Working together – Using social media tools / enterprise tools (Sharepoint, Blogs, Wikis, Google Docs/Drive) to enhance staff collaboration – The KAUST library experience

presented by Rindra Ramli, Eresources Specialist
KAUST

• Inaugurated in September 2009
• Located on the shores of the Red Sea in Saudi Arabia
• International graduate research university dedicated to advancing science and technology through interdisciplinary research, education, and innovation.
KAUST

• University awarded with Platinum LEED certification

www.kaust.edu.sa
KAUST

• Faculty / Student Body (Sept 2009)
  – 800 graduate students (25% female)
  – 100 Faculty members

• Organized into 3 broad Sciences and Engineering division:
  – Maths and Computer Science; Physical Sciences; Chemical and Life Sciences
KAUST

• Student Body (2014)
  – Current students: 840
  – Ms students: 185
  – PhD students: 579
  – Ms / PhD students: 76 (Currently in Ms and planning to continue with PhD)
KAUST Library

• Digitally born library
• 2011 – Won the ALA / Inst of Amer Archi award: One of the Best New Library Buildings
• 27 Staff coming from various parts of the world: Saudi Arabia, USA, Canada, India, Singapore, Botswana, Kenya, Rep of Ireland
KAUST Library

• 4 sections:
  – Administrative,
  – Collection & Info Services,
  – Systems & Digital Services,
  – Archives & Record Management
Sharepoint and Google Docs

• Adopted in 2010
• Sharepoint – Used for storing working documents, policies & procedures;
• Google Docs: Stored Info Desk Statistics; Trainings; Visitors Count; Textbook distribution
Sharepoint and Google Docs

• Advantageous:
  – Simultaneous access to information
  – Faster access; Just-in-time

• Due to concerns especially with sharing information in the cloud, we started to explore other alternatives

• Alternative medium to store sensitive information
After several discussions and deliberations, we decided to make the move to Sharepoint

- Created several worksites for the various library sections
- Created shared Document spaces
- Primarily used for storage of documents / information
• 2014- 2015:
  – Increased usage of the collaborative tools within the worksites
  – Within Collection and Information Services: E-Resources Team used the Wiki feature to store the electronic resources lifecycle
  – Linked to files and other web resources
Sharepoint – Snapshot of Main Workspace

KAUST Library
Library SharePoint SubSites ► Shared Documents Recent ► EDIT LINKS

Home
KAUST Library Staff - Worksites for collaboration and file sharing.

Announcements

**new announcement** or **edit** this list

Current View Find an item

<table>
<thead>
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<th>Title</th>
<th>Modified</th>
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</thead>
<tbody>
<tr>
<td>Changes in travel procedures - From Molly</td>
<td>May 1</td>
</tr>
<tr>
<td>New Seating Plan for Level 3 Office - From Molly</td>
<td>May 1</td>
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<tr>
<td>Items to Review - From Molly</td>
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</tbody>
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Links

- KAUST Library
- KAUST University
- KAUST HR Policy
- Learning and Development
- KAUST IT
- KAUST Finance
- KAUST Facilities and Community Intranet Portal
- KAUST Doc Center
- KAUST Portal
- KAUST School Website
- KAUST Schools Calendar

www.kaust.edu.sa
Sharepoint – Information Architecture

KAUST Library
Library SharePoint SubSites

- Library Director
- Archives & Records Mgmt
- Business Admin
- Collection & Information Services
- Repository
- Record Retention Survey
- Shared Documents
- Systems and IT
Sharepoint – An example

Content Editor

COLLECTION AND INFORMATION SERVICES

Team Members:

- Dr Vijay (Manager)
- Collection Development Team
  - Janis Tyhurst (Lead, Senior Subject Specialist)
  - Han Lee Yen (Subject Specialist)
  - Stephen Buck (Subject Specialist)
- E-Resources Team
  - Rindra M Ramli (Lead, E-Resources Specialist)
  - Mary D. Waswa (Metadata Specialist)
  - Ola Kabli (E-Acquisition Co-ordinator)
  - Basma Parkar (Library Assistant)
- Acquisition (Print)
  - Ali M Al-Qahtani (Lead, Acquisition Specialist)
  - Nour AlSulaimani (Library Assistant)
- Reference and Instruction / Document Delivery
  - Fatem Ba-Rayyan (Reference and Training Co-ordinator)
Sharepoint – An example

E-Resources Team

Team’s Charter

- Report to CIS Manager
- Acquire, Organize, Manage and Document University library’s electronic resources: Adding, Updating and Maintaining related information & records (ebooks, ejournals, A&I databases, related digital items)
- Ensure library’s electronic resources are accessible
- Monitor and propose new methods of improving ERM workflows
- Seek opportunities to leverage existing IT tools to enhance productivity and effectiveness of ERM
- Provide update reports for CIS & Library monthly meeting (Wherever necessary)

Documents

- New document or drag files here

Useful Links

- New link or edit this list
Google Docs and Dropbox

- Library did not limit Sharepoint as its main medium of collaborative tool
- Dropbox: Used to share project files
- Google Docs: Meeting Notes and Document creation
• In an effort to share frequently asked questions, KAUST library has deployed LibAnswers
• LibAnswers allow our library staff to use a centralized portal to monitor, answer and publicized commonly asked questions (among other functions)
• Generate useful reference statistics such as number of inquiries received, detailed statistics of when inquiries are received and so forth
Frequently Asked Questions (FAQ)

How can I access our electronic journals?
Last Updated: May 11, 2015 | Topics: EResources | Views: 27

What is the library’s opening hours?
Last Updated: May 12, 2015 | Topics: About the library | Views: 21

Does the library subscribe to any abstract and indexing databases? If Yes, may I know the title?
Last Updated: May 11, 2015 | Topics: EResources | Views: 11

Does the library subscribe to ejournals? What kind of ejournals do we have?
Last Updated: May 11, 2015 | Topics: EResources | Views: 9
LibGuides

- Subject Specialist and professional library staff created libguides to provide information on relevant library resources for internal library staff as well as the KAUST community.
- Libguides are created and categorized by topics, assignment or special needs of KAUST community.
- Browsable and Searchable.
## A-Z Database List

Full list of Databases the library subscribes to, including trial access.

**Go to A-Z List**

### Showing 30 Guides

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<thead>
<tr>
<th>Guide Title</th>
<th>Display</th>
<th>Date</th>
<th>Views</th>
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### Looking for E-Reserves?

Enter the course number, name, or instructor in the box below.

**Search**

### Your Friendly Librarians

[Images of librarians]
**Significant Impacts**

- Quick access to information
- Promotes sharing, collaboration & engagement
- Easier information delivery & retrieval
- One-stop info area: Library’s collective knowledge and communication
Moving Forward

• Building trust among staff to rely on Sharepoint and related tools
• Evaluate and Assess the benefits of these tools and other emerging tools
Thank you