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In my position as CIO for Scholarly Information at Bielefeld University I am interfacing between the University Library and the University management, mainly with respect to strategic development of ICT infrastructure for scholarly communication at the institutional level. Since Bielefeld University has a dedicated development and IT department, I am also involved in national and international projects on information management, e.g. the repository infrastructure project DRIVER and the open access search engine BASE-search.net. My scientific origins are in Computational Neuroscience. I have been working for academic information management systems (eLearning, publishing systems, information infrastructure systems) for about a decade.

GRL2020 Position Paper

Research Libraries are facing the challenge of drifting away from researchers and students.

This drift is based on the requirement of servicing a number of increasingly differing and polarizing user communities. The first community is the natural scientist or computer scientist who currently use mostly electronic journal articles and in the future may use even more distributed and volatile internet resources. The second community comprises researchers from the Arts and Humanities who still fit the conventional profile of library users in the 20th century by using monographs and other printed materials. A third polarization is the young student or researcher who use more and more external library services for information management such as GoogleScholar, Moodle and the like, as opposed to the established lecturer using disciplinary databases such as OVID and applying "chalk and talk" with reserved shelves in the library. Many more examples of increasingly differing user groups can be found. For the sake of clarity, in this paper I will refer to them as "conventional type" and "novel type" users.

The main problem resulting from this situation is that both the conventional and novel type users have to be catered for. Even though libraries are investing in serving novel type users through digital libraries, they will inevitably "lose" users to other service providers. Under constant budget conditions this situation results libraries having to make the difficult choice between supplying services for one of the two user types.

Against this backdrop, the use of collaborative and shared services for information management becomes a very important survival strategy. As students are collaboratively sharing their information over platforms like Facebook, and researchers are collaboratively sharing their data in projects like the Human Genome Project or their publications over document repositories in the Open Access program, libraries can collaboratively share their services for information management. This is no new idea: similar things have been done for decades in a systematic exchange programme between libraries for printed dissertations. And in the digital Open Access world this is very well known for search services (e.g. OAIster or BASE-serach.net), copyright

clearance (SHERPA-ROMEO) or citation analysis (CITEBASE). This principle of each library focussing on a specific service and sharing this service globally enables a single library investing effectively and realistically in services for the novel user type. By re-using many services of other libraries and maintaining one specific service a global service network can emerge that can be customized to local needs. However, this challenge can only lead to a global information infrastructure if commercial service providers are integral part of this system.

Of course, individual examples of collaboratively shared services as of today are not sufficient. A technical infrastructure for sharing information management services as is used from sharing computing resources (e.g. GRID) is required. This involves

- distributed development, provision and deployment scenarios (e.g. DRIVER);
- operational or business models of international library consortia;
- IT competence in libraries has to dramatically increased;
- the profile of a librarian has to change to customizing information management services to the needs of multiple user groups.

To sum up, the challenge of libraries drifting away from researchers and students can be met if research libraries collaborate globally and have the necessary technical and organisational infrastructure to work with.