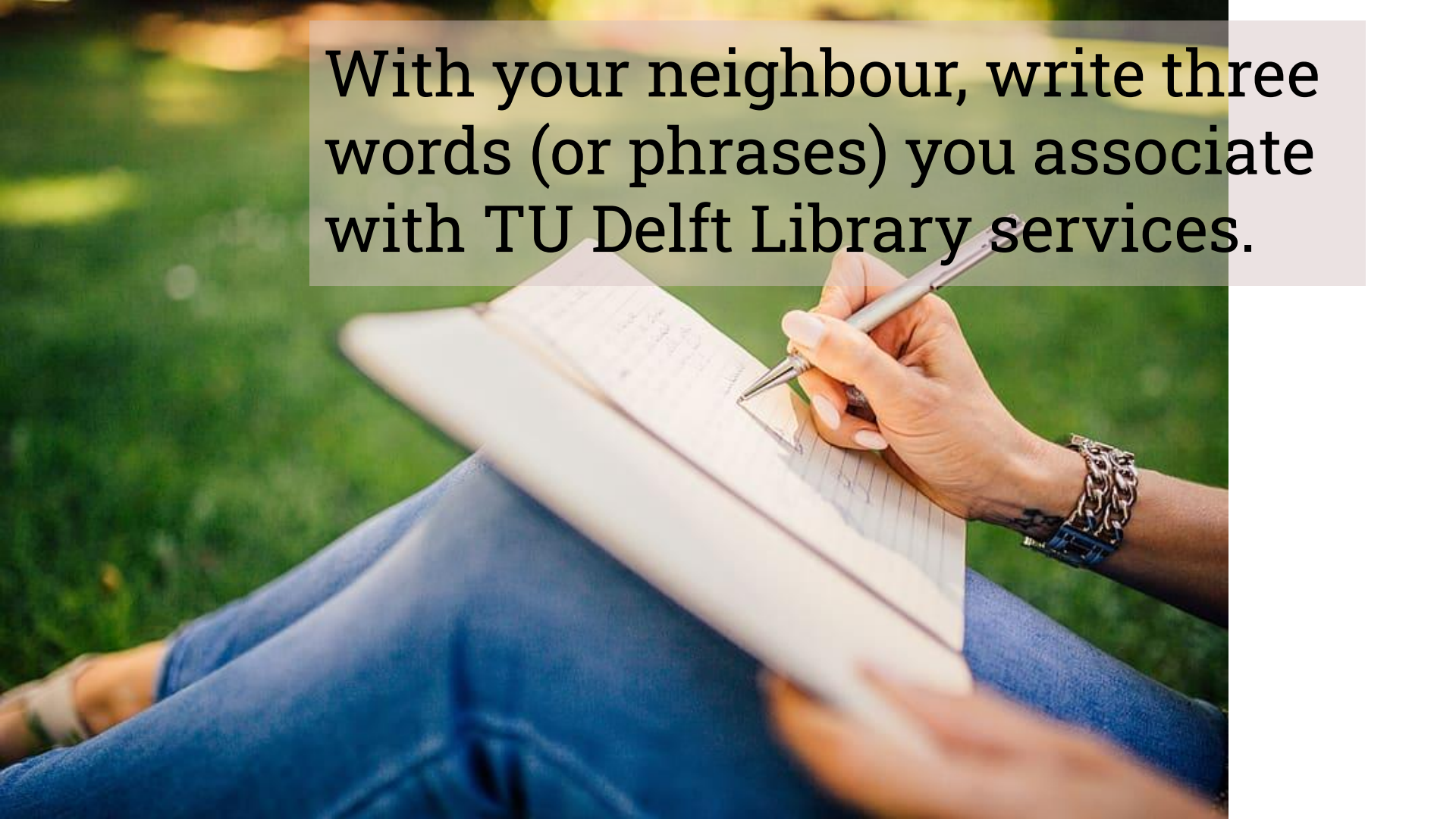


(Digital) Service Programme @Library

Alastair Dunning,
On behalf of Library Management Team
UD-managementoverleg, October 5

With your neighbour, write three words (or phrases) you associate with TU Delft Library services.



Book	Advice	Media	Open Access
VR Zone	Study place	Data Management	Cafe
Collegerama	Publication	Events	Loans
Heritage and Art	Archiving	Copyright	Information Literacy

Book	Advice	Media	Open Access
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In total, the library runs more than 100 services

This presentation has three parts

1. Challenges
we face in the
library

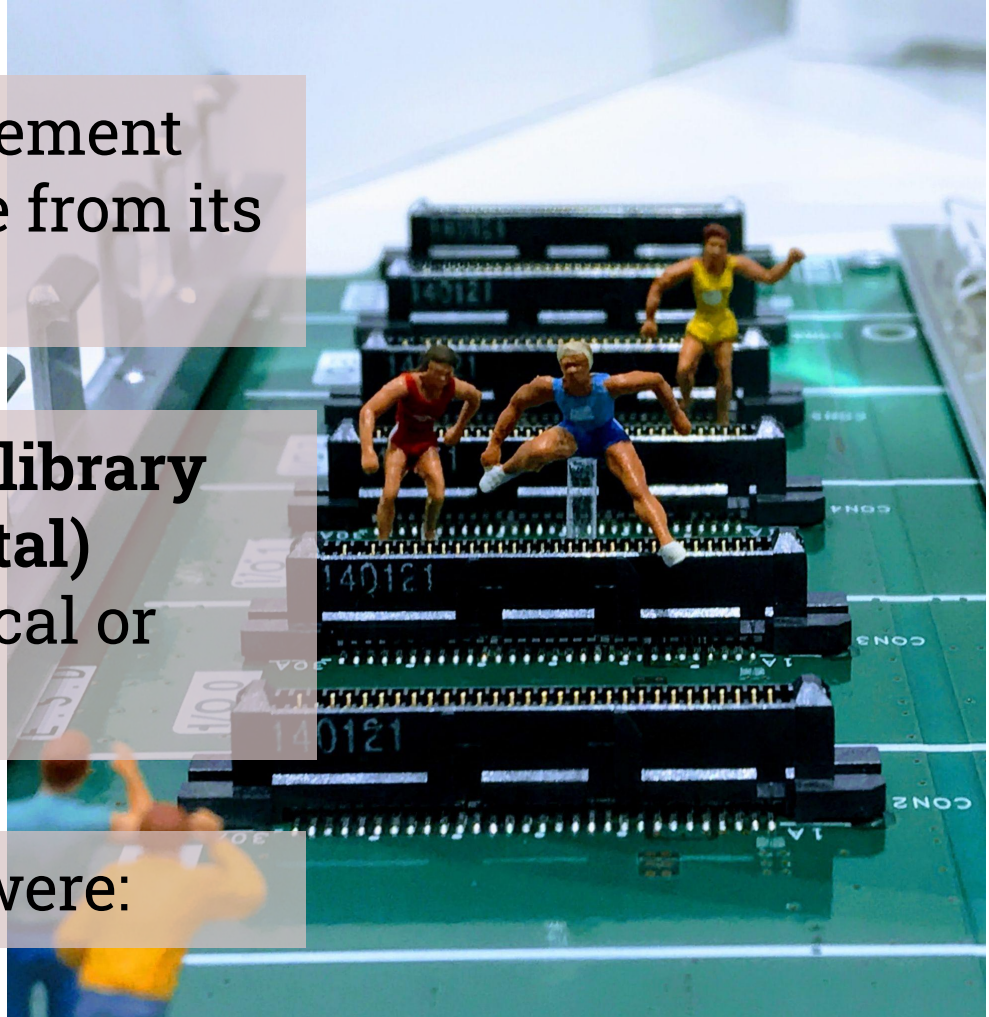
2. Approach we
are taking in
the library
(Digital Service
Programme)

3. Broader
examples across
the university

In 2020, the library Management Team wanted to hear more from its staff

What challenges did each library team face in running (digital) services? Strategic, technical or functional.

Three of the key [findings](#) were:





1. Understand users better



2. Creating clearer communication

Video from IO service design students 'testing' Library's VR zone
(waiting on permission to share)



3. Better processes.
Better collaboration.

To summarise: Library Challenges

1. Challenges we face in the library

- Understanding users better
- Creating clearer communication
- Better processes. Better collaboration.

2. Approach we
are taking in
the library
(Digital Service
Programme)

With approval from the CvB, we established the Digital Services Programme

- Service Design, Usability & Communications
- Staff Development
- Digital Infrastructures
- Innovation

Also underpinned by our Service Standards ([link to Dutch versie](#))

And also a broader link to TU Delft Digital Strategy

TU Delft Library Service Standards

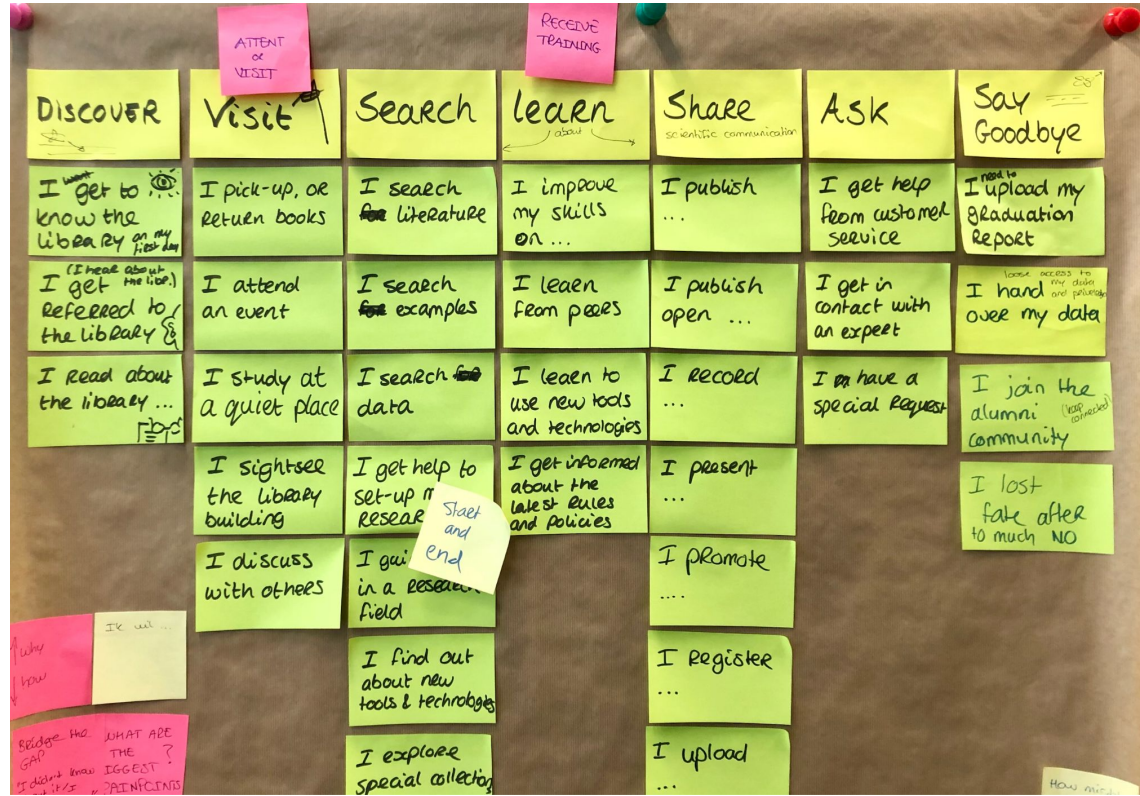
13 januari 2022
Voor openbaar gebruik 1.0



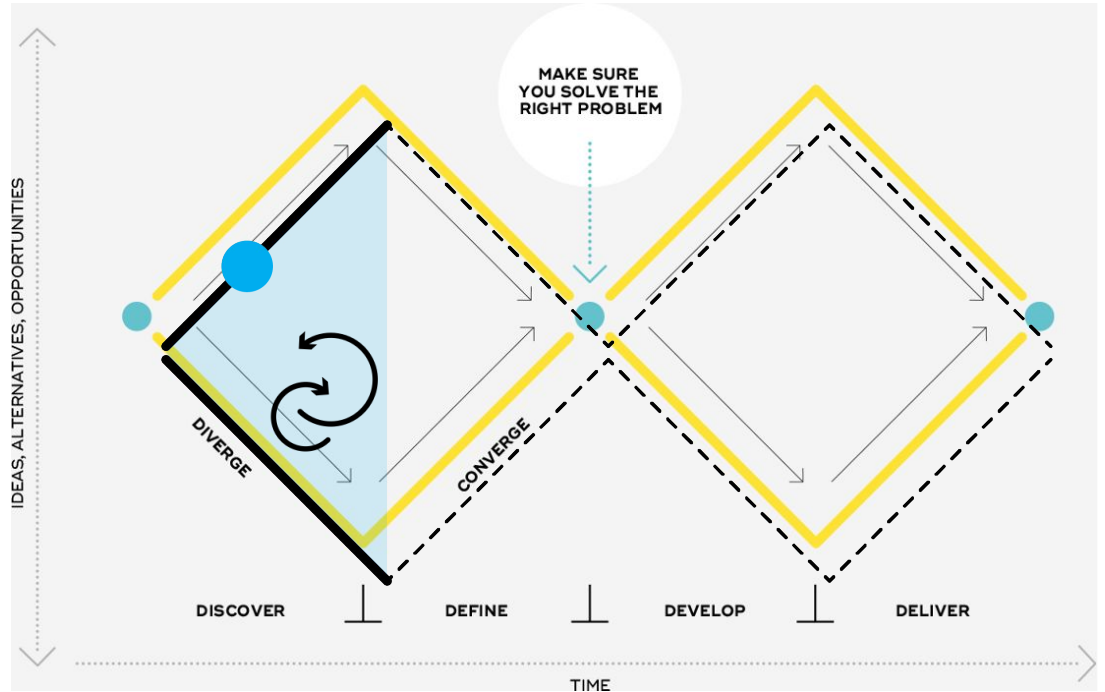
In dit document staan de belangrijkste standards voor de dienstverlening van TU Delft Library. Bij afloop van het Digital Service Programma van de TU Delft Library in 2024 (of eerder) heeft iedere dienst elke standard ingebed.

1. Benoem een eigenaar
2. Beschrijf het doel op heldere, eenduidige en begrijpelijke wijze
3. Gebruik eenduidige branding, conform de huisstijl van de TU Delft
4. Stel gebruiksgemak voorop
5. Helder taalgebruik
6. Wees (technisch) betrouwbaar
7. Maak succes meetbaar
8. Vraag regelmatig om gebruikersfeedback om diensten te verbeteren
9. Reageer op gebruikersfeedback
10. Communiceer plannen, rapporten, successen en missers openlijk
11. Waarborg de privacy van gebruikers
12. Gebruik een permanent en duidelijk internetadres

1. Embedding service design to understand how students, teachers, researchers interact with our services

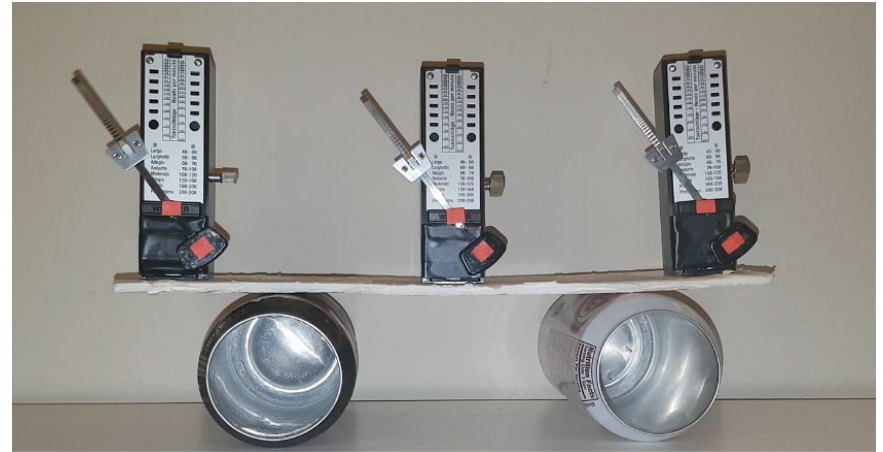


- **Co-design.** Getting regular user (*) interaction and feedback to improve your service
- **Iterative.** Be responsive to user feedback
- Making services **simple to use (and inspiring)**



2. Clarity in communication and governance

- Name a responsible owner for each service
- Use clear language.
- Be open about plans, reports, successes and failures.
- Collaborate; synchronize; build trust



3. Build (digital) maturity in our staff

- Giving staff the skills to embed our Service Standards
- Embedding leadership skills not just with team heads (collaborative, co-design)
- Doing this requires new forms of digital working, and of openly sharing information




In summary: Approach of Digital Service Programme

2. Approach we are taking in the library (Digital Service Programme)

- Embedding service design to understand users better
- Clarity in communication and governance
- Build digital maturity in staff

3. Broader examples across the university

A photograph of a modern university interior. The space features a curved wall with vertical wooden slats and a large blue panel. A staircase with a wooden handrail is visible on the left. The ceiling is white with recessed lighting. The overall atmosphere is bright and contemporary.

These are also challenges we are facing across the university!

Good news! We are already working in these areas

Embedding Service design - the Engineer Journey

(Also Process Steward Network, plus plenty of expertise at IO)



Clarity of Communication

Openness about plans at [TU Delft Campus development](#)



Actuele projecten

Hier vind je een overzicht van de grootste actuele bouw- en renovatieprojecten op de campus.



QuTech →



Physics →



Reconstructie
Huismansingel →



Renovatie EWI
hoogbouw →



Logistiek & Milieu →



Tramlijn 19 →

Maturity in staff


TU Delft Research Software Policy

Co-designed by

- Legal
- ICT
- IIC
- Library
- Faculties
- Comms

TU Delft Research Software Policy





(Digital) Service Programme @Library

Manage **inspiring**, user-centred services
Communicate clearly and broadly, building **trust**
Is **open** and collaborative



Do you recognise these challenges?

Understanding users better
Creating clearer communication
Better processes. Better collaboration.

Credits

Hurdles - [Photo by John Cameron](#) on Unsplash

Water - Photo by [Jeremy Bezanger](#) on [Unsplash](#)

Metronomes - https://nldlab.gatech.edu/w/images/7/79/Metronome_NICK_MARIOS_KOKOLAKIS.pdf

Staff - <https://www.flickr.com/photos/157331552@N04/47539722952/>

Forth Rail Bridge - <https://unsplash.com/photos/4VNsmsOCg1A>

Double Diamond - Stickdorn, M. (2017). *This is service design doing : applying service design thinking in the real world : a practitioner's handbook*

TU Delft Library, Echo Building - <https://flickr.com/groups/14777937@N25/pool/with/52164709603/>

TU Delft Campus - <https://www.flickr.com/photos/tudelft/5393042746>

Wormhole Library - <https://commons.wikimedia.org/wiki/File:WormholeLibrary14.jpg>, STW932

Should we still be called a Library?

Yes, because

- There's a global network of libraries wrestling with same problems, but largely going in same direction
- Libraries have always been meeting places for ideas - not just collections
- Difficult to imagine a more effective name

