

## Hot Topics – Views raised in general discussion at “round tables” in Session 181 at the IFLA WLIC 2014

IFLA Academic and Research Libraries

### General

- What are the pain points in meeting the needs of our users? Just-in-time problem solving. Anticipate the needs.
- What are the ‘pain points’ for the faculty? Bibliometrics and research evaluation are some good ‘hooks’ to get closer to the faculty. Faculty tenure/promotion concerns are related to this. Faculty – library relationships, interaction and communication. Our librarians’ skill sets changing; we can’t sit at the reference desk, need new skill sets.
- Being able to say ‘No’, so you can say a better ‘yes’. We can’t keep doing ‘everything’ all the time.
- Hard to keep up with increasing student expectations, e.g. mobile apps.
- Collaborate with all stakeholders

### Based on Jim Neal’s presentation

- Are librarians/library managers suitably skilled to cope with a world of ‘permanent beta’?
- Easier for big libraries such as Columbia to seek partners than smaller libraries – take what you are given?
- Importance of working beyond comfort zone, but not easy for libraries to do that
- Importance of having the right leadership to do these things (many libraries don’t!)

### Based on Madeleine Lefebvre’s presentation

- Fast food mentality – immediacy: Madeleine’s question: Are we providing a ‘fast food’ approach to student research at the expense of encouraging students to explore and find resources for themselves? Is that a good thing for libraries to pursue?

### Based on Hildegard Schaffler’s presentation

- Depends on type of library you are/where you are located in world – current model can seem more or less ‘broke’ to some than others.
- Little enthusiasm for libraries as publisher, but see role for librarians in informing academics/researchers of OA developments
- Potential for libraries to administer OA funds for books (as many do for OA journal publishing)
- One view (not shared) that libraries should stop supporting current publishing model in humanities and push for self-publishing models

### **Based on Louise Jones's presentation**

- Importance of ongoing communication, better to over-communicate than say too little
- We have to make change, but how? New services and new skills. Change management and new technologies; Technology, People and Processes (TPP); Often it is not the technology that is the challenge, but the people and processes part, which people often underestimate. Louise Jones' two questions very relevant: What might a successful change management process look like? What are most challenging aspects of a change management process?

### **Based on Samantha Becker's presentation**

- Some of the medium to long term developments are already happening in some libraries
- Importance of librarians helping their organisations understand the implications of the developments