

# Annual report 2017

## Introduction

The purpose of the Stockholm University Library's annual report for 2017 is to provide a brief overview of some of the development work done during the past year, and to highlight a few comments concerning staff, work environment and the financial outcome. The development work carried out during the past year have been in relation to the University library's two main goals for 2018 to 2020:

- The services we provide should be easy to navigate and support the users in getting what they need and widen their views.
- By 2020, we have taken all the necessary measures to ensure that the library's work is based on open scientific communication.

This report will highlight two larger development initiatives. In addition to that it will briefly explain other development work, and the respective results, done in our different projects and workflows during the past year.

Operational goals, including results, are reported continuously throughout the year in the form of short blog posts on our Business Development Blog located on our intranet. It provides employees with an overview of different workflows' development status during the year.

## Highlighting the work with Open Science

The library has worked with many projects related to Open Science during 2017, such as – participation in conferences and other international and national meetings, through a coordination project for research data at Stockholm University, as well as on a national level, and by mapping the proportion of Open Access publications linked to university researchers and the cost of authors' publication fees. This projects will be briefly described below.

### **Coordinating research data at Stockholm University and on a national level**

The Stockholm University Library received the assignment to head an administration wide collaboration project on how Stockholm University could coordinate and manage its research data. As part of the assignment, a working group was formed that coordinates the expertise and resources within the university's administrative departments, Archives and Records Office, IT Services, Research Support Office and Stockholm University Library. In order to enable a dialogue with researchers, and to get their direct feedback, a reference group was formed with research representatives from the field of Natural Sciences and the field of Humanities. Together with the reference group, the Research Data Team made a proposal for a research data policy in 2017 (which was approved by the university vice-chancellor in March 2018). The policy states that:

"Stockholm University will provide an infrastructure including services and resources that supports and enables proper handling, storage, availability and retention of research data as an essential and natural part of the research process."

A concrete measure to ensure this is the Systems Management Asset for Research Data launched in 2017 within the university IT management. At the same time, the work on

developing a data management plan template (DHP) was initiated, both on a local and national level. During the year, work was also done to ensure that guidance and support for research data management could be easily found. For example, information about services related to research data was coordinated on the University Library website. Throughout the year different communication initiatives were continuously ongoing/running, for example through the lecture series on Open Science, via Social Media and recurring blog posts on the Stockholm University Press Blog.

### **Mapping the cost of article processing charges (APC)**

Today, 37 percent of articles published by Stockholm University's researchers are immediately available Open Access, and to publish these articles the researchers, and ultimately the university, pays authors' fees (so-called APCs). But as well as the authors' fees Stockholm University today also pays large sums to the publishers in licensing costs, to access the very same journals.

In order to meet the government's planned target of 100 percent Open Access publishing by 2026 the cost flows need to be harmonized, and as part of this two projects have been carried out by the University Library in 2017. The library has also measured the proportion of Open Access articles published at Stockholm University and how high the cost of authors' fees is annually for the university.

The work on compiling the university's costs for APCs began in the autumn of 2016 and was primarily done by the library controller and a librarian with a background in license agreement. The project proved early that the university lacked a standard for accounting the authors' fees, and this made it difficult to track the total cost of Open Access publishing at Stockholm University. One of the solutions that has been presented as an outcome of this work is to have two dedicated accounts for authors' fees, which makes the follow-up of APCs much more manageable.

By mapping the university's publication costs, the library has an overview of what is paid and to which publishers, which in turn benefits greatly for future strategies and negotiations. A conclusion of the work so far is that Stockholm University pays the highest proportion of authors' fees to traditional publishers like Wiley and Elsevier, publishers where the library already pays a lot in license costs.

### **Participation in the national and international Open Science arena**

A vital part of the library's work is partaking in activities related to scientific communication. That includes everything from collaborating with other libraries and partaking in national and international conferences and other meetings. One of the most important forums for international cooperation is LIBER, Europe's largest research libraries network with over 400 members. Several staff members from Stockholm University Library have participated in different working groups within this network and Library Director Wilhelm Widmark is a member of the LIBER Management Board.

At LIBER's annual conference, the Library Director together with the library's Chief of Staff presented their work with organizational change in a presentation titled "The Challenges of Drawing Maps and Walking at the Same Time". The conclusion was that change is inevitable, and the most important thing is to learn how to handle the chal-

allenges. During 2017 library employees have participated in a number of other conferences and meetings both internationally and nationally, including presentations on the university's work with research data at FigShare Fest in Amsterdam and at the NEIC Conference in Umeå. At ChALS 2017 in Gothenburg, two of the library's business developers held a presentation on how the library works with increased accessibility for user meeting through Library Search drop-in availability, a new live chat and other work on developing the digital meeting with library patrons.

At the UKSG 40th Annual Conference in Harrogate, Stockholm University Library presented the benefits and challenges of working without licensing agents for journals for the last two years. Among results presented where the benefits on how it has provided faster access to requested magazines and more cost-effective management, despite the increased workload for library employees.

## Specific workflow goals and results

During the past year, specific development goals in the library's different workflows have been set by the relevant working groups, and have been continuously followed up through the library's business development blog. The following is a short summary of some of these goals and the results for 2017:

### Implementing a new ERM system

A new system for managing electronic resources was implemented during the second half of 2017. This has proven to be a big help when working with our licensing agent free acquisition.

### Developing the user meeting

A new, more visible chat feature has been implemented on the library website, this has led to an increasing service level and better accessibility. Through new signage, refurbishment and new information points in the library, we have created a clearer and more accessible place for user meetings.

### Increased awareness of the services available at Stockholm University Press

Work was done to improve the knowledge of how Stockholm University Press works with Peer-Review, through better information on the press website and by holding a seminar about how this work is organized.

### Improving and clarifying the information when registering in DiVA

Three different registration guides have been developed and made available for both researchers and administrative staff for DiVA (Stockholm University's local repository) registration.

### Making digital learning resources a priority

Stockholm University Library has through recruitment and competence boost for employees increased the output and level of making digital learning resources. These resources have also been made more available for library users. Part of the increase in availability has been possible by making a one point of contact space on the web, to be released in early 2018, for all reference illiteracy and teaching resources.

### **One point of contact for information about publication services**

All library publishing-related services have been collected on a one point of contact space on the library website and they have been sorted based on what the user wants to know and do.

### **Following up Stockholm University's APC costs for 2017**

The library has mapped the university's publishing costs, through a new account entry post. This has made it easier to get an overview of what university pays and which publishers. This has been a huge help for any future negotiation relating to resource licensing costs and cost for Open Access publication.

### **Guidelines about Open Science for contact with library resources suppliers**

A guideline with easily accessible information about different aspects on Open Science has been developed for clearer communication with library resources suppliers.

### **Templates for thesis has been improved in the dissertation production tool**

The library has developed new and improved templates for the University's web-based dissertations publishing and printing production tool. The templates help users to make a print-ready file, that both gives the user increased control and saves time.

### **Investigating Stockholm University's needs of a publishing database**

Together with other administrative departments at Stockholm University, the library has been investigating the need for a publications database. This has in turn become a systems management object which the library is responsible for. During 2018, a strategy outlined on three years will be presented.

### **Contribute to the development of DiVA**

We have submitted suggestions for improvements and feedback on various functions to those in charge at the DiVA consortium.

## **Working environment and staff development**

Working environment work has been carried out at the local level through the RALV network. The network consists off all section heads and workplace safety representatives. During the second half of 2017, work environmental issues have been lifted into RALV, making work environmental coordination much easier.

A Staff survey at the library was done during the second half of 2017. As of the end of 2017, 106 people were permanent employees at the library. Nine people were recruited during the year and three people retired.

The management team has been actively working on determining the human resources during the year, how these resources are available and how the library uses expertise most effectively in relation to what development needs there are. Work was also done with making recruitments strategical in the long term.

## Brief economic outcome

### Staff costs

Staff costs show a result in the positive of SEK 3,000,000. The reason for the positive result is largely due to the fact that seven employees, three of whom were on a head of department salary, chose to terminate their positions at the library. Delays in employee recruitment has also affected the economical outcome positively.

### Costs for buildings and work spaces

The outcome for 2017 was a costs of + 240 thousand (SEK). The rent was 425 SEK higher than budgeted, which was due to the introduction of unit rent across the university. The Arrhenius Branch Library was closed as of April 1 2017, the library paid 50 percent of the budgeted rental cost at 581 thousand (SEK). The library accounted the entire cost for removal, which had a negative impact on other operating expenses. The reason for vacating the Arrhenius Branch Library was at the request from the Chemistry Department who wanted the space for other purposes.

The library's cleaning costs for 2017 were 127 thousand (SEK). Lower than budgeted, and the reason for the lower costs is that no major cleaning projects have been necessary during the past year.

### Cost for other operations

Other operating expenses show a result in the negative of 1,080 thousand (SEK). These costs include both plus and minus posts. Library resources acquisition (books, journals and databases, both in electronic format and printed) were 1,690 thousand (SEK) higher than budgeted. This was a planned deviation from the budget due to it being known that staff costs would be much lower than budgeted.

From October 2017, the library is incorporated (migrated) with the university network. Delays due to this migration resulted in lower costs of approximately 600 thousand (SEK).

Stockholm University Library financed the entire relocation of the Arrhenius Branch Library relocation to the Frescati Library at a cost of about 420 thousand (SEK).

### Depreciation

Depreciation costs shows a large result in the negative, and this was according to plan. The library is estimated to be at  $\pm 0$  as planned by the end of 2019.

### Income

The library's revenue was lower than budgeted for 2017. The loss of income is due to the fact that the library changed its library data systems, so all delay fees of books were not registered. This was due to a delayed implementing of the new library systems payment functions. Everything was up and running by the end of 2017 and fees can now be played by library users either at the library information points or on the website.