6th March 2017

To whom it may concern

Reference for John Krug, Lancaster University Library

John Krug worked as Library Systems Coordinator from April 2002 until March 2017. I was his line manager from June 2013, and in April 2014, John's job title was changed to "Systems and Analytics Manager" to reflect his role accurately.

John has provided the Library with his expertise and insights into several large and complex projects. His principal expertise lies in three different areas: Library systems including Aleph, Alma, MetaLib, SFX, Primo, EZproxy, etc.; Infrastructure including CentOS/RHEL and other Linux environments; and Analytics including OBIEE, BIRT, Tableau and other data processing and visualisation tools. He also has significant knowledge of Research Data Management, Pure, Oracle, Postgres, server maintenance, deployment, and infrastructure monitoring. He excels on his own initiative as well as in a fast-paced agile team.

While John's accomplishments are too many to note down, I would like to highlight a few.

John's work on Alma implementation for Lancaster University was exceptional, and his commitment to a smooth transition from Aleph was extraordinary. His performance allowed Lancaster University to become the third institution in the world to go live with Alma without any significant issues or problems. John, with his team of two other staff members, won the Lancaster University "Outstanding Contribution" award for his work on this implementation.

John played a vital role in the development of Jisc funded DMAOnline software, providing Research Data Management (RDM) professionals with a singular, straightforward and global view of their RDM activities. He architected and developed the initial version of the software which allowed us to acquire funding from Jisc to further extend the capabilities of DMAOnline. His work in getting the product off the ground was instrumental, and his de-coupled architecture of the product allowed the rest of the team to concentrate on the remainder of the product.

John's role was crucial in introducing evidence-driven decision making in the Library. His expertise and passion for data, information, analytics and visualisation pushed the rest of the staff in the Library to think differently. His expertise in OBIEE, Tableau and his passion for empowering others to develop their analytics skills allowed people to flourish and embed data-driven analysis in their day-to-day jobs. More specifically, John's work with Alma Analytics gave him global recognition. He founded and chaired the joint IGeLU/ELUNA Analytics Special Interest Group representing over 500 institutions globally.

John's commitment to sharing his knowledge and expertise has been a real strength for him and the Library. He was appointed as a committee member for the EPUG-UKI user group representing institutions who use Ex Libris products in the UK and Ireland. He has been an invited speaker at

several global events, most recent one being on the topic of "Changing role of systems librarian" to the Austrian Ex Libris User Group in Vienna. His contributions in the field of Alma and Alma Analytics makes him one of the top experts in this area in the UK and globally.

John has been a highly motivated, committed and unflappable asset to Lancaster University with excellent technical expertise and a strong desire to learn continuously. He completed the ILM (Institute of Leadership and Management) Level 5 Award in Leadership and Management in 2014 and represented the Digital Innovation Team in Library's staff development group. His passion for the development of others regarding their capabilities or his union activities to support others have been second to none.

John left the University in March 2017 for semi-retirement in Spain. From the above, it should be clear that not only I will miss his expertise in my team, but I will miss him personally. The Library Leadership Group and all his colleagues were also very sorry to lose him. I regard John highly, he will be hard to replace, and I wish him all the very best in the future. He will be a tremendous asset to any organisation in the 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,

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