



Fiesole Retreat 23 Basel, 02.-04.05.2023

# **Linking languages – Multilingual approaches to library services**

**Thomas Marty, Managing Director SLSP**

# Outline

- 1 Overview of SLSP Swiss Library Service Platform**
- 2 SLSP's Multilingual Approach**
- 3 Challenges and Outlook**
- 4 Questions & Answers**

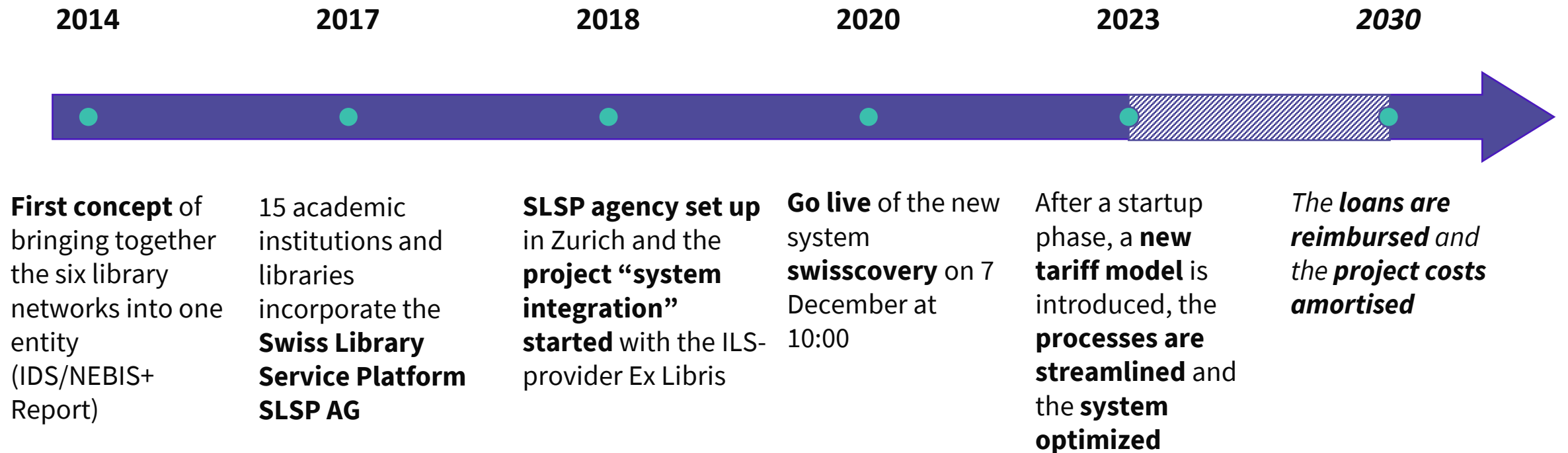
**Swiss Library Service Platform**

Fiesole 2023 Basel, 02.-04. May 2023

# Overview of SLSP - Swiss Library Service Platform



# SLSP timeline



# Mission Statement

- The **Swiss Library Service Platform (SLSP)** plays a key role in the digital transformation and aspires to be a **national competence centre for the management of scientific information in Switzerland**.
- SLSP is managing a **national, multilingual, centrally coordinated digital platform**, bundling and connecting Switzerland's scientific information and ensuring that it can be found continuously in multilingual Switzerland.
- In this way, SLSP makes an important contribution to strengthening international competitiveness and **maintaining Switzerland's leading position in education, research and innovation**.



# SLSP Strategy 2026

The Board of Directors formulated a strategy for 2026, defining **three major positioning elements** to guide the further development of SLSP:

- SLSP is an **independent service provider** and not a classical library network (Verbund)
- The two **main customers** of SLSP are
  - 1. Academic libraries:** university libraries, libraries of universities of applied sciences, universities of teacher education, libraries of research institutes and specialized research collections
  - 2. patrimonial libraries:** national library, cantonal libraries, specialized libraries, archive libraries
    - *Public and school libraries are not in the focus of SLSP*
- SLSP is an **innovative company** with a modern organisation, an agile mindset and an inclusive culture



# Incorporation and financing

- The Swiss Library Service Platform (SLSP) was founded in 2017 by the 15 founding institutions as a **non-profit public limited company (AG/SA)**. The shares remain exclusively in the possession of public institutions.
- The shareholder institutions have also co-financed the development of the platform and the associated system with repayable **loans of over CHF 10 million**. The Swiss Confederation contributed around **CHF 5 million** subsidies to the development via the higher education coordination funding (PBG P-5).
- An extension of shareholding institutions to (possibly) all Swiss Higher Education Institutions is planned for 2024.



# Stakeholders

As a national enterprise of the academic community and **present in all the Swiss language regions**, SLSP has many stakeholders:

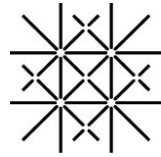
- **15 shareholder institutions**
- The **Consortium of Swiss academic libraries (CSAL)** with 41 members and 25 customers
- **80 customer institutions** of swisscovery
- About **490 libraries** connected to swisscovery
- More than **2500 librarians** working in swisscovery
- **Over 50 million system accesses by ca. 800'000 library patrons since Go Live Dec. 2020**, i.e. researchers, teachers and students from 36 universities, scientists from many federal research institutes and offices, as well as interested private persons from most Swiss cantons.



# Shareholders (15)



UNIVERSITÉ  
DE GENÈVE



Universität  
Basel

Hes·so

Haute Ecole Spécialisée  
de Suisse occidentale  
Fachhochschule Westschweiz  
University of Applied Sciences and Arts  
Western Switzerland



UNIVERSITÉ DE FRIBOURG  
UNIVERSITÄT FREIBURG



Università  
della  
Svizzera  
italiana



Universität  
Zürich<sup>UZH</sup>

Zürcher Hochschule  
für Angewandte Wissenschaften



hdk

Zürcher Hochschule der Künste  
Zürcher Fachhochschule



**ETH** zürich



Universität St.Gallen



FHO  
Fachhochschule Ostschweiz



*u<sup>b</sup>*

<sup>b</sup>  
UNIVERSITÄT  
BERN



Berner Fachhochschule  
Haute école spécialisée bernoise

# Branding



- **SLSP Swiss Library Service Platform** is the name of the provider entity (company) through which the services of the platform are provided.
- **swisscovery** is the brand of the main product of SLSP which contains the functionalities of the systems ALMA and PrimoVE from the Proquest company ExLibris.
- **Institutional Zones (IZ)** are the institutional/local/regional system units inside the Swiss network zone (NZ) of swisscovery. They are mainly relevant within the swisscovery system.



# swisscovery

- Main components of swisscovery are the two products **ALMA** and **PrimoVE** from ExLibris.
- swisscovery is uniquely adapted to the network of Swiss academic libraries, as it includes a **Swiss “network zone”** between the **31 current “institutional zones” (IZ)** and the worldwide “community zone” of ExLibris.
- The product swisscovery **includes training and support** to the libraries, provided by SLSP.
- Moreover, the management of library patron (end user) accounts in swisscovery is provided via the **central registration system “Edu-ID” from SWITCH**, a partner of SLSP. User management is located on the NZ level.
- **System updates, further developments and optimisations** are part of the product package, as well as participation in the **SLSP Forum** (customer community).



# SLSP Service Portfolio

## SLSP Service Portfolio 2023

### SLSP Services

Support

Implementation

Project

...

...

### SLSP Optional Products

SLSP  
Courier

SLSP  
Bursar

Agency  
CSAL

SLSKey

SLSP Biblio-  
graphies

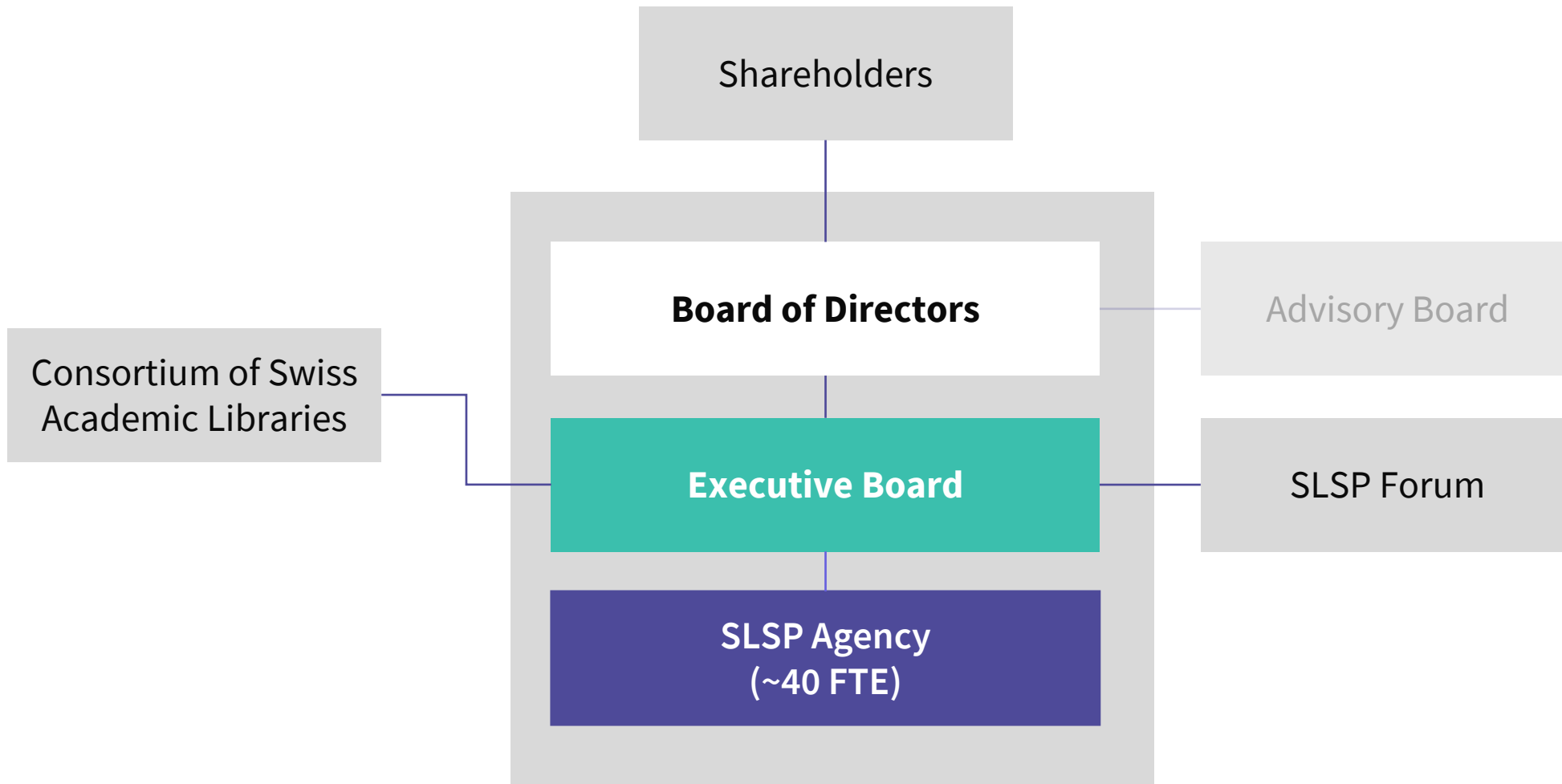
...

### SLSP Basic

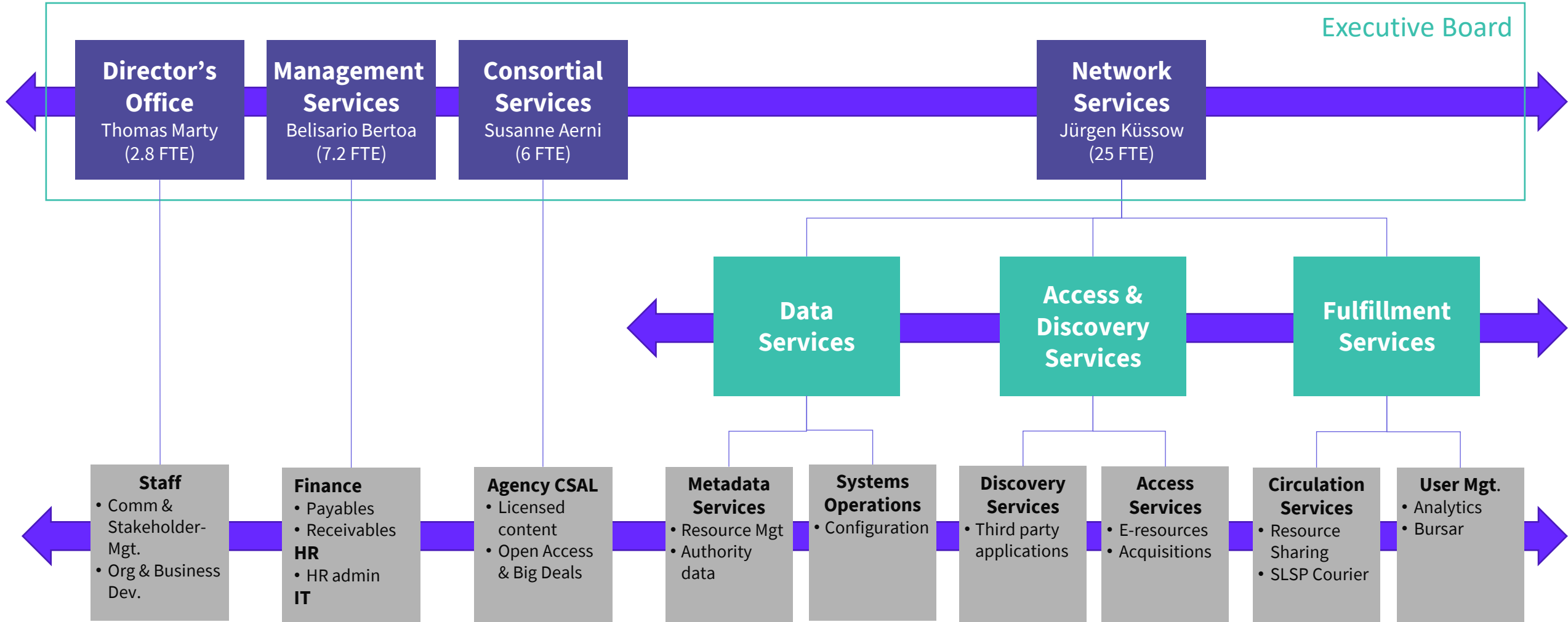
- Professional access to swisscovery (ALMA/Primo VE)
- End User Authentication (based on SWITCH eduID)
- Support
- Training
- SLSP Forum
- Continuous development and process innovation



# SLSP Governance and Organisation



# Organisation SLSP Agency



**Swiss Library Service Platform**

Fiesole 2023 Basel, 02.-04. May 2023

# SLSP's Multilingual Approach



# Levels of Multilingualism

- a. Technical level: Multilingualism in resource management (subject matter cataloging) and swisscovery's multilingual user interface
- b. Community level: Support, training and stakeholder management in four languages
- c. Cultural level: Integration of different linguistic cultures





# Swiss Library Service Platform

Fiesole 2023 Basel, 02.-04. May 2023

## A. Technical Level



# Multilingualism in Resources

- There are several ways to build multilingualism into the data model:
  - Multilingual authority data;
  - Indexing with authority data of different languages.
- The two metadata concepts coexist in swisscovery:
  - On the one hand, we have covered German, French and Italian with GND, IdRef and Nuovo Soggettario, respectively;
  - On the other hand, multilingual authority data are available with GND, STW, UDK and jurivoc.



# Multilingualism in Resources

|     |     |  |
|-----|-----|--|
| 100 | 1   | 880-01 Wiederkehr, René 1965- (DE-588)132339307 Verfasser aut  |
| 100 | 1   | 100-01 Wiederkehr, René (IDREF)150821298 aut   |
| 245 | 1 0 | Praxis des öffentlichen Verfahrensrechts eine systematische Analyse der Rechtsprechung René Wiederkehr (Titularprofessor für öffentliches Recht an der Universität Luzern/Dozent ZHAW), Kaspar Plüss (Stellvertreter des Rechtskonsulenten des Stadtrats Zürich) |
| 264 | 1   | Bern Stämpfli Verlag [2020]  |
| 264 | 4   | © 2020   |
| 300 |     | XXIX, 1096 Seiten 25 cm  |
| 336 |     | txt rdacontent   |
| 337 |     | n rdamedia   |
| 338 |     | nc rdacarrier  |
| 500 |     | Sachreg.   |
| 504 |     | Literaturverz.   |
| 610 | 2 7 | Suisse Tribunal fédéral (IDREF)067337791 idref   |
| 650 | 7   | Verwaltungsverfahrenrecht (DE-588)4117369-7 gnd  |
| 650 | 7   | Rechtsprechung (DE-588)4115710-2 gnd   |
| 650 | 7   | Verfahrensrecht (DE-588)4126493-9 gnd  |
| 650 | 7   | Verfassungsgerichtsbarkeit (DE-588)4062793-7 gnd   |
| 650 | 7   | Verwaltungsgerichtsbarkeit (DE-588)4063337-8 gnd   |
| 650 | 7   | Verfahrensgarantie (RERO)jurivoc000024369ger jurivoc   |

|     |   |
|-----|---|
| LDR | 04299nz a2200805na 4500                                       |
| 001 | 986616347600041   |
| 008 | 201016nn acznnbabn a ana d                                    |
| 024 | 7 \$\$a 24369 \$\$2 jurivoc                                   |
| 035 | \$\$a jurivoc000024369ger                                     |
| 035 | \$\$a (RERO)jurivoc000024369ger                               |
| 040 | \$\$a CH-ZuSLS TRI tfla \$\$b ger \$\$c RERO \$\$f jurivoc    |
| 150 | \$\$a Verfahrensgarantie \$\$9 ger                            |
| 150 | \$\$a garantie de procédure \$\$9 fre                         |
| 150 | \$\$a garanzia procedurale \$\$9 ita                          |
| 450 | \$\$a Anspruch auf den doppelten Instanzenzug \$\$9 ger       |
| 450 | \$\$a Anspruch auf eine 2. Gerichtsinstanz \$\$9 ger          |
| 450 | \$\$a Anspruch auf eine zweite Gerichtsinstanz \$\$9 ger      |
| 450 | \$\$a Garantie des doppelten Instanzenzuges \$\$9 ger         |
| 450 | \$\$a Verfahrensgarantien \$\$9 ger                           |
| 450 | \$\$a Verfahrensrechte \$\$9 ger                              |
| 450 | \$\$a droit à un double degré de juridiction \$\$9 fre        |
| 450 | \$\$a garantie de la double instance \$\$9 fre                |
| 450 | \$\$a garantie du double degré de juridiction \$\$9 fre       |
| 450 | \$\$a garantie procédurale \$\$9 fre                          |
| 450 | \$\$a garanties de procédure \$\$9 fre                        |
| 450 | \$\$a principe du double degré de juridiction \$\$9 fre       |
| 450 | \$\$a garanzia del doppio controllo giurisdizionale \$\$9 ita |
| 450 | \$\$a garanzia della duplice istanza \$\$9 ita                |
| 450 | \$\$a garanzia di procedura \$\$9 ita                         |
| 450 | \$\$a garanzia processuale \$\$9 ita                          |

# Multilingualism in swisscovery

Hilfe Neue Suche Sammlung swisscovery

Anmelden DE FR IT EN

swisscovery Erweiterte Suche

0 ausgewählt 1-1 von 1 Ergebnissen

1 BUCH  
**Praxis des öffentlichen Verfahrensrechts : eine systematische Analyse der Rechtsprechung**  
Wiederkehr, René 1965- (Autor\_in); Wiederkehr, René  
Bern : Stämpfli Verlag  
[2020]; © 2020  
[Verfügbare Services überprüfen >](#)

**Verantwortung** René Wiederkehr (Titularprofessor für öffentliches Recht an der Universität Luzern/Dozent ZHAW), Kaspar Plüss (Stellvertreter des Rechtskonsulenten des Stadtrats Zürich)

**Publikation** Bern : Stämpfli Verlag

**Ausgabe, Datum** [2020]  
© 2020

**Format** XXIX, 1096 Seiten ; 25 cm

**Sprache** Deutsch

**Anmerkungen** Sachreg.  
Literaturverz.

**Thema**

- [Verwaltungsverfahrenrecht,, >](#)
- [Rechtsprechung,, >](#)
- [Verfahrensrecht,, >](#)
- [Verfassungsgerichtsbarkeit,, >](#)
- [Verwaltungsgerichtsbarkeit,, >](#)
- [Verfahrensgarantie,, >](#)
- [Verfahrensgarantie der Bundesverfassung,, >](#)
- [Verwaltungs- und Verwaltungsgerichtsverfahren,, >](#)
- [Überspitzter Formalismus,, >](#)
- [Rechtsverzögerung,, >](#)
- [Anspruch auf eine unabhängige und unparteiische Behörde,, >](#)
- [Waffengleichheit,, >](#)
- [Beweisverwertungsverbot,, >](#)
- [Anspruch auf rechtliches Gehör,, >](#)
- [unentgeltliche Rechtspflege,, >](#)
- [Zugang zu einem Gericht,, >](#)
- [örtliche Zuständigkeit,, >](#)



# Multilingualism in swisscovery

Aide Nouvelle recherche Collection swisscovery

S'identifier DE **FR** IT EN

X / swisscovery Recherche avancée

pour accéder aux ressources et demander des documents S'identifier X FERMER

0 sélectionné 1-1 de 1 résultats

**LIVRE**  
**Praxis des öffentlichen Verfahrensrechts : eine systematische Analyse der Rechtsprechung**  
Wiederkehr, René 1965- (auteur\_e); Wiederkehr, René  
Bern : Stämpfli Verlag  
[2020]; © 2020  
[Vérifier les services disponibles >](#)

|                |   |
|----------------|---|
| Responsabilité | René Wiederkehr (Titularprofessor für öffentliches Recht an der Universität Luzern/Dozent ZHAW), Kaspar Plüss (Stellvertreter des Rechtskonsulenten des Stadtrats Zürich) |
| Publication    | Bern : Stämpfli Verlag  |
| Edition, date  | [2020]<br>© 2020  |
| Format         | XXIX, 1096 Seiten ; 25 cm   |
| Langue         | Allemand  |
| Notes          | Sachreg.<br>Literaturverz.  |

|       |   |
|-------|---|
| Sujet | <a href="#">Suisse Tribunal fédéral &gt;</a><br><a href="#">Verwaltungsverfahren[s], &gt;</a><br><a href="#">Rechtsprechung,, &gt;</a><br><a href="#">Verfahrensrecht,, &gt;</a><br><a href="#">Verfassungsgerichtsbarkeit,, &gt;</a><br><a href="#">Verwaltungsgerichtsbarkeit,, &gt;</a><br><a href="#">Verfahrensgarantie,, &gt;</a><br><a href="#">Verfahrensgarantie der Bundesverfassung,, &gt;</a><br><a href="#">Verwaltungs- und Verwaltungsgerichtsverfahren,, &gt;</a><br><a href="#">Überspitzter Formalismus,, &gt;</a><br><a href="#">Rechtsverzögerung,, &gt;</a><br><a href="#">Anspruch auf eine unabhängige und unparteiische Behörde,, &gt;</a><br><a href="#">Waffengleichheit,, &gt;</a><br><a href="#">Beweisverwertungsverbot,, &gt;</a><br><a href="#">Anspruch auf rechtliches Gehör,, &gt;</a><br><a href="#">unentgeltliche Rechtspflege,, &gt;</a><br><a href="#">Zugang zu einem Gericht,, &gt;</a><br><a href="#">örtliche Zuständigkeit,, &gt;</a> |
|-------|---|



# Multilingualism in swisscovery

## Where we are

- Multilingual user interface of swisscovery is working.
- Subject term display from different vocabularies according to the language of the search interface works partially.
- Subject term display from multilingual vocabularies according to the language of the search interface is not working.

## Where we want to go

- Multilingual vocabularies should be displayed according to the interface language.
- Search results should be independent of the chosen search interface language.
- Data concepts have to be harmonized across languages.



# Swiss Library Service Platform

Fiesole 2023 Basel, 02.-04. May 2023

## B. Community Level



# Multilingual Library Support

- **Support requests / Tickets**

- SLSP Network Services (25 FTE) support a community of over 2500 librarians from three language regions (71% DE, 27% FR, 2% IT)
- The SLSP staff handles ca. 500 support requests (tickets) from librarians per month – tickets are submitted in German (47%), English (40%), French (11%), and Italian (2%).
- The SLSP staff makes an effort to respond in the language the ticket was submitted.
- Most of the staff at SLSP should thus know two or three of these languages – this poses serious challenges in staff recruiting.

- **Information**

- The SLSP Knowledge Base (Wiki) «SLSPhere» contains information in four languages: technical instructions are available in English and the most important translated in the three national languages (DE / FR / IT).
- The SLSP staff publishes about 250 information blogposts per year in four languages.





# Training of Librarians

- 90 training videos for the different ALMA Functional Areas are available in German, French and Italian
- Possibility to certify the knowledge (certification is mandatory for working in swisscovery)
- 420 librarians attended the basic course (which covers all functional areas and is offered twice a year) in 2022.
- 2 update cycles for training material



SLSP-Schulung, aufgenommen am 20.07.2020

**SLSP**  
Swiss Library  
Service Platform

**SLSP-Schulung –  
Orientierung**  
SLSP und das Konsortium der  
Schweizer Hochschulbibliotheken

# Stakeholder Management

- **Library patrons**

- Questions of library patrons (e.g. billing by SLSP) are always answered in the language of the query.

- **Customer management**

- All SLSP contracts are offered in German, French and Italian.
- Service offers are usually established in the language of the client.

- **Governance**

- SLSP makes a huge effort to provide all documents for governance meetings at the same time in German and French.
- Bilingual slides (DE/FR) are used for governance meetings (Boards, F-15, etc.).
- Meeting participants can talk in their own language (usually DE or FR), the SLSP management will answer questions in the language of the query.



# SLSP Staff

- **Recruitment**

- Finding the right combination of technical and language skills is challenging.
- Recruitments need to take personnel from all parts of Switzerland into consideration.

- **Daily work**

- SLSP has an office in Lausanne to accommodate staff from the French-speaking part of Switzerland; staff in the Italian-speaking part mostly works from home.
- Internal meetings are held in English.

- **Development**

- Taking language courses is encouraged by the management.
- Conferences in the different language regions are covered.



# Swiss Library Service Platform

Fiesole 2023 Basel, 02.-04. May 2023

## C. Cultural Level



# Three distinct linguistic cultures

- The SLSP community is composed of three linguistic cultures with their own identity and behaviour:
- The three linguistic cultures are unique, as they are on the one hand typically Swiss, but also strongly influenced by the language community with neighbouring countries (e.g. “DACH”, “Francophonie”, “Italianità”).
- This effect is also observed in the “culture consumption” (e.g. comics, newspapers).
- As libraries are strongly language-based (as opposed to research labs or IT startups, for example), the linguistic culture will permeate the working habits of the librarians.
- The former library consortia (IDS-Verbände, Réseau Romand, Sistema Bibliotecario Ticinese) had different work habits and governance rules – integrating these cultures remains a challenge.



**Swiss Library Service Platform**

Fiesole 2023 Basel, 02.-04. May 2023

# Challenges and Outlook



# Challenges

- **Multilingual data management is complex**

- The introduction of RDA DACH in all swisscovery libraries has simplified cataloguing but was a big step for the French-speaking libraries.
- The coexistence of authority files from different linguistic communities (GND, IDRef, Nuovo soggettario) allows the common work on the catalogue, but complexifies metadata management and makes the display in language-specific displays challenging.

- **Multilingual approaches are expensive**

- Translations cost SLSP approx. CHF 100'000 per year (1% of budget).
- Preparing meetings in two languages is more time-consuming.

- **Different linguistic cultures add a layer to the complexity**

- The governance habits and expectations towards SLSP are different amongst the linguistic cultures.



# Outlook: how to better manage multilingualism in the future?

- Automatic translations to reduce the costs of translation (ongoing)
- Technical optimisation of the display of multilingual resources (ongoing)
- Standardisation of authority data management in the different languages (started)
- One multilingual authority file for Switzerland (addressed to the Swiss National Library)
- Multilingual chat bots to answer tickets (planned)
- AI-based meeting notes with live automatic translation
- “Integration” of the libraries into one national network with its own culture







**Thank you for your  
attention!**

**SLSP**

Swiss Library  
Service Platform



[thomas.marty@slsp.ch](mailto:thomas.marty@slsp.ch)