Strategic Planning for Biomedical & Life Science Libraries through Technology Innovation

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Value Adding Content + Innovative Technologies = Innovative Research

The Reality:
- 5 team members
- 11,000 customers
- 500,000 article downloads per year
- 10,000 copyrights to clear
- 15,000 documents sourced and retrieved from non-subscribed content
- 3,600 electronic journal subscriptions
- An undervalued and static library function

The Challenge: Move from a static library to a high performing team leading change within UCB:
- To redefine the library in the face of growing challenges across the organization
- To strategically position the library to ensure it is an invaluable high performing asset to the corporation, meeting the needs of library users and corporate executives and lead the change from the bottom up rather than the top down
- For the library function to embrace change, make a difference and drive business needs
- To maximise the value of subscribed content, leveraging costs against usage, supporting expenditure justification in the face of budget restraints
- To meet the challenges of resourcing constraints with the library function, making life simpler and pruning bureaucracy
- To be compliant in the use of information and meet legal requirements
- To manage multi-site licenses and global users with varying needs effectively.

The Solution: An Innovative Technology, Content SCM®
- ✓ Web based searching and ordering platform allows patrons to search for, order, and track content orders right from their computer.
- ✓ Integrated with 5 search and discovery platforms, 46 publisher platforms, 46 publisher licenses, 2 copyright compliance agreements
- ✓ Checks print and electronic content collections + compliance rights making sure we don't pay for a document we already have access to.
- ✓ If selected content is not available it's sent out for pay-per-view fulfillment
- ✓ Delivers electronic content through a link-out in the ordering process and by email
- ✓ Granular rights configuration allows library administrators to identify who gets access to what content based on journal and reproductive rights licenses
- ✓ 360° view of content usage across the whole organization
- ✓ Customized notification templates

OUR SUCCESS
Innovative research and a strategically placed high performing library team driving change across the organisation!

The Benefits:
- ❖ All of UCB can leverage the solution — 10,500 prospective users in nearly 40 countries — so we can analyse content usage company wide and make future licensing decisions based on *actual* content usage. Unlimited savings potential!
- ❖ More than 68% of the content ordered is delivered electronically in 5 minutes or less from UCB licensed content and pay-per-view content enabling our researchers instant access to externally published information as — and when — they need it.