

5 March 2017

TO WHOM IT MAY CONCERN

**Re: JOHN KRUG**

**Library Systems Coordinator, University of Lancaster, 2002-2017**

I am very pleased to provide a reference for John Krug.

*John's role at Lancaster University*

John Krug worked as Library Systems Coordinator at Lancaster University from 29 April 2002 until 5 March 2017 and I was his line manager from his appointment until 3 June 2013, when all technical and IT staff working for the Library were brought together into a dedicated Digital Innovation Team under a newly created post of Head of Digital Innovation.

John's formal duties during the period he reported to me included:

- Systems-specific support for the library management system, including server maintenance and scheduled jobs (e.g. building indexes).
- Oracle support
- Unix support
- Development and interrogation of library management systems to support the Library's mission and service provision

In practice John was the Library's systems manager, overseeing all aspects of the implementation and maintenance of a range of Ex Libris library management systems, including Aleph from 2002, Metalib and SFX from 2004, Primo from 2010 and Alma from 2012/13. As Alma is a Cloud-based system which replaced three of the earlier Ex Libris products, its implementation freed John of many routine maintenance tasks, with the result that he was able to devote his time to other projects, notably exploiting the system's analytic functionality in order to inform and optimise the Library's service provision.

John left Lancaster University in March 2017 for semi-retirement in Spain. The Library Leadership Group and all his colleagues were very sorry to lose him.

*Aptitude for personal and professional development:*

John is an extremely capable IT professional, with proven skills in a wide range of languages and environments including:

- Unix – John has experience in most formats, including Solaris, and can exploit Unix, Oracle and Postgres to their full potential so that the environment is easily supported and maintained.
- Programming, in Unix environments in particular, including C, Unix Shell Script, etc.
- Unix Technical Architecture Design.
- Library and commercial systems management, both locally maintained and Cloud-based.
- Project management – he has a substantial record here both within the academic library and retail environments.
- Data management, migration and processing.

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During his time at Lancaster John consistently developed his skills and capacities in technical and more general areas, and in 2014 completed an ILM (Institute of Leadership and Management) Level 5 Award in Leadership and Management. He regularly served as representative of the Digital Innovation Team on the Library's Staff Development Group, a measure of his commitment to professional and personal development for both himself and others.

*Attitude towards work, customers and colleagues:*

John is a very motivated individual and a self-starter, who performs his duties to a consistently high standard and can be relied upon to complete anything he starts. He is very customer-focused and is always prepared to work out-of-hours when necessary to meet a project deadline.

John is universally recognised as an expert in his field and commands great respect from his colleagues, both within and outside his team. Since Lancaster implemented Alma as an early adopter in 2013 his qualities have been recognised widely in the UK and beyond. In 2015 he was appointed as the coordinator of the IGeLU/ELUNA Analytics Special Interest Working Group and was invited to chair the inaugural meeting in Oklahoma, USA, and present on the topic of *3 years with Alma* at the joint Analytics, Interoperability and Linked Open Data developers day. In 2016 he was invited to present on *The changing role of the Systems Librarian* to the Austrian Ex Libris User Group in Vienna.

*Awards and achievements:*

In 2014 John received the Lancaster University Staff Award from the Vice-Chancellor in recognition of the "outstanding contribution ... made to the Library and the improvements to the operational efficiency that this has delivered".

It will be clear from all the above that I think very highly of John Krug. He is a reliable, honest, punctual, committed and highly self-motivated individual. He has been a great asset to Lancaster University over the past 15 years and will be sadly missed by his colleagues in the Library. I have no doubt that he will be an asset to any organisation that employs him in future.

I am required to inform you that the University accepts no liability, in negligence or otherwise, for the statements or information contained in this reference although they are given in good faith.

Yours sincerely

A handwritten signature in black ink that reads "David Summers". The signature is written in a cursive, slightly slanted style.

David Summers  
Deputy Director of Library Services