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





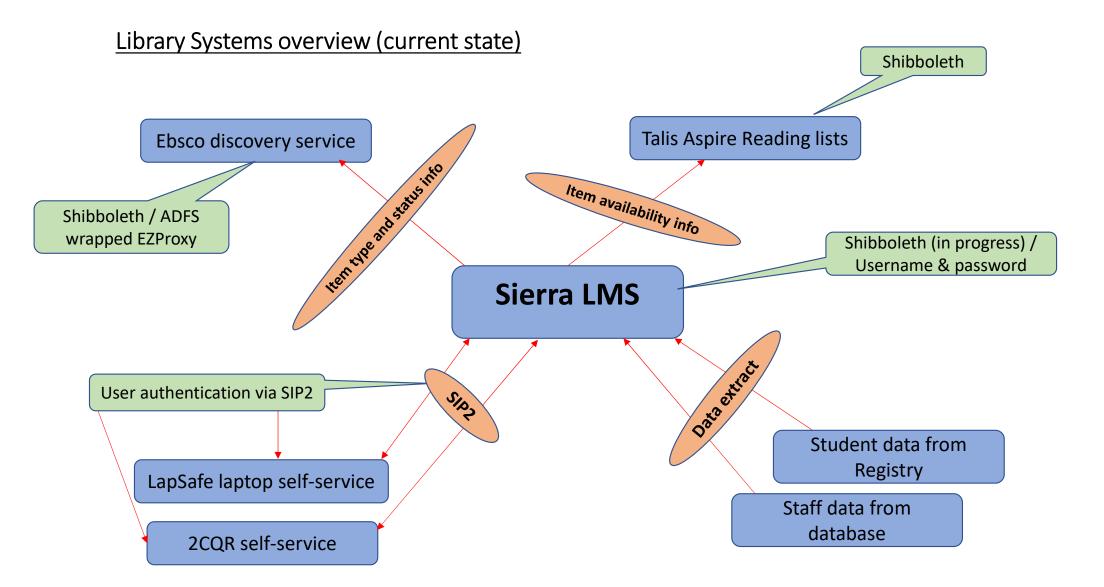
London South Bank Group

- 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 & Information Science Collection

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

Research highlights



402 results Applied filters Clear all filters 1990-201 ⊂ I

APUC Framework suppliers

- OCLC WMS
- PTFS Europe
- ExLibris UK
- EBSCO International Inc





Why the LMS change ?

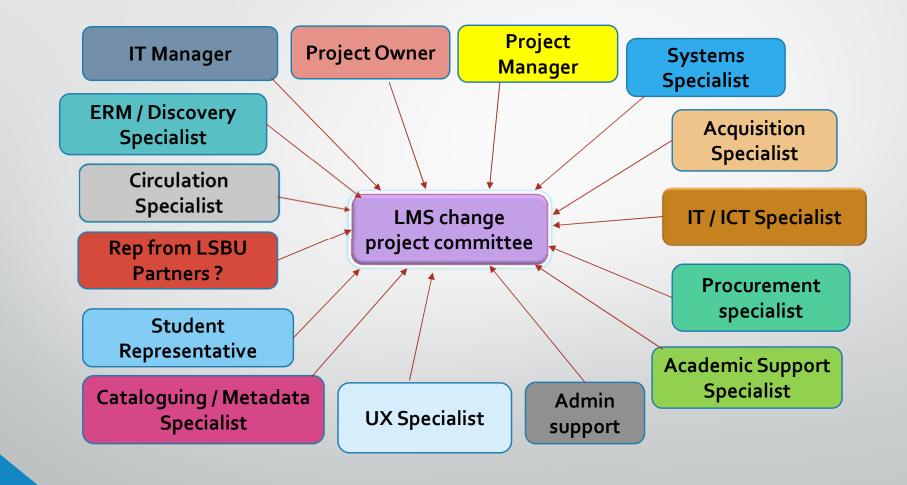
- Consistent infrastructure across the group
- Streamlined workflows
- Less integrations
- Future-facing and leading-edge technology

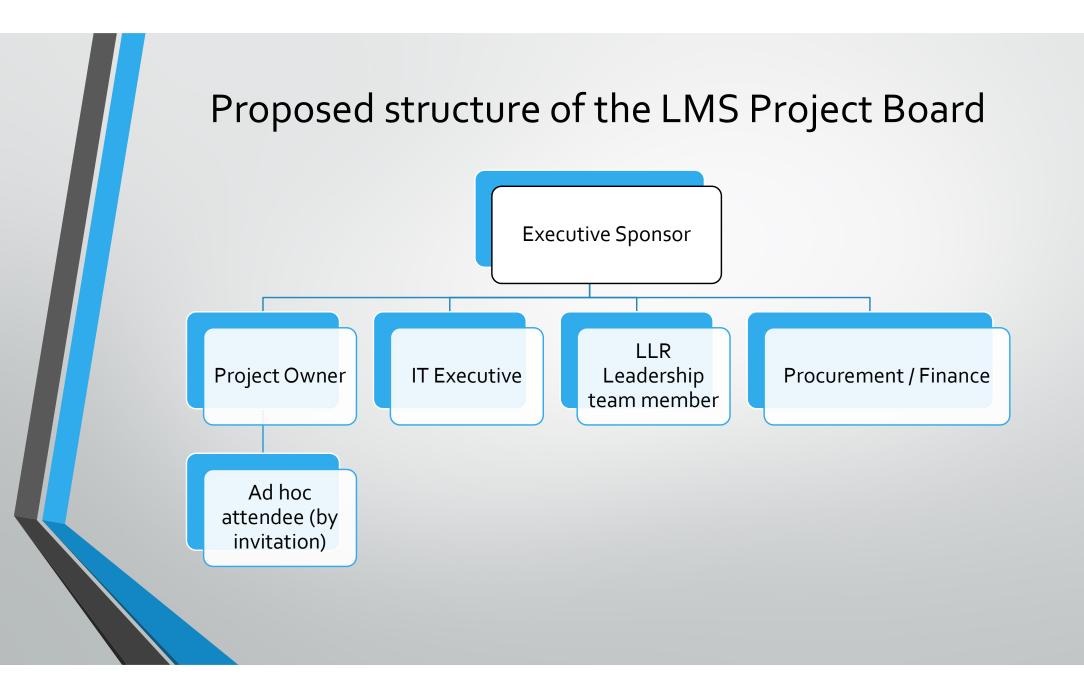
How much engagement ?

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



Proposed structure of the LMS Project Committee





Review of the Project Plan

Mon 17/0		Start /06/19 Mon Thu 01/08/19 - Thu Engagement Mon 15/07/19 - Wed 15/07/20					Tendering Fri 17/07/20 - Mon 07/12/20 Impleme Mon 16/1				entation 11/20 - Wed 09/06/21				Post Thu		Finish Fri 30/07/21	
	0	Task Name	Duration 👻	Start 👻	Finish .	Prede	Q4	2019 Q1	Q2 Q3	Q4	2020 Q1	Q2 Q	3 Q4	2021 Q1 Q2	2 Q3	Q4	2022 Q1	Q2
1		▲ LSP Change Project	634.29 days	Mon 17/06/19	Fri 30/07/21					Ű						<u> </u>		
2		A Planning	38 days	Mon 17/06/19	Thu 01/08/19					1								
3		Develop draft project plan	5 days	Mon 17/06/19	Fri 21/06/19					1								
4		Project plan approval from the Senior managers team	15 days	Fri 21/06/19	Wed 10/07/19	3				ħ						ANNANA ANNA ANNA ANNA ANNA ANNA ANNA A		
5		Formulate LSP change project board	3 days	Wed 10/07/19	Mon 15/07/19	4				h								
6		Schdeule the project board meetings	5 days	Mon 15/07/19	Fri 19/07/19	5				Ť								
7		Agree actions plans and mini projects	10 days	Fri 19/07/19	Thu 01/08/19	6				Ť								
8		Scope planning	0 days	Thu 01/08/19	Thu 01/08/19	7				-	01/08							
9		Requirements gathering	69.29 days	Thu 01/08/19	Thu 24/10/19	7				ř	-1							
LO		Requirement gathering by orginising different meetings	60 days	Thu 01/08/19	Mon 14/10/19						-10							
11		Focus groups with library staff	10 days	Mon 05/08/19	Thu 15/08/19	1055				4								
12		Collation of LSP requirements	10 days	Mon 14/10/19	Thu 24/10/19	11SS												
13		Scope LSBU requirements	0 days	Thu 24/10/19	Thu 24/10/19	12					a 24	1/10						
14		 Engagement 	300.43 days	Mon 15/07/19	Wed 15/07/20													
15		Engagement with Procurement to develop tendering documentation	300 days	Mon 15/07/19	Wed 15/07/20					-						NAMA N		
16		Engagement with student union	300 days	Mon 15/07/19	Wed 15/07/20	15SS												
17		Engagement with Technical team	300 days	Mon 15/07/19	Wed 15/07/20	16SS				•								
18		Engagement with Registry	300 days	Mon 15/07/19	Wed 15/07/20	17SS				*								
19		Engagement with other HE libraries who have recently migrated to new LSP / LMS		Mon 15/07/19	Wed 15/07/20	18SS				•						WWWWW		
20		Engement with suppliers to arrange Product Demos prior to tendering	300 days	Mon 15/07/19	Wed 15/07/20	19 SS				•				10		WWWWWW		
21		UX project (s) on Resources discovery	90 days	Mon 15/07/19	Thu 31/10/19						- 2							
22		Scope engagement	0 days	Wed 15/07/20	Wed 15/07/20	20FF							-	15/07				
23		Tendering	115.57 days	Fri 17/07/20	Mon 07/12/20	14FS+	2						×					



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

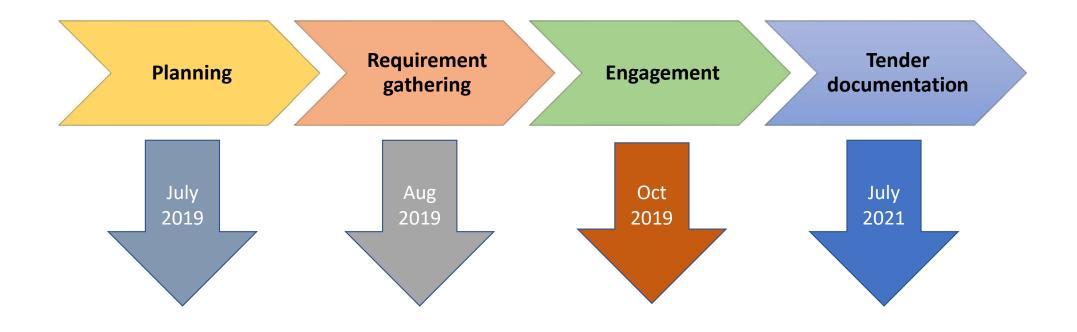
Discovery and UX

Acquisitions

Metadata management

General requirements

Where we are in the project ?



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





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).