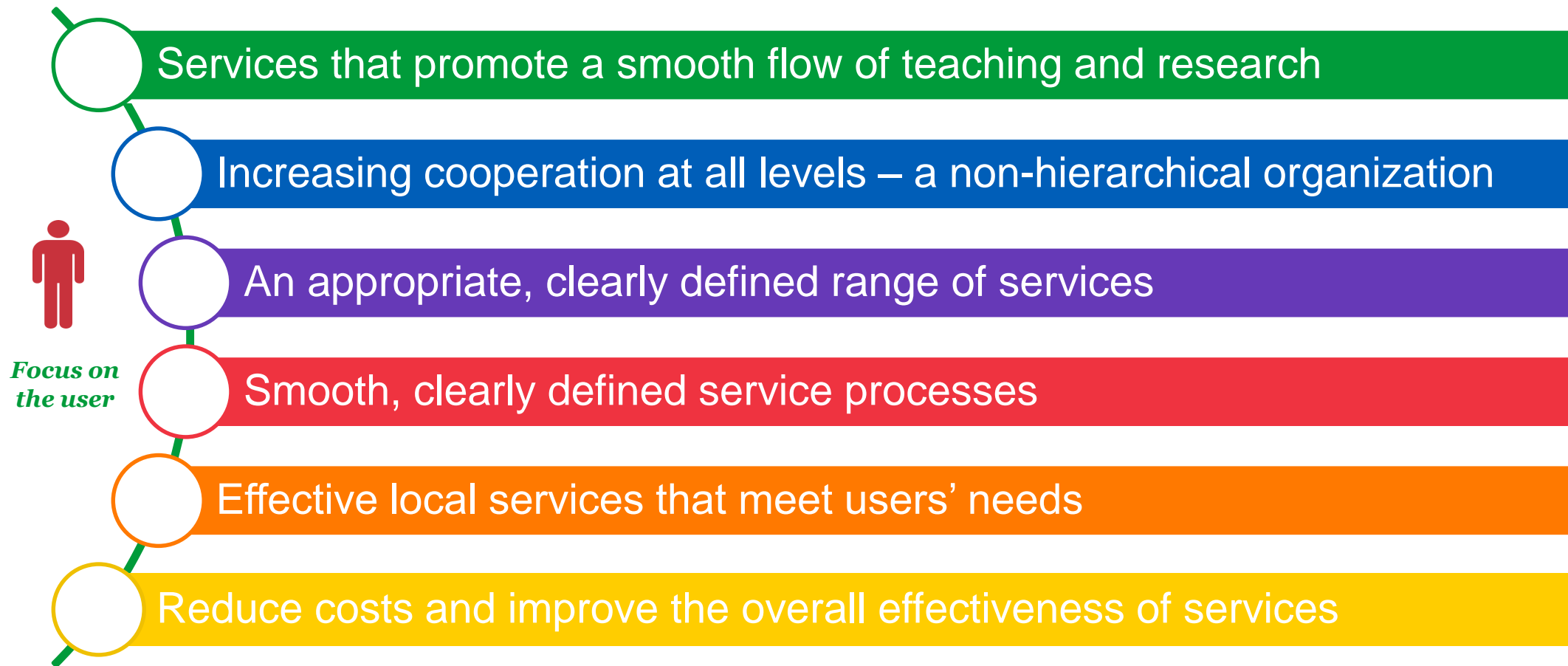


Aalto-yliopisto

Reorganization of library services at Aalto University

Ella Bingham, Research Service Days 23-24 Aug 2018

Service design drivers at Aalto University



Changing needs

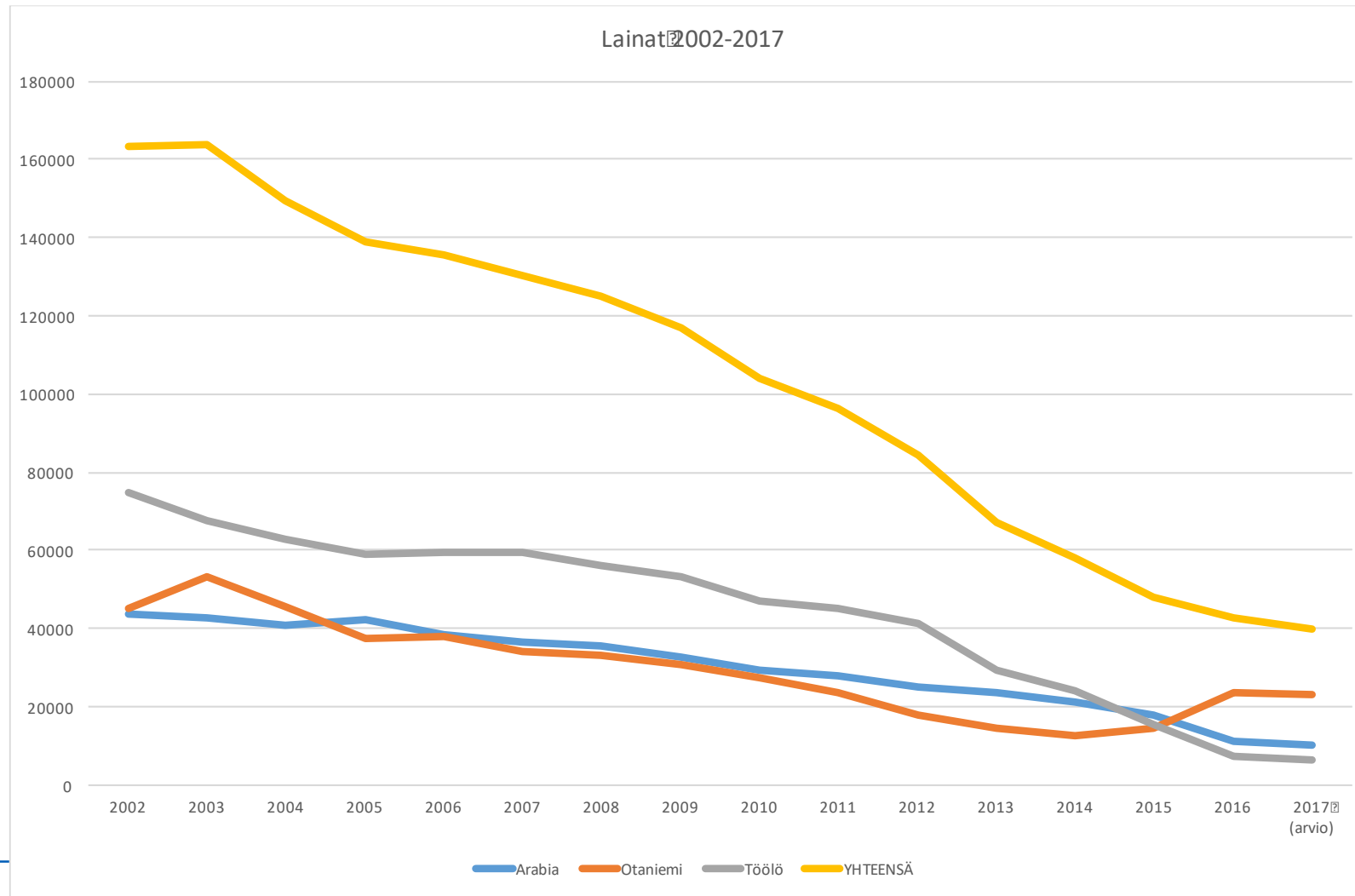
**The needs of the customers are changing;
The ways of serving the customers are changing;
University campuses are changing**

The physical library premises are adapting to the changes:

- Less printed materials: freeing up the space for other needs
- Flexible spaces for academic activities:
- Learning spaces for individual or group work in research or teaching
- Events, conferences, workshops
- Art exhibitions
- Maker spaces and studios with infrastructure: audio-visual, VR, 3D printing, crafts, etc.



Usage of printed library material is decreasing



Customer needs in the university

Digitalization and campus development

- Customer needs and customer service is changing
- All services become partly digital

Focus in students

- Learning services to ensure the best possible teaching and learning
- Library: Access to electronic and printed materials; Spaces for learning

Focus in researchers

- Services to help the researchers to reach top level and impactful results
- Library: Access to electronic and printed materials
- Library: Help in publishing, open science, and data management

Support for university management

- Evidence-based decision-making: statistics, archives

Library services reorganized

Library service personnel of 62 persons divided into:

Learning services
(Vice President for...)

(ca. 25 persons)
Face to face customer service at the main library and service hubs. Responsible for the physical premises.

Research and Innovation services
(Vice President for...)

(ca. 25 persons)
Library resources: books, journals etc.
Open science: help in publishing and research data management.
Research Information System ACRIS.
Bibliometrics.

Leadership Support Services
(Development Director)

Management Information Services (1 person)
Records Management (2 persons)
Textual and visual archives and digitization

IT Services
(Chief Digital Officer)

(3 persons)

Service organization is built around customer needs

Learning services

- Fluent service processes
- Student-centered view: service hubs
- Teacher-centered view

Research and innovation services

- Fluent service processes
- Support for funding applications – publishing – data management – research evaluations – etc.
- Research infrastructures (Library is one!)

The user does not need to walk between service functions!

For service personnel, possibilities for increased expertise, and learning new tasks

New organization planned together with library personnel

Autumn 2017:

Individual 1-on-1 *discussions* with everyone -- expertise and wishes.

Discussions with current supervisors.

YT process but *no cuts in personnel* headcount. HR support provided.

December 2017:

New organization published. For most people, the *tasks remained mostly the same*.

January 2018:

Work *started* in new service organizations.

Spring 2018:

Fine-tuning of job descriptions.

Organizational changes *not visible for the customer*.

What happened to Library?

All services are still there:

- Books and journals
- Personnel in the main library building
- Service email addresses handled by several teams
- Service structure is invisible to the user!



Library not directly visible in the service organization chart

- Learning Services contains a team of face-to-face student service personnel
- Research and Innovation services contains two teams: Library Resources; Open Science and ACRIS
- No “Director of Library” but all national/international network representatives are found

RIS, Research and Innovation Services

**Vice President of
Research and
Innovations**
Tuija Pulkkinen

**Research Strategic
Support (REST)**
Ella Bingham

Research Strategic Services / Ella Bingham
*(Research assessments, strategic planning,
research infrastructures etc.)*

EIT and Platform Services / Marja-Leena
Markkula
(Support for multidisciplinary)

Library Resources / Mari Aaltonen
(Acquisition of books, journals etc)

Open Science and ACRIS / Anne Sunikka
*(Support for publishing, data management and
the research information system)*

**Research and Innovation
Services Unit (RISU)**
Mari Pietikäinen

Pre-award / Outi Kivekäs
(External funding applications)

Legal&info / Minttu Lintera
(Lawyers and project archives)

Innovation and Entrepreneurship / Matti Korpela
•ASUC / Marika Paakkala
(Support for innovations and startups)