How Emerging Technologies and New Practices for Improving Library Services Impact Science and Technology Librarians on a Global Scale

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Introduction

UCB is a mid-sized biopharmaceutical company with just over 9000 employees.

The presenter:

Head of Global Information & Competitive Intelligence managing a small team of professionals responsible for delivering innovative scientific information services and competitive intelligence to the company. I am also the current President of the Pharmaceutical Documentation Ring (P-D-R), an industry association which represents senior information professional from 24 leading global pharmaceutical companies.
Case Study Approach: UCB

The Statement:
• Emerging technologies have had an impact on the way information services have evolved in the company

The Question:
• Are we ready for the future and are we ready to embrace the continual evolution of such technologies and disruptive innovation?

How did UCB approach this?
Historically…

non-core activities + information overload =

time consuming activities

hard to search and structure content

compliance complexities

poor ROI

unsatisfied customers
Here, Now and the Future…

- **A global information audit** – to break down silos of information and ensure an enriched, targeted and cost effective content portfolio

- **‘Seat at the table’** approach – to be part of the decision making process, to understand what was working well? What could be done better?

- **Full strategic review** thinking about a 1year, 3year, 5year plan to ensure an **agile, high performing and value adding team** in the organisation building on **embedded partnerships**

- **Technology review** to ensure best in class solutions to support innovative research
  - how to gain insight from information
  - how to be part of the patient value chain
  - how to be prepared for the future
  - how to ensure our core expertise remains at the fore of the organisation
  - how to apply technological advances to further discovery and drive innovative research which might lead to improved medicines for patients
Questions?
Thanks!