The formal and informal relationships between Jisc’s strategic and tactical stakeholder groups were outlined and discussed. A key objective for Jisc colleagues over the next year is to strengthen the links between the groups and to ensure relevant information sharing and communication occurs between them. Members commented that information about the work of other groups should enable LSAG to focus on the most valuable areas, addressing obvious gaps. Liam Earney pointed out that while representatives from academic libraries are a common thread throughout many of the groups, LSAG was established specifically as a formal point of engagement with key stakeholders. This is to ensure Jisc gets the academic library perspective on issues of concern. It was agreed that a holistic view of library strategy is needed. It is not helpful to draw divisions or exclude topics which may also be within scope for other groups.

Members had been asked to provide information in advance via a questionnaire about their investment priorities over the next 3-5 years and 3 members also presented on the theme. Insights were shared through the lens of the individual director’s portfolio. This influenced potential sources of funding, for example where wider student services activity could be the driver for investment, innovation, and digital transformation.

Student experience was a key theme, with reference to wellbeing, removing barriers to access and progression, and the complexity of the student body. Staff skills were identified as an issue of concern as the complexity and volume of demand grows, requiring flexibility and integration of digital skills into everyday practice. The digital shift impacts the development and utilisation of learning spaces within and beyond the library: facilitating the effective use of these spaces was a priority. Jisc support is required in the realm of data and analytics to enable demonstration of impact, and to drive efficiencies. The key driver for Jisc should be to facilitate shared services and cooperation where it makes sense for activity to be delivered at scale, bringing greater economy and return on investment.

Discussion followed with the aim of identifying three or four priorities for action for the group to focus on over the next year. The balance for Jisc in focussing on thought leadership/advice and guidance or provision of services was debated. It was suggested that diversity and data analytics could be a useful angle to approach the issues identified. In conclusion, there was agreement that the themes of data analytics and the intelligent campus, should be further explored at subsequent meetings.