

# Serve you right?

Clare Jenkins

Director of Library Services

Imperial College London



# Imperial Today

- Leading research based university, specialising in Science, Technology, Medicine and Business
- 2700 academic and research staff
- 10,000 students (one third postgraduate)
- 6 campuses across London and 2 in South East England
- Culturally diverse with staff and students from every continent



# Imperial Today (2)

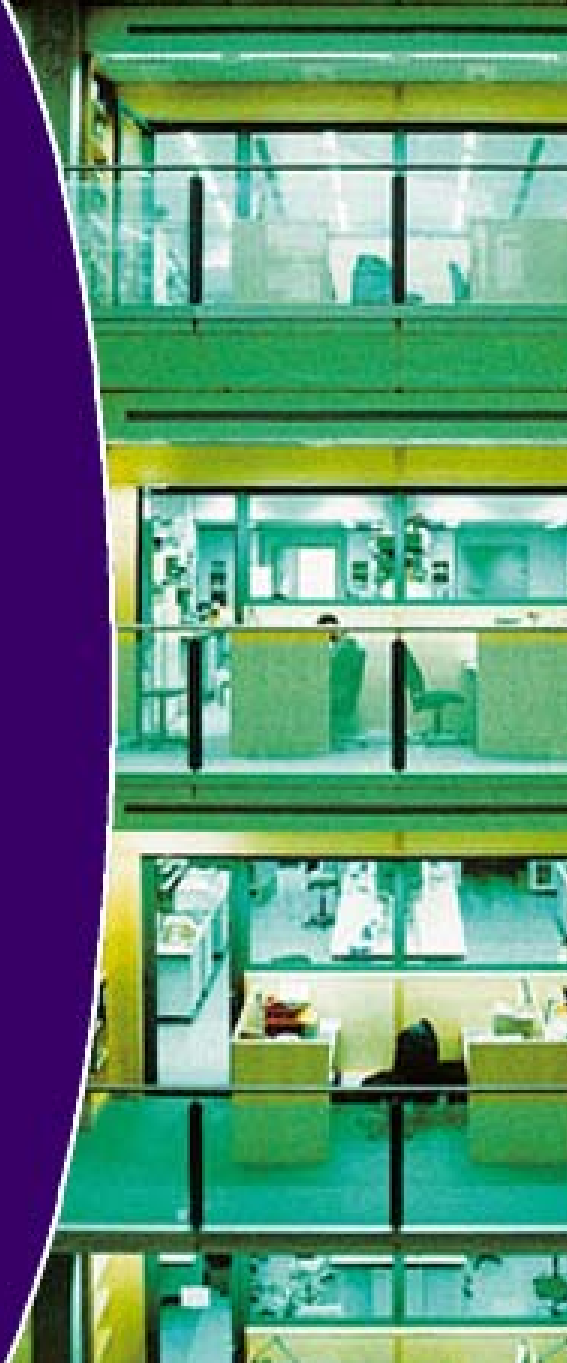
## Authors to readers

- Imperial international reputation for its research
- Among top four research universities in the UK
- Many of our readers are authors and our authors are readers



# Impact of digital libraries

- For research
- For teaching and learning
- For information professionals
- For library buildings
- For collections and services



# For research

- Academics and senior researchers, make very little use of 'library as place'
- Desk top access the expectation
- Information comes to the researcher
- Information overload
- Skills to use digital resources effectively?
- Some concerns about loss of serendipity
- Some concerns about 'isolation factor'



# For teaching and learning

- Wide range of information resources
- Multiple formats
- Library as place important – 24 / 7
- If it isn't on the web it doesn't exist
- Quality of web resources – need to develop skills in assessment/evaluation
- Information skills training – relevant, timely, accessible
- Supportive vs spoon-feeding
- Plagiarism



# For information professionals

- Wider and more challenging role
- Multi-skilled, flexible teams drawn from across the library service and beyond
- Getting the little things right
- Beware the 'nanny' mentality
- Strong links with faculty and curriculum development
- Pedagogic role increasingly important



# For library buildings

- Flexible space
- Multiple uses and zoning
- In STM disciplines primarily for student use
- Social and intellectual hub of the institution



# For collections and services

- Do we need to redefine concept of research collections?
- Self service
- Need to be responsive, relevant
- Filtering information – information portals
- Tailored services
- Selling / branding services / resources
- 24 / 7 services

← Photocopiers

Meeting R

← PC Cluster

Informati



# So What?

- Hybrid library for some time to come
- Increasingly divergent needs of research and teaching
- Increasingly demanding user base
- Increasing pressure to demonstrate value for money and do more with less
- Libraries need to prove they still have a role to play and be willing to adapt to survive.

