Strengthening the SPC Digital Library for Inclusive and Sustainable Knowledge Sharing

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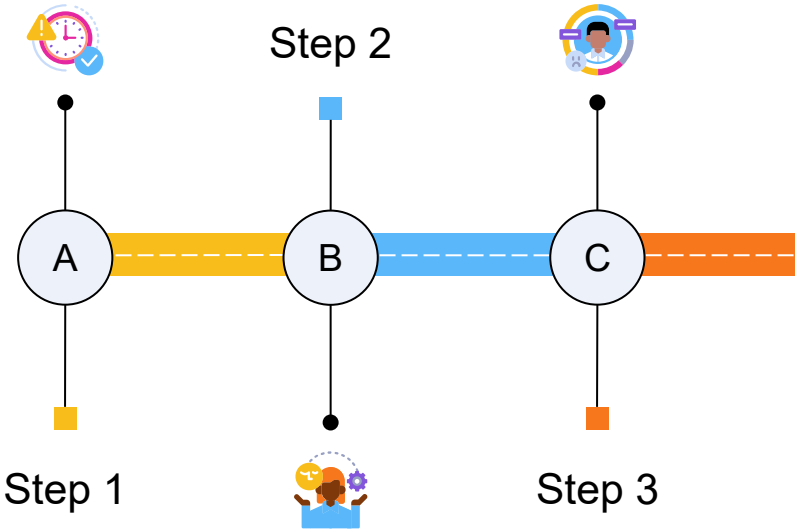

Why evaluate the SPC Digital Library now?

The SPC Digital Library constitutes a fundamental component of SPC's research and publication infrastructure, serving as a centralized repository for institutional knowledge products and enabling their long-term preservation, discoverability, and reuse across platforms.

Objective: To assess current strengths and gaps and develop clear, actionable recommendations for improvement.

Focus on:

- Governance & sustainability
- Metadata & workflows
- Interoperability & discovery
- Alignment with good practice for trustworthy repositories



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Project Phases

Structured review of the SPC Digital Library's documentation, governance arrangements, workflows, and technical setup

Phase 1 Benchmarking

January

A

B

February

Phase 2 Interviews

This phase tested whether documented processes align with real-world operations and identified operational pain points.

This phase focuses on presenting the findings, validating the conclusions, identifying priority areas for improvement, and defining clear and actionable next steps.

Phase 3 Workshop

March

C

D

March

Final Report

Prioritized, evidence-based recommendations and an initial implementation roadmap.

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Why interviews were essential?



What the Desk Review Showed

Policies existed
Workflows appeared functional
Systems seemed technically stable
Metadata standards and integrations were documented
The Digital Library appeared operationally effective

What Interviews Revealed

- Governance responsibilities were unclear
- Many workflows depended on informal practices and individual initiative
- Staff bypassed the system and relied on Google search or personal contacts
- Technical sustainability depended heavily on one individual
- Divisions interpreted policies and responsibilities differently
- Metadata inconsistencies directly affected discoverability and reuse
- Users experienced frustrations not visible in the documentation

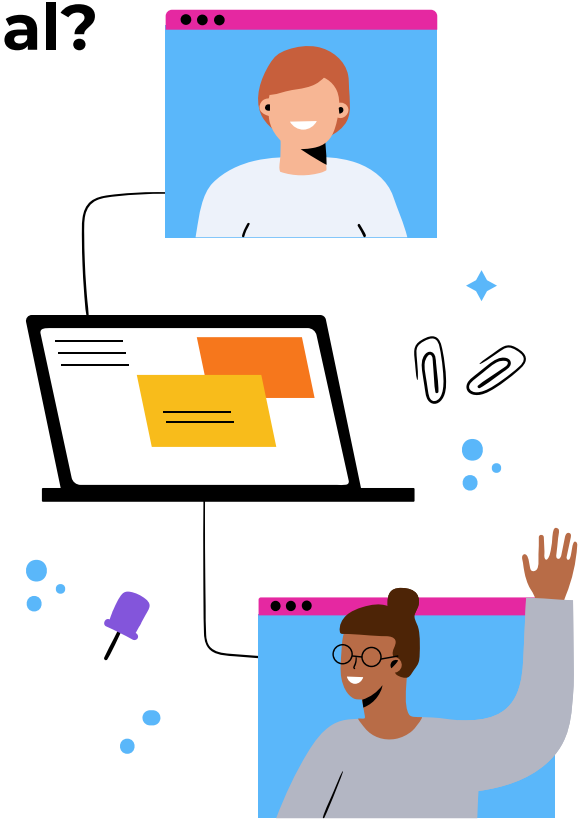
Why interviews were essential?

Without interviews, many critical organizational and operational challenges would have remained hidden.

The interviews provided:

- Institutional context behind technical issues
- Real user experiences and workarounds
- Evidence of governance and sustainability risks
- Insight into informal practices shaping day-to-day operations
- A clearer understanding of organizational fragmentation and user needs

📌 Documentation showed *how the system was supposed to work.*
📌 Interviews revealed *how the system actually worked in practice.*



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Thank you!

