

Electronic Resources to the Desktop: An Operating Concept

Creating an information policy instrument for the Government of Canada

**An Operating Concept for a Shared Services Approach
to Delivering Commercial Electronic Resources to the
Desktops within the Government of Canada**

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Executive Summary

- Context
 - We obtained MGI Policy Implementation Fund (Intake 2) resources to develop an operating and governance model for a shared services approach to delivering commercial electronic resources (e-Resources) to the desktop within GoC
 - The key objective of the project – and the operating concept described in this document – is to place the delivery of commercial electronic resources which contribute to better policy-making, operations and services to Canadians on a more equitable, cost-effective and productive basis within the GoC
- Ultimate objective
 - The ultimate objective is the development of a practical blueprint for an essential information policy vehicle for the Government of Canada: a tool that makes access to essential policy and operational information more equitable
 - Using such a vehicle, uneven financial endowment among federal government institutions will no longer create have and have-not divides when it comes to access to essential information needed to develop good policy and to provide excellent services to Canadians.

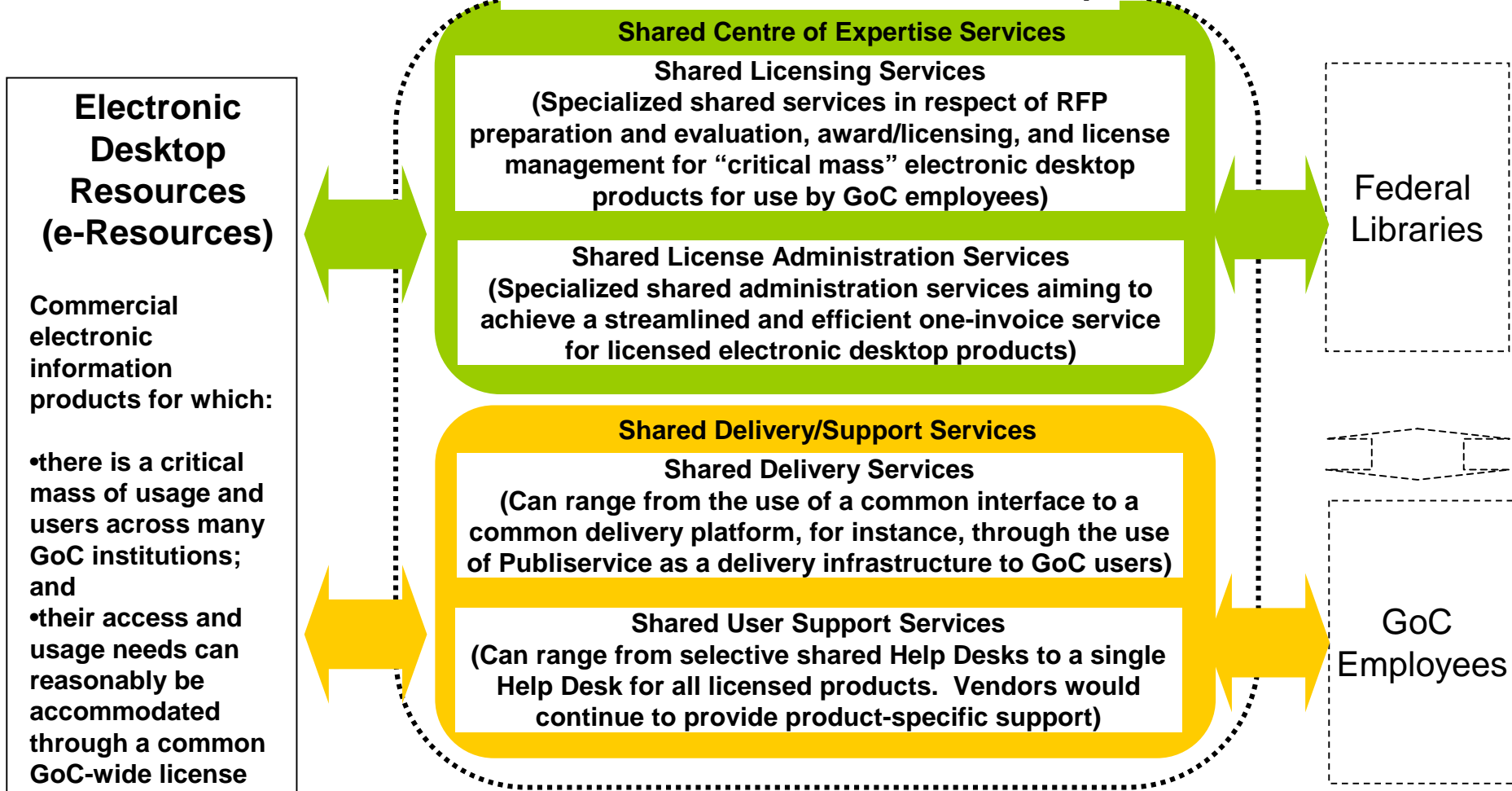
Executive Summary: Vision

The Shared GoC e-Resources to the Desktop initiative provides federal libraries and their clients with a range of specialized shared services for electronic desktop resources.

Its value lies in making access to these resources more equitable, cost-effective and productive for federal employees serving Canadians, while contributing to the government's information policy goals and objectives.

Executive Summary: Operating Model

Shared e-Resources to the Desktop



Executive Summary: Funding Model

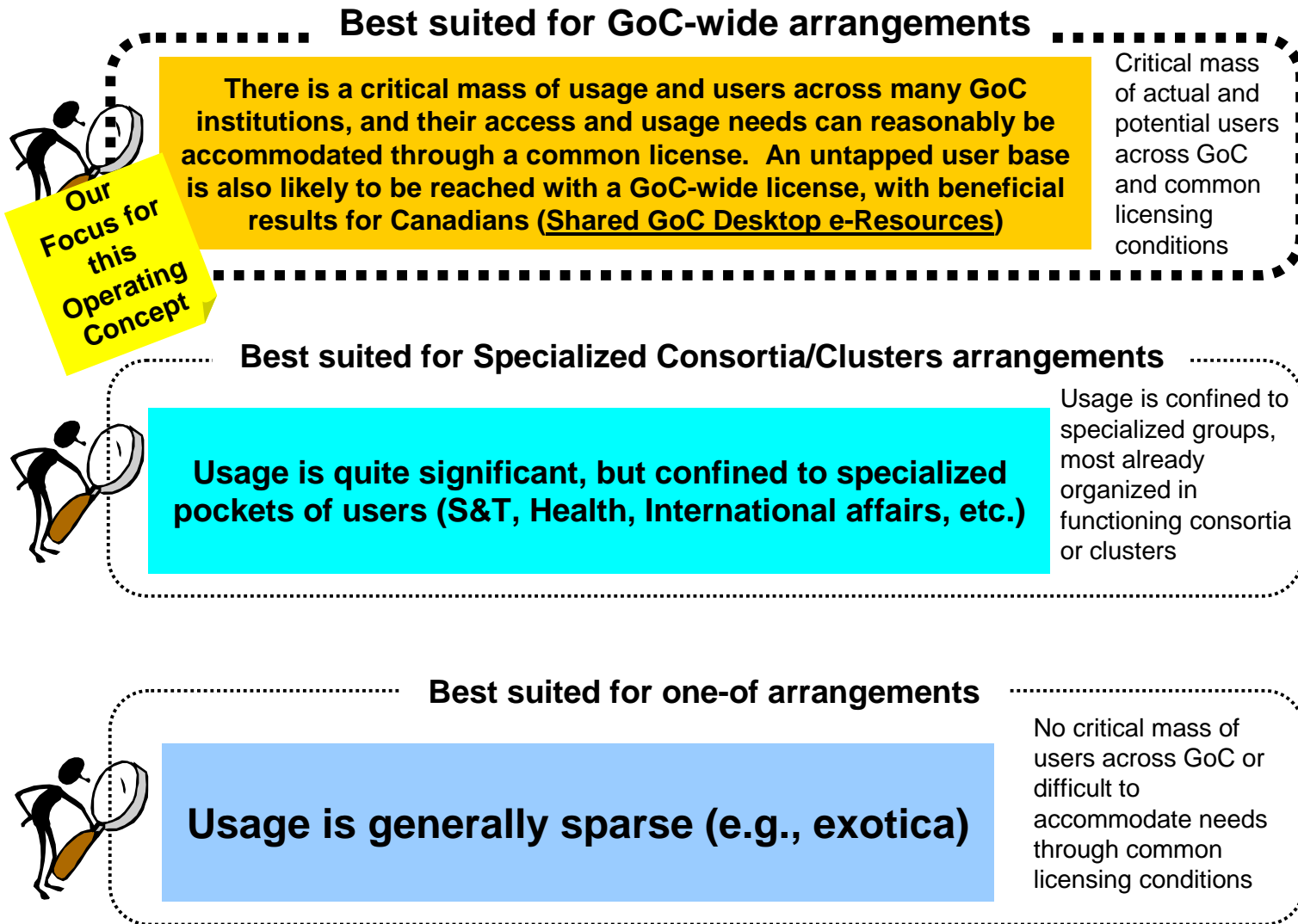
- Model 1 (Buying club approach):
 - No central funding
 - The objective is to get the best price
 - Libraries pay for their desktop e-resources and take advantage of greater discounts because of larger aggregated purchasing power
- Model 2 (Central Funding):
 - Libraries do not pay anything
 - Central government funding (e.g., from TBS, PWGSC, LAC) covers the purchasing of all shared desktop e-resources
 - This is similar to the Electronic Media Monitoring approach currently in place in respect of use of electronic media information by federal departments
- Model 3 (Shared Funding):
 - There is some central funding
 - Libraries contribute to match central funding
 - Prices reflect greater discounts because of larger aggregated purchasing power



**Recommended
Model**

Operating Concept: Commercial Desktop Resources Targeted

For our purposes, commercial electronic desktop resources used by GoC institutions through license arrangements with electronic publishers can be viewed through three lenses:



Executive Summary: Governance Model

**Federal Libraries Steering Committee +
Clusters + Senior PWGSC Representation**



Consortium

**Shared e-
Resources to
the Desktop
Advisory
Committee**



**Shared e-Resources to the Desktop
Management Committee**



**Shared GoC
Centre of
Expertise
Services**

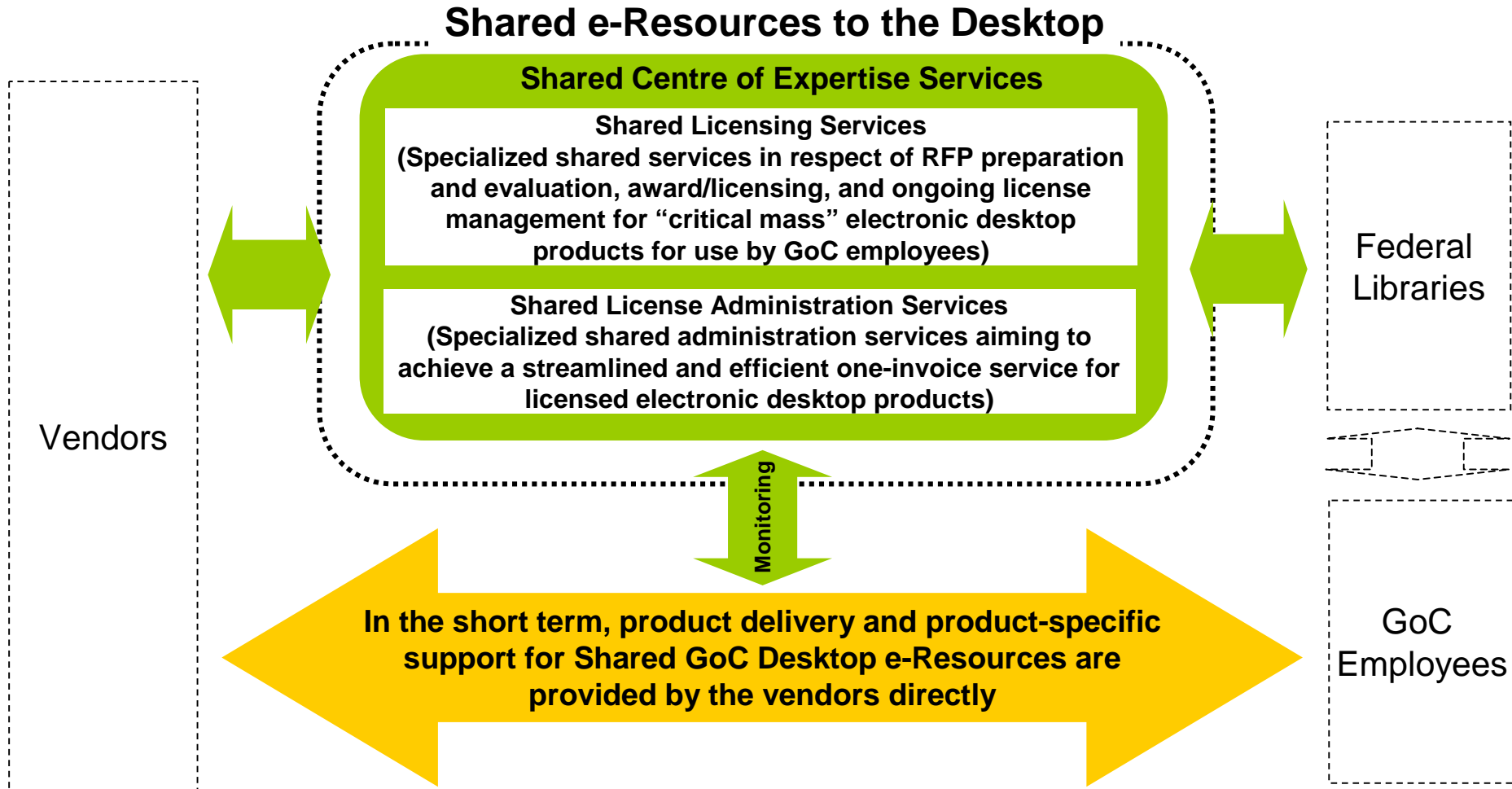
**Shared GoC
Delivery/
Support
Services**



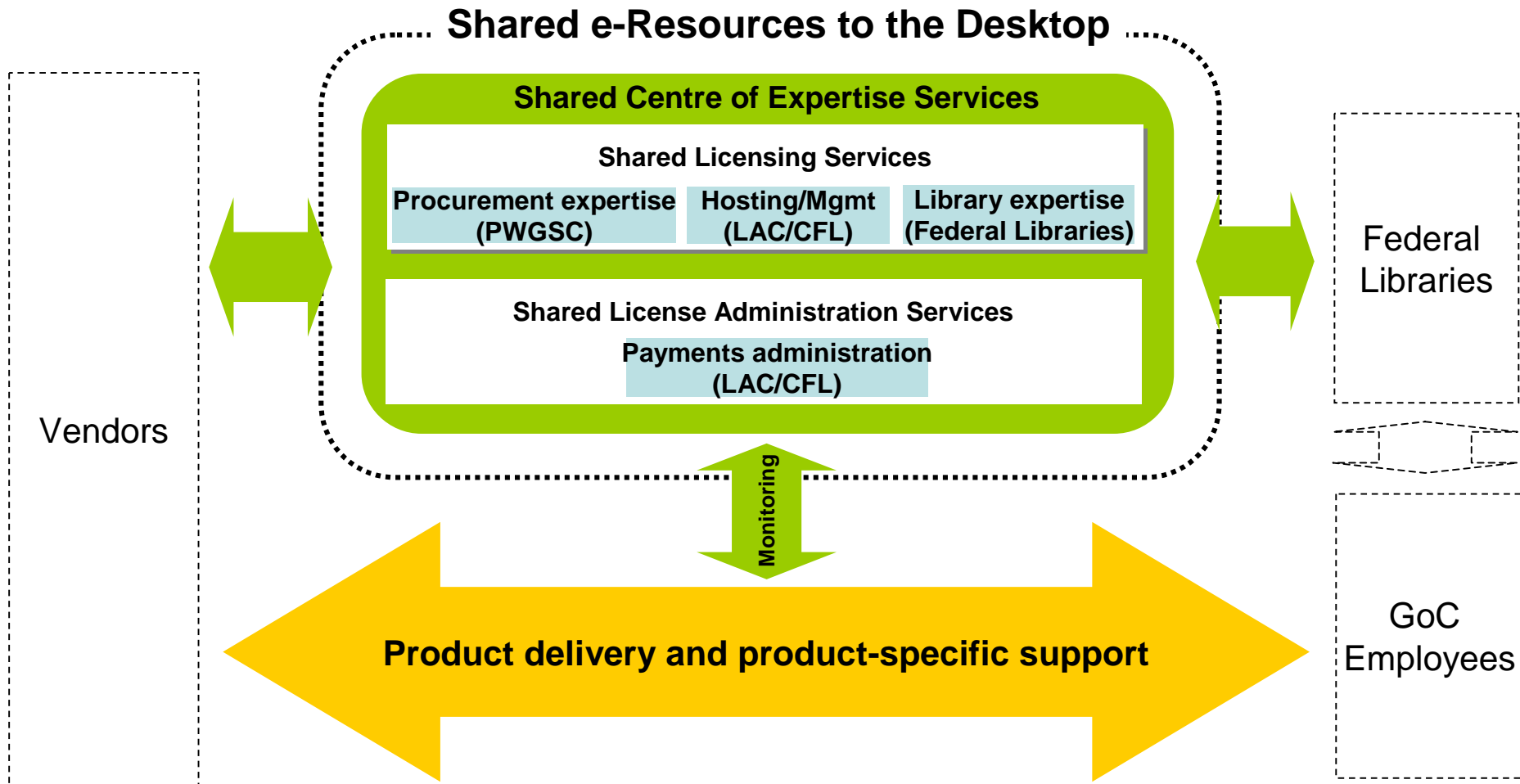
Executive Summary: Moving Forward

- Phased approach
 - Phase I Outcome: Establishment of the shared centre of expertise
 - Phase II Outcome: Consolidation of the shared centre of expertise and establishment of the shared delivery and support capability
- Strategy
 - Business-case-guided approach (i.e., follow the trail that leads to the highest payoffs in the shortest time-frames and at the lowest risk)
 - Focus on electronic resources with the highest impacts in terms of:
 - Economic, policy and operating benefits for GoC institutions
 - GoC-wide policy, coherence and operating benefits
 - Information policy benefits for the information policy centres (LAC, TBS, PWGSC)
 - Partnership between information policy centres (LAC, TBS, PWGSC) and federal libraries and their consortia and clusters
 - Risk-aware, sustainability-seeking, incremental approach
- Next steps
 - Carry out an inventory to identify a provisional set of candidates for Shared GoC Desktop e-Resources
 - Flesh out the Business Case
 - Engage key stakeholders through a core group
 - Refine and Finalize this Operating Concept

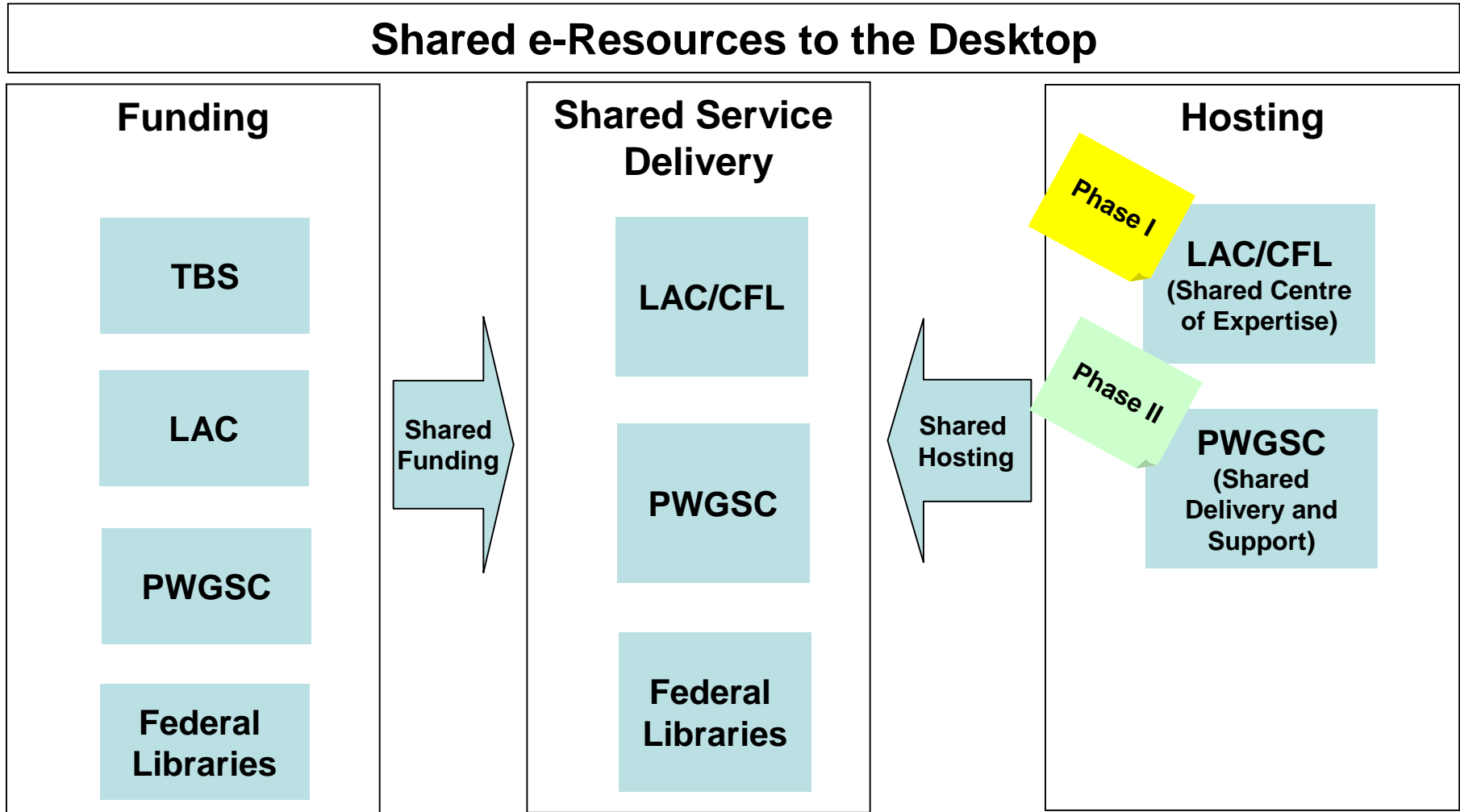
Operating Concept: Short Term Operating Model



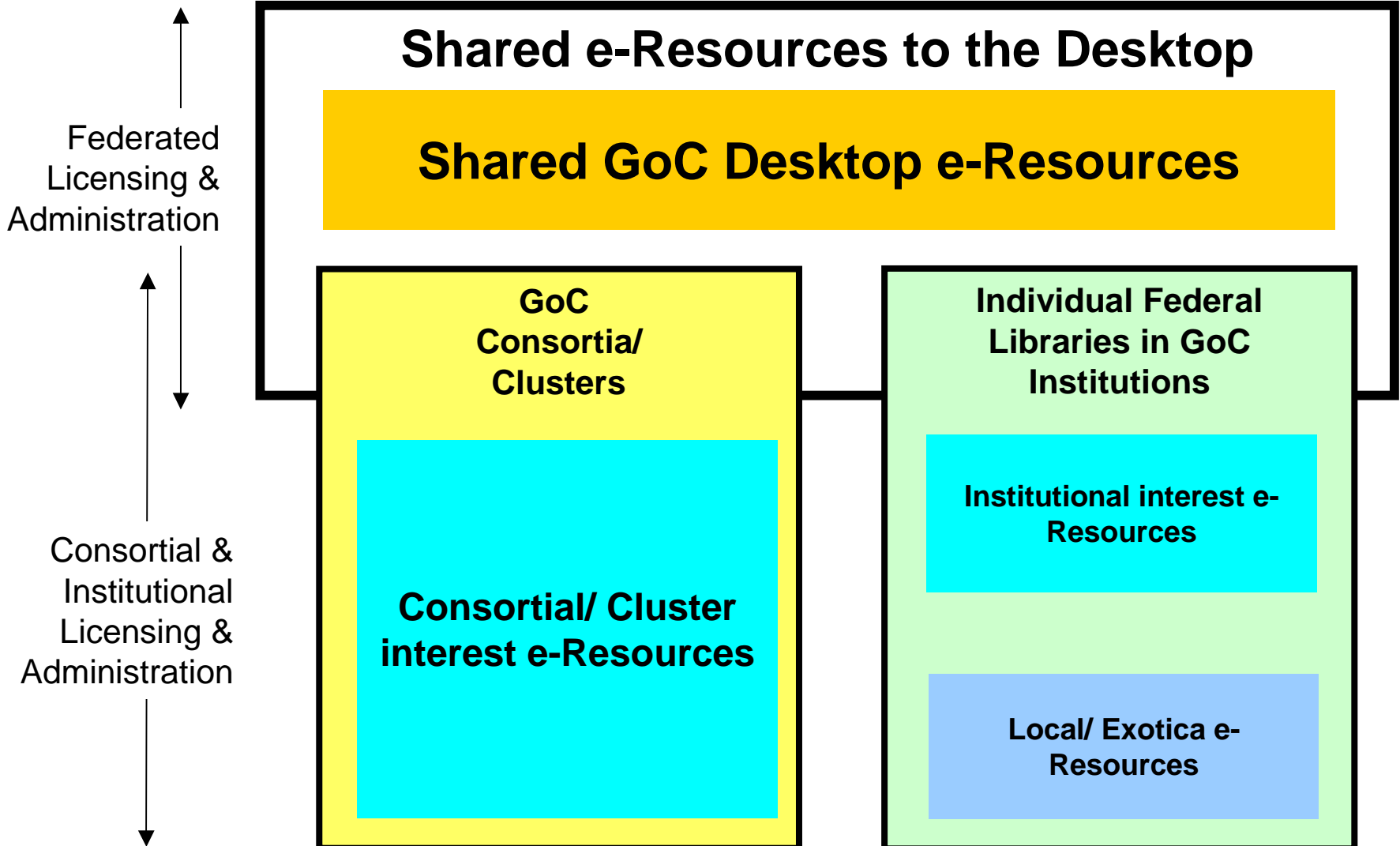
Operating Concept: Key Elements of Short Term Model



Operating Concept: Key Players and Relationships

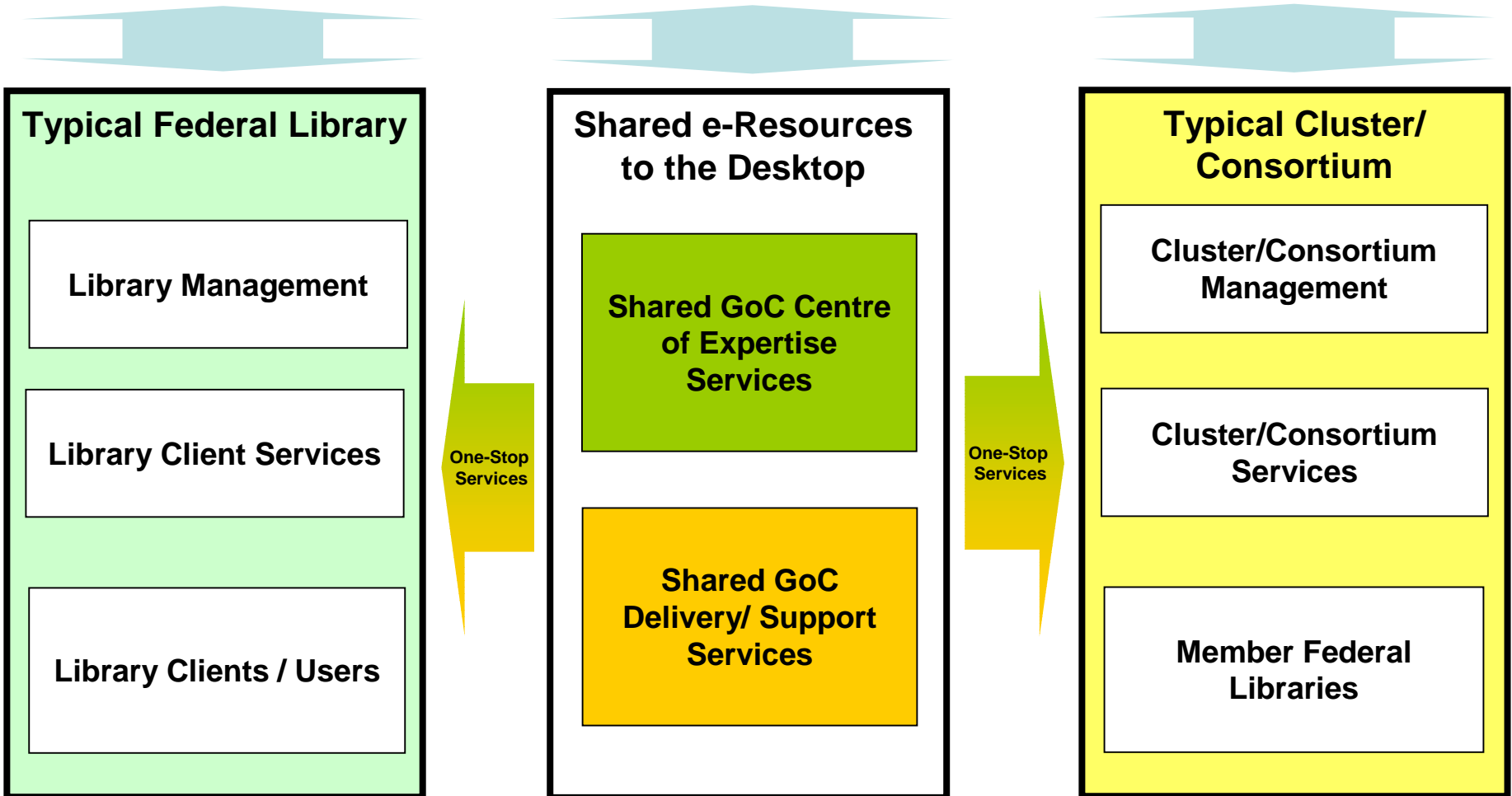


Operating Concept: Relationships with Consortia/Clusters and Libraries



Operating Concept: Service Relationships & Service Governance

Service Governance (Consortium Governance)



Moving Forward: Phasing and Strategy Proposed

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 - Risk-aware, sustainability-seeking, incremental approach

Operating Concept and Moving Forward: Summary

Preliminary Draft
For Discussions Only

Operating Model:	<ul style="list-style-type: none"> • <u>Shared Services</u> in respect of <u>shared GoC desktop e-resources</u> • Focused on leveraging GoC-wide demand and supplying one-stop, specialized, value-added desktop e-resources-related services to federal libraries, consortia, clusters and their clients in the GoC
Key Shared Services Provided:	<ul style="list-style-type: none"> • Shared Centre of Expertise <ul style="list-style-type: none"> – Shared licensing & license management (cost-effective GoC-wide licenses, leveraging entire GoC buying power, for equitable use by all public servants who benefit from them) – Shared payments administration (administrative streamlining and cost efficiencies) • Shared Delivery & Support <ul style="list-style-type: none"> – Delivery to the desktop – Users support
Funding Model:	<p>Shared funding between policy centres and departments</p> <ul style="list-style-type: none"> • Central funding component (sources: TBS, LAC, PWGSC) • Institutional funding component (source: Federal Libraries)
Type of Desktop Resources Targeted:	<ul style="list-style-type: none"> • Electronic desktop resources where there is a critical mass of users and usage across federal government institutions • Access and usage needs can reasonably be accommodated through a common license • An untapped user base is also likely to be reached with a GoC-wide license, with beneficial economic, policy and program results
Key Partnerships:	<ul style="list-style-type: none"> • Funding: TBS, LAC, PWGSC, Federal Libraries • Hosting: LAC/CFL (Centre of Expertise); PWGSC (Delivery & Support) • Operations: LAC/CFL, PWGSC, Federal Libraries
Governance Model:	<ul style="list-style-type: none"> • Make use of existing governance and operating/service structures to the maximum extent possible • Adopt Consortium governance, with minor tweaking • Inject a “shared services” and “information policy” flavour in the governance processes and outlook surrounding the Consortium governance structures
Operational-ization Strategy and Approach:	<ul style="list-style-type: none"> • Phased approach <ul style="list-style-type: none"> – Phase I tackles the establishment of the Shared Centre of Expertise – Phase II establishes the Shared Delivery and Support capability • Business-Case-guided implementation, focusing on electronic resources and actions with the highest impacts in terms of economics for GoC institutions, GoC-wide policy and operating benefits, and information policy impacts