Dos and don'ts for managing LMS change project within hybrid working environment

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Objectives

- Contextual background
- How much engagement ?
- Project plan
- Some dos and don'ts
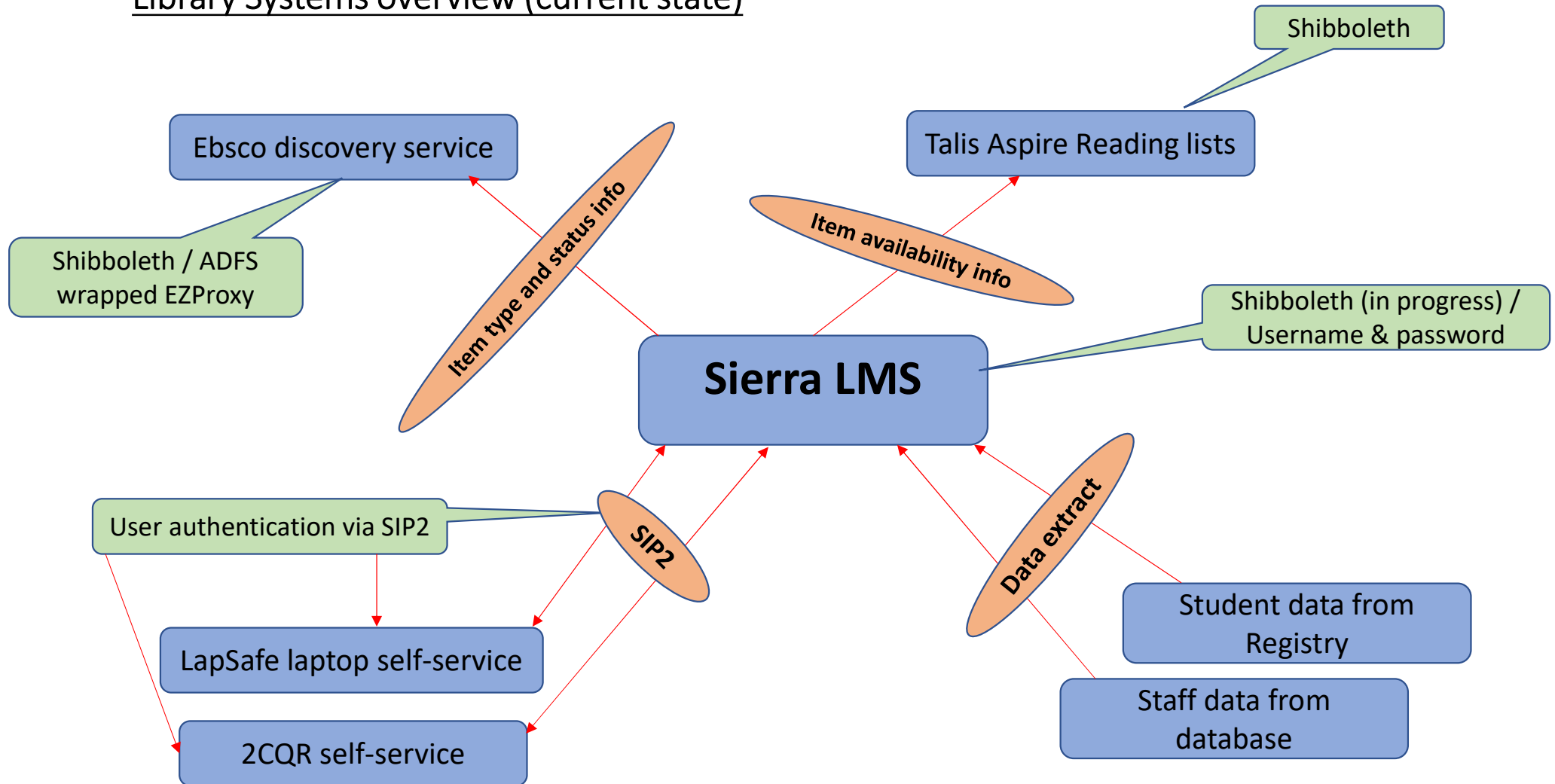- Conclusion

London South Bank Group

- London South Bank University (3 sites)
- Lambeth College
- South Bank University Academy (for 11-19 Year olds)
- South Bank UTC (for 14-19 year olds)

Existing library technology portfolio

- Innovative Sierra ILS
- Talis Aspire Reading Lists
- Ebsco discovery services
- Bibliotheca & D-tech self-service
- External metadata provider
- Moodle as institutional VLE
- Shibboleth & Hosted EZProxy

Library Systems overview (current state)

Shibboleth

Talis Aspire Reading lists

Item availability info

Shibboleth (in progress) / Username & password

Ebsco discovery service

Shibboleth / ADFS wrapped EZProxy

Item type and status info

Sierra LMS

User authentication via SIP2

SIP2

LapSafe laptop self-service

2CQR self-service

Data extract

Student data from Registry

Staff data from database

Library & Information Science Collection

su(Library Automation) AND su(library management system) OR su(integrated library system) OR su(library software) OR su(library services platform)

Research highlights

Source type

- Scholarly Journals (189)
- Magazines (39)
- Trade Journals (148)
- Blogs, Podcasts, & Websites (26)

More >

Publication date
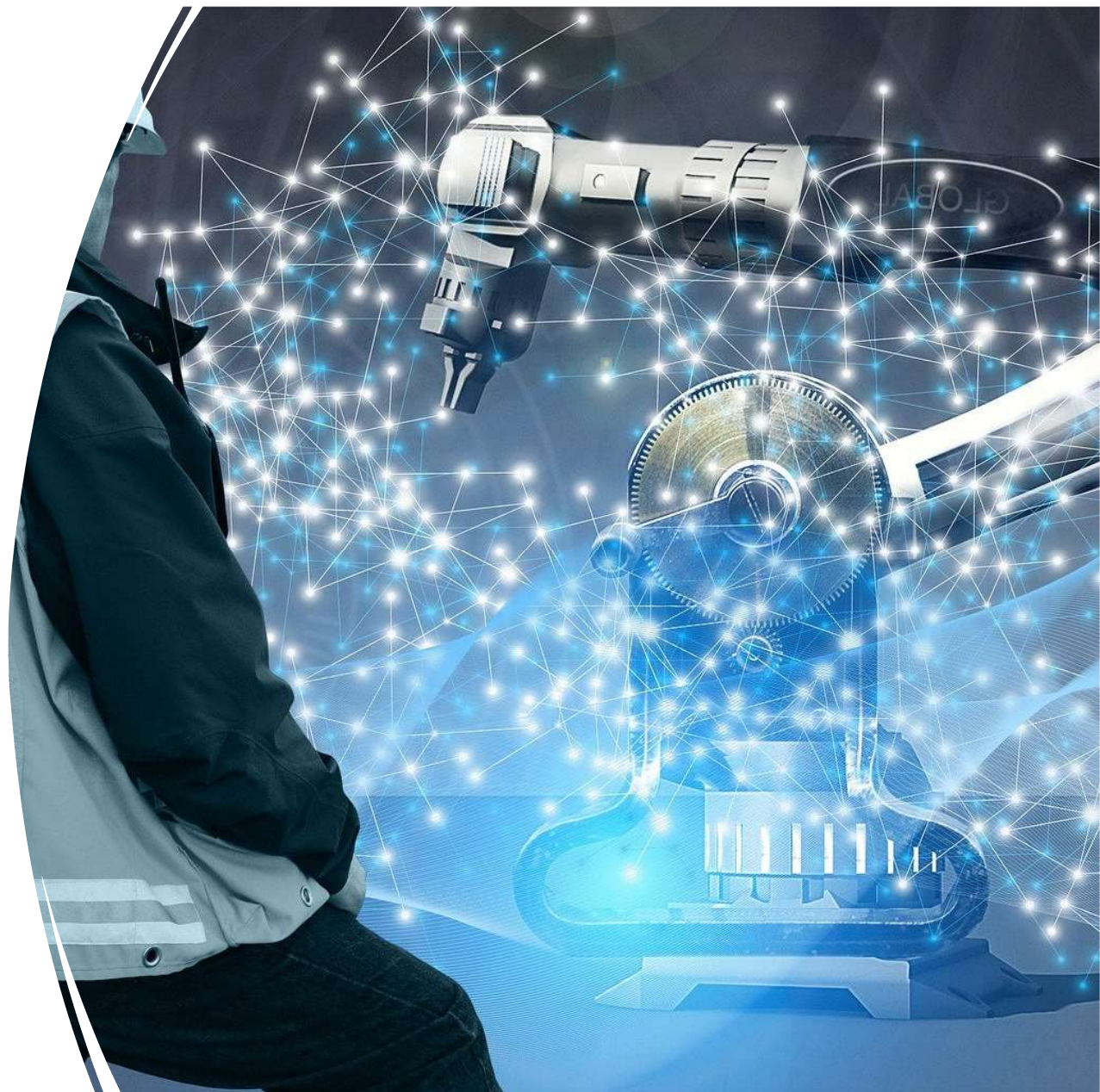
1990 - 2022 (decades)

402 results

Applied filters

Clear all filters

1990-20[ ]

United Kingdom--UK

APUC Framework suppliers

- OCLC WMS
- PTFS Europe
- ExLibris UK
- EBSCO International Inc
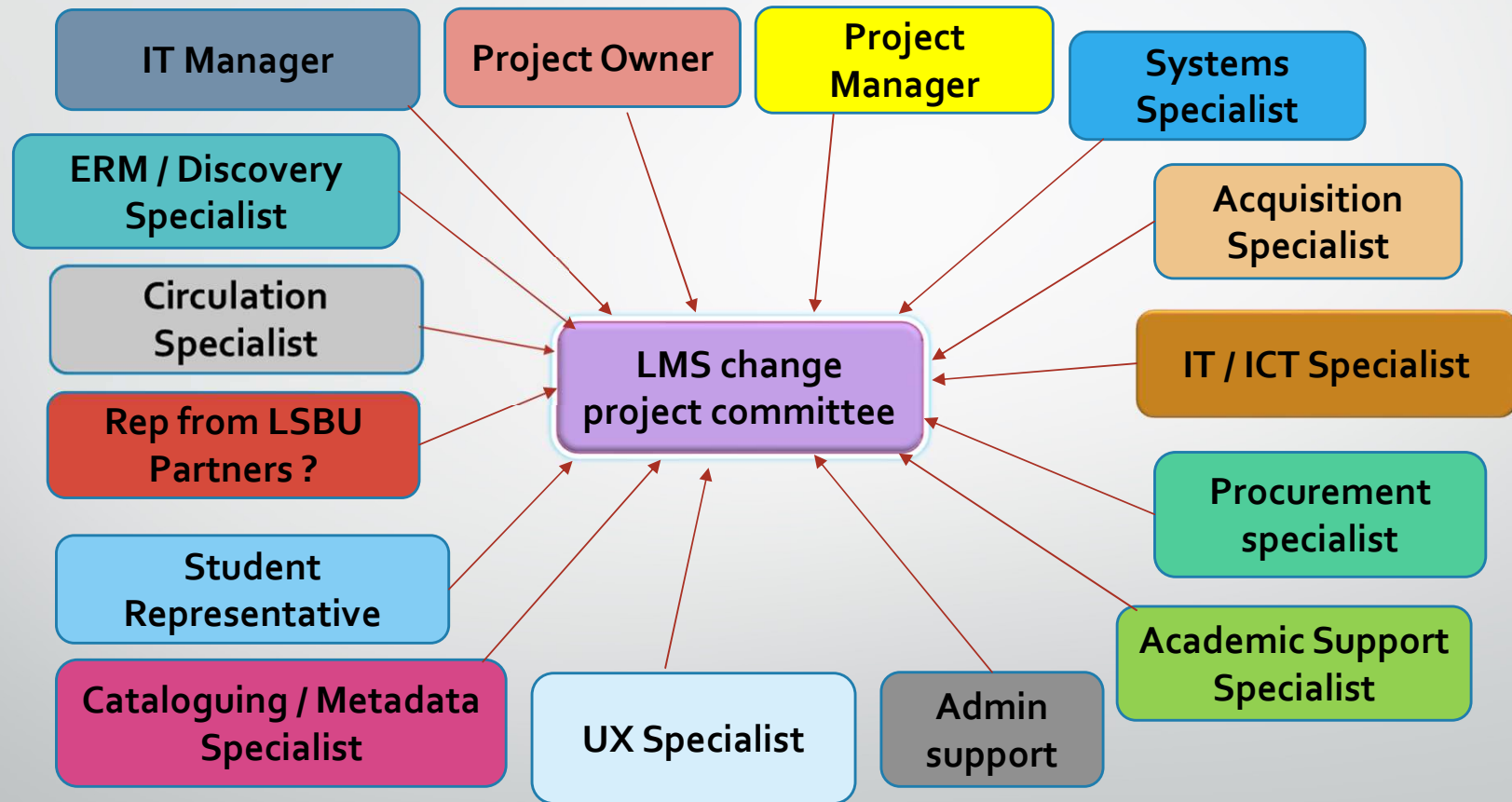
Why the LMS change ?

- Consistent infrastructure across the group
- Streamlined workflows
- Less integrations
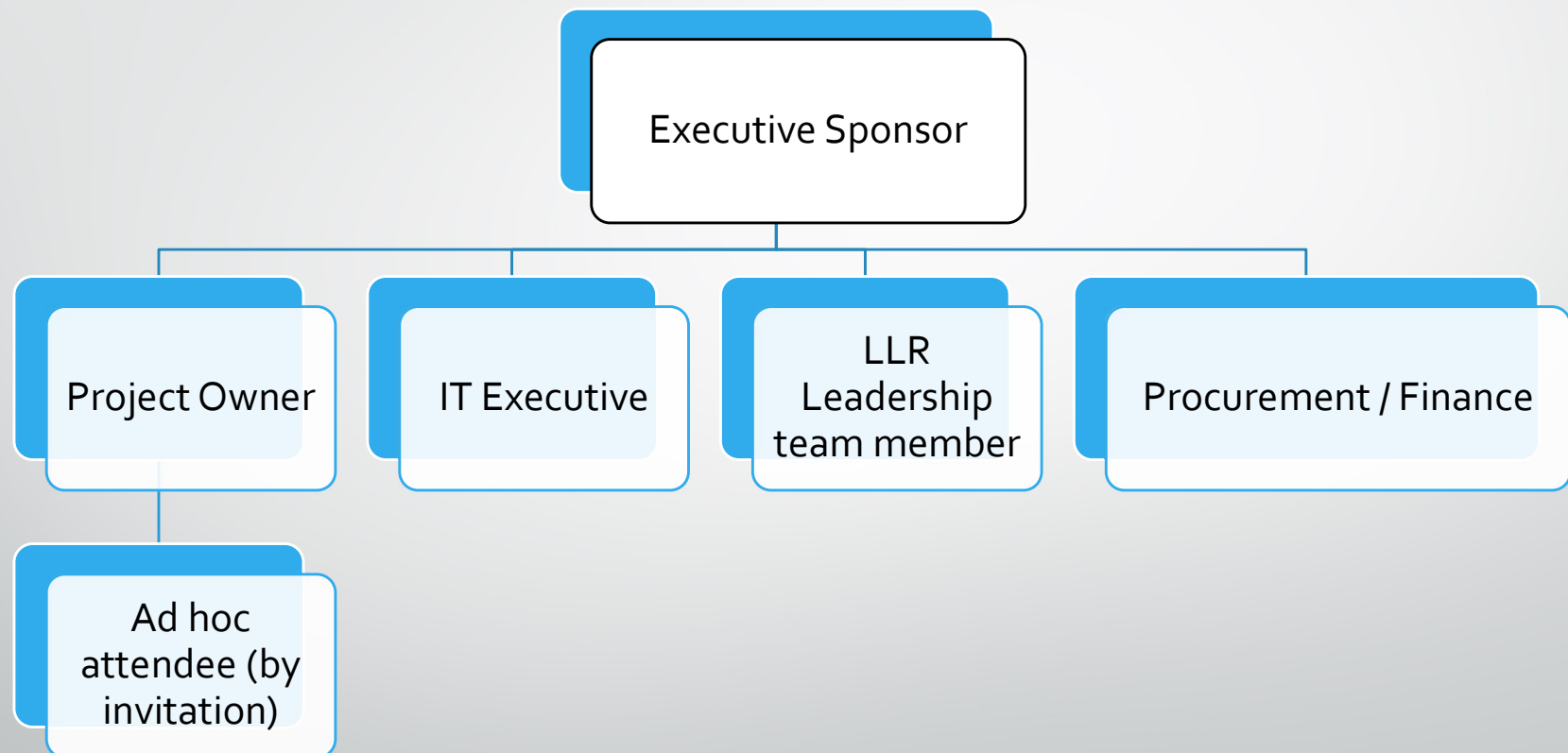- Future-facing and leading-edge technology

How much engagement ?

- Tokenism vs classic approach
- LMS change committee
- Role profiles
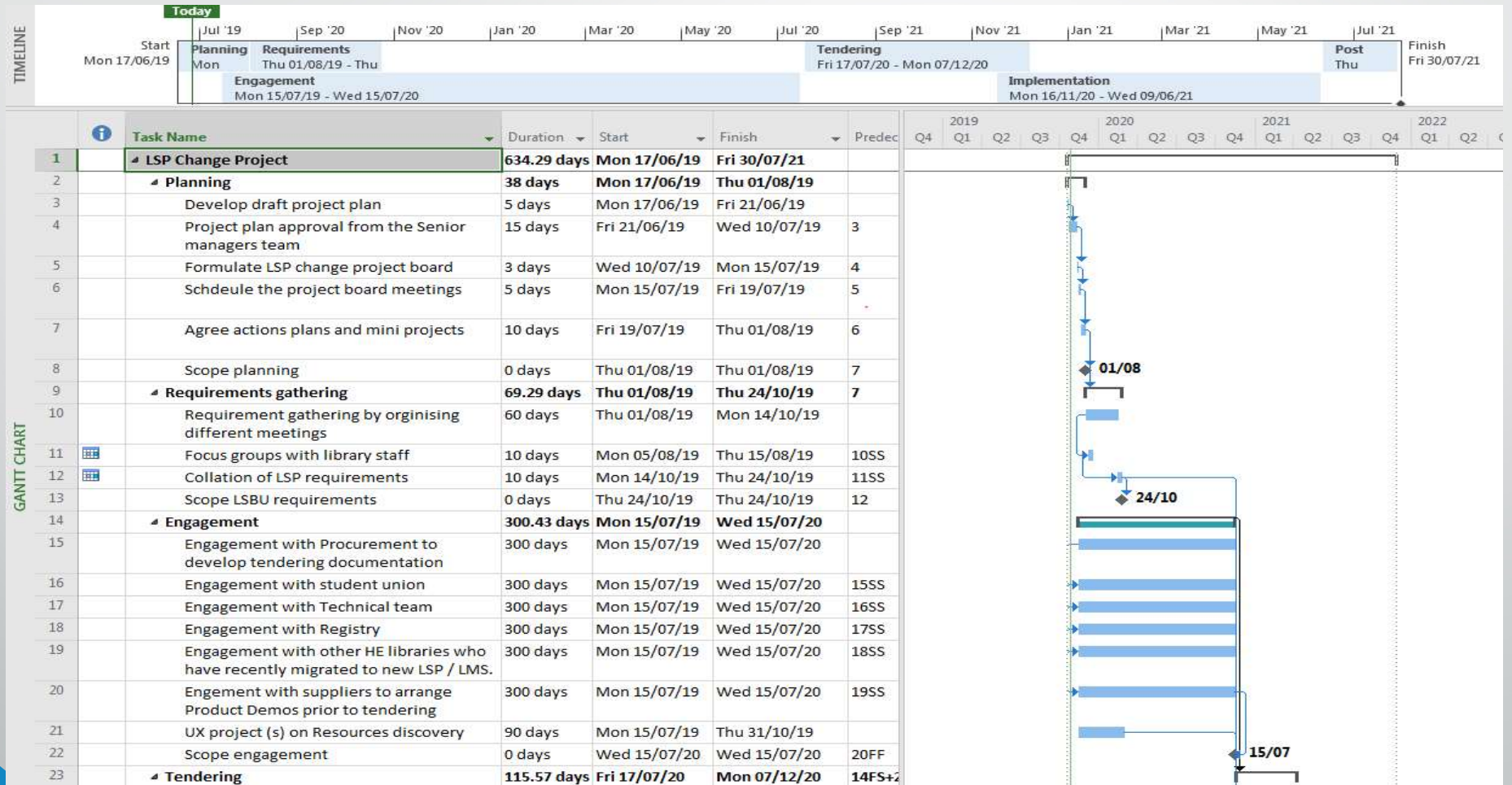- Stakeholders mapping
- Onsite demos
- Visits of reference sites

Proposed structure of the LMS Project Committee

Proposed structure of the LMS Project Board

Review of the Project Plan

Cyber attack

- Recovery plan
- More scrutiny
- Review of contracts
- Cloud first policy

Impact of Covid19

- Online engagement
- Agenda setting
- More time for analysis

Project approach

- Procurement via APUC framework
- LMS, Discovery, Reading list
- 800 plus functional statements
- New library move
- Change preparedness
- Challenges and risks

Requirement gathering

Collation of module based functional statements for LMS, keeping in view next 5 years

Requirements

Electronic resource management
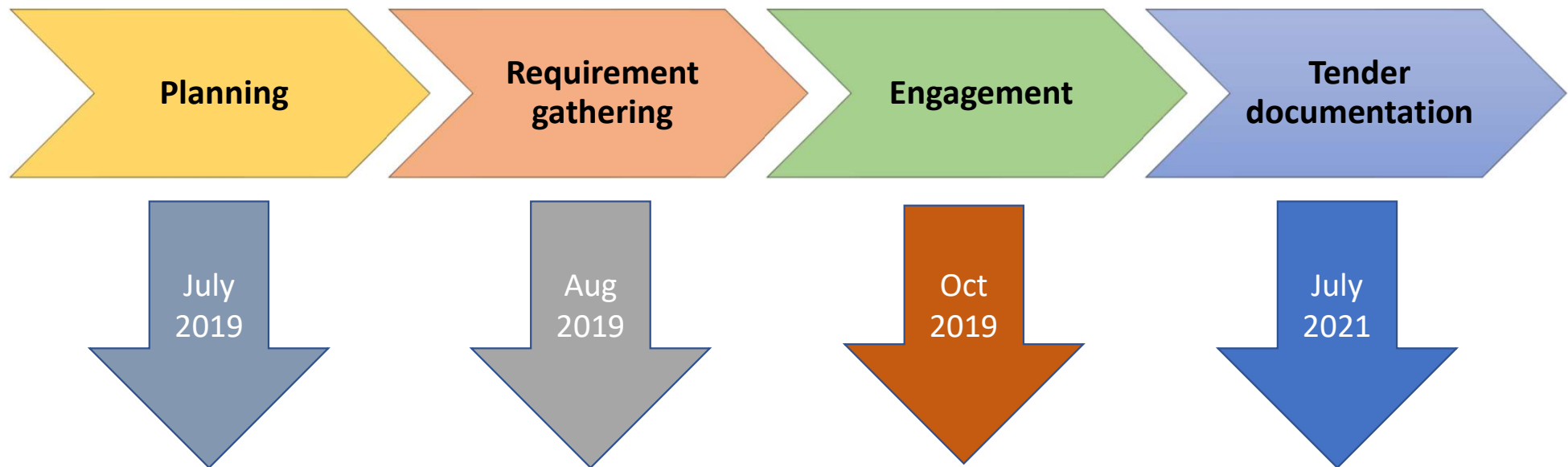
ILL

Circulation

System admin and integrations

Discovery and UX

Acquisitions

Metadata management

General requirements

Where we are in the project ?

Planning	Requirement gathering	Engagement	Tender documentation

July 2019   Aug 2019   Oct 2019   July 2021

Improvement journey

- LMS migration of Lambeth College into Sierra

- Discovery optimisation

- System status dashboard

- Staffing review

- SSO project

- Self-service refresh

Outcomes so far

- Objective analysis

- Change ownership

- Horizon broadening

- SWOT analysis

- Terminological awareness

- Workflow standardisation

Top tips

- Engage early
- Learn from everyone
- Suppliers as partners
- Knowledge management
- Basics of the game
- Review of UK HE libraries
- Why the project at all ?
- User involvement

Top tips

- Business case making
- Understanding the bigger picture
- Flexibility
- Project sustainability
- Review of roadmaps
- Professional literature
- Tech trends
- Objective alignment

Traps

- Who needs to know ?
- Let the experts voice their concerns.
- Informal data gathering
- Expectation management
- Emotional involvement

Thank you

References

- All the images used were collected from collection of copyright free gallery of PixaBay and were used for educational purpose.

- Search was conducted on Library & Information Science Collection (dated 18 March, 2022).