

# Strategy

2026 to 2029



# The great noise – a knowledge-based society in upheaval

Modern-day libraries are faced with a paradox: they are simultaneously supposed to serve as the guardians of age-old knowledge while also paving the way for a future in which information can be accessed dependably, instantly, meaningfully, and fairly. We have reached a turning point: our global knowledge-based society has long been using AI-supported research tools to generate, find, and condense content in seconds. For libraries and national infrastructures such as SLSP, this means that roles need to be redefined – stepping away from their methodological heritage and towards active design in the age of machine-driven knowledge systems.

But speed cannot replace insight. Generative language models enable unprecedented quantities of information to be accessed at striking speed, but reach their limits when it comes to transforming this flood of data into verifiable, context-appropriate knowledge. Without robust, open knowledge bases, AI output remains vulnerable to bias, misinterpretation and oversimplification. The result is an ever-louder ‘noise’ that makes it harder for researchers, businesses and society at large to find their feet and make decisions.

This change is more than a technological revolution: it is a political and institutional transformation of the academic information space. The Barcelona Declaration on Open Research Information (or Open Science) encapsulates this paradigm shift. It calls for open, transparent and interoperable infrastructures as the foundation for knowledge that we can depend on in the long term – regardless of whether it is processed by humans or machines.

The future lies in combining two forces: open science as the basis for fair, transparent and democratic access to information and powerful, intelligent tools that translate this openness into concrete knowledge. Without open science, AI tools remain trapped in closed-off information silos; without AI, open science often goes untapped.

Amid this transformation, three key questions arise:

1. How can access to reliable, relevant knowledge be secured in the long term – technically, institutionally and politically?
2. What fundamental skills do we need so we can use AI-based knowledge systems critically, creatively and responsibly?
3. What forms of strategic collaboration are required within the academic information ecosystem to shore up Switzerland’s position in the age of AI?



# SLSP is shaping access to information – digitally networked, technically savvy navigation

Swiss Library Service Platform (SLSP) Ltd sees itself as a strong partner that is supporting academic libraries in Switzerland through their next profound transformation. In this phase, it is imperative that we possess the ability to promptly retrieve both historical and new, often unverified, sources of knowledge. Additionally, we must employ a methodology that ensures context, differentiation, and reliability. To achieve this, SLSP combines algorithmically supported searches and processing with expert curation, thus ensuring open and trustworthy access to academic information in Switzerland. This document provides an insight into the strategic priorities and decisions that are advancing the company's journey of transformation under the leadership of SLSP Ltd's Board of Directors.

The focus is on:

- Concentrating on growing customer-relevant services for academic libraries, especially in the field of higher education
- Targeted investment in an innovation process, particularly in the areas of AI-supported service optimisation and development, open access, and digital user guidance
- Building resilient partnerships and digital self-determination.



## **Vision**

By 2030, SLSP will be the platform for academic information, both physical and digital, in Switzerland – consistently user-orientated, data- and AI-driven, interoperable and open, in the spirit of open science.

## **Mission**

SLSP will catalyse the transformation of the library system into a simple, reliable, and sustainable way to access information. To this end, we promote innovation, design future-orientated solutions in collaboration with our partners and set priorities that serve the entire community.

We are service-orientated, think collaboratively, and integrate a diverse array of perspectives with the aim of creating sustainable and effective information infrastructures in the long term.

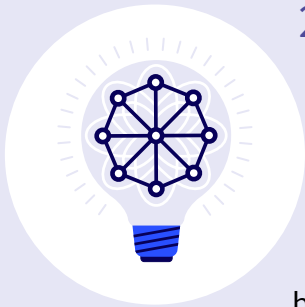


# Strategic areas of activity



## 1. Targeted optimisation and refinement of services for academic libraries based on user needs

In the 2026 to 2029 strategy period, SLSP will focus on academic libraries, particularly from the higher education sector, as its primary customer group. The targeted analysis of students' and researchers' needs lays the groundwork for optimising existing services and developing new services for academic libraries. In addition, the potential for specialised services for specific subject areas or for institutions without traditional libraries will be examined in pilot projects.



## 2. Structured promotion of innovation with a focus on AI and service

SLSP will expand its capacity for innovation through an innovation process with clear responsibilities and resources. Specialised teams and project-based approaches will enable targeted investments to be made in the quality, user-friendliness and usability of both existing and new products and services. Particular emphasis is placed on AI technologies and verified knowledge bases from local and global repositories: SLSP is investing in applications to optimise metadata management, discovery, user support (e.g. chatbots), and internal processes.



## 3. Strategically shaping and developing partnerships

SLSP continues to actively develop its partnerships – including with SWITCH and the Consortium of Swiss Academic Libraries. Clear roles and structured collaboration create new solutions for license management, research data, and open access. Innovative services are being developed in collaboration with external partners. SLSP is keeping an eye on the risks arising from partner dependencies and technological changes and uses scenarios to safeguard its ability to act.





#### 4. Strengthening digital autonomy and data competence

SLSP aims to strengthen libraries' digital capabilities. One area of focus is on honing archiving, cataloguing, and publication competencies in line with a central data strategy. At the same time, the development of independent services with open interfaces will be explored – particularly in areas that are highly relevant to users.



#### 5. Future-proof organisation of physical inventories

The aim is to find long-term, cost-effective, eco-friendly and sustainable solutions that do justice to the new landscape. To this end, SLSP is working with storage libraries to test alternative models for the storage and logistics of physical media.



#### 6. Embedding and embodying sustainability

SLSP is making its sustainability achievements more visible and communicating them in a targeted manner both internally and externally. Projects such as centralising physical warehouses or joining sustainability programmes represent resource-efficient, strategically sensible approaches. Sustainability is viewed as a cross-cutting issue in all key development projects. In the future, the aim is to strengthen specific, practical objectives in day-to-day operations – for example, when selecting suppliers and deploying resources. A shared understanding of sustainability will be established throughout the organisation. In addition to environmental dimensions, this also encompasses social aspects, such as employee retention. SLSP focuses on clear priorities and a responsible use of resources, thus enabling investments while also ensuring SLSP's financial stability.



# Outlook for implementation

The strategy for the period 2022 to 2025 primarily aimed to consolidate the library management system introduced in 2020 for all university libraries and research libraries across the country, expand the customer base and stabilise the organisation.

For 2026 to 2029, SLSP is pursuing a clear strategic direction: digital knowledge spaces that remain accessible, reliable and configurable. During the next strategy period, we will be guided by the following implementation principles for the future of our libraries, researchers and students:

## 1. Real needs over theoretical concepts

Our developments are created in collaboration with libraries, researchers and students – and not just for them.

Feedback is not a process module but an integral part of every product decision. For us, co-creation means listening, adapting, and iterating time and again.

## 2. Skills over technology

To guarantee the success of desirable and beneficial innovations, employees must possess a thorough comprehension and field-specific selection capabilities that allow them to navigate the abundance of AI-based content and applications. With a new service area, we are creating the structures to expand competencies and roles in a targeted manner. Simultaneously, we provide our employees with the resources and support necessary to shape and effectively execute our strategic objectives. This is achieved through staff development and a culture that fosters loyalty and motivation.

## 3. Impact over speed

When making strategic changes, we focus on long-term added value and differentiation through evolution rather than disruption. In so doing, we think strategically but implement pragmatically, with prioritised pilot projects, clear timelines, and measurable impact.



# Contact

Do you have any questions about the strategy? Or would you like to participate actively in its implementation?

We look forward to entering into dialogue with libraries, partner institutions, research institutes and other interested parties: [board@slsp.ch](mailto:board@slsp.ch)

