



LIBRARY SERVICES

PROVIDING LIBRARY SERVICES FOR FLORIDA EDUCATION

Update from the Executive Director

October/November 2022

Hello Everyone,

FLVC Library Services has recently completed another major project, the implementation of OpenAthens as an authentication platform for electronic resources. We launched the project to implement OpenAthens as an authentication platform in 2019. Authentication is one of those systems that we don't give much thought to, until it isn't working! When students and faculty need to access electronic resources and other online library services from off campus (and in some cases also from on campus), the authentication platform is the technology that tells the vendor platform (such as an online database or a journal platform) that the user is indeed authorized to access that resource.

In prior years, most libraries used EZProxy as the authentication platform to access e-resources. However, as the online environment has become increasingly complex, it has likewise been increasingly challenging to ensure stable, reliable access to online resources. In 2019, FLVC collaborated with all of its member libraries to launch a migration to OpenAthens as the authentication platform of choice. OpenAthens provides functionality that simply isn't possible with EZProxy, such as enabling users to authenticate to resources without having to begin their research journey from a library resource. This "where are you from" (WAYF) functionality means that if a user finds a resource via a search engine or other online activity, the user will be able to authenticate to the resource without having to visit their library website. OpenAthens thus dramatically increases access to library resources, while simultaneously maximizing the value of the online resources that libraries subscribe to. OpenAthens also provides a robust set of statistical resources that enable libraries to better analyze the usage and assess the value of online resources.



Usage data and analytics are also one of the strongest features of Alma and Primo, our new integrated library system (ILS) and discovery tool. In the previous ILS environment, records and data were often disaggregated and spread across multiple locations and platforms, making it cumbersome to collect accurate data for analysis and reporting purposes. However, Alma and Primo allow for the tracking and management of all records in a single platform. As an example of the value of having this functionality in a single platform, Alma and Primo make it much simpler to work with records for electronic resources. Prior to switching to Alma/Primo, FLVC had to develop processes to manage the importing of electronic records, such as records from the HathiTrust or the Office of Scientific and Technical Information (OSTI). With Alma/Primo, however, the process is much easier, requiring only a one-time setup of a profile for any resource. When this profile is completed, records can then be loaded via a regularly scheduled automated process. This process naturally saves staff time, and because it's completely automated, also helps eliminate lapses and errors.

There is a great deal of work happening as we continue to implement the maximal functionality of

Alma and Primo, so please read through the relevant sections below. You'll also find news on many other topics in this issue of the Update, including a welcome to a new FLVC Library Services staff member, congratulations to several colleagues on milestones with FLVC, and an important word of thanks to a colleague entering retirement.

Elijah

Happy Anniversary!

Happy work anniversary to our Library Services staff who celebrate milestone anniversaries with FLVC, or its legacy organizations, during October and November.

- Mike Neff - 30 years
 - John Sandstrum - 22 years
 - Chrissy Cogar - 6 years
 - Elijah Scott - 6 years
 - Jay Wiese - 5 years
 - Melissa Sykes-Silvers - 3 years
-

Governance and Advisory Process

The MCLS met in person (with virtual option) at Florida Gateway College on September 15-16, 2022.

The MCLS Executive Committee will meet virtually on November 17, 2022.

Materials from past meetings are [available here](#).

Library Support and Training

Brian Erb, Director of Library Support and Training

OpenAthens

We are pleased to announce that all institutions that elected to move to OpenAthens have completed their implementation. In all, 38 of 40 institutions are fully live with OpenAthens for eResources authentication.

Upcoming Virtual Conference on Alma and Primo VE

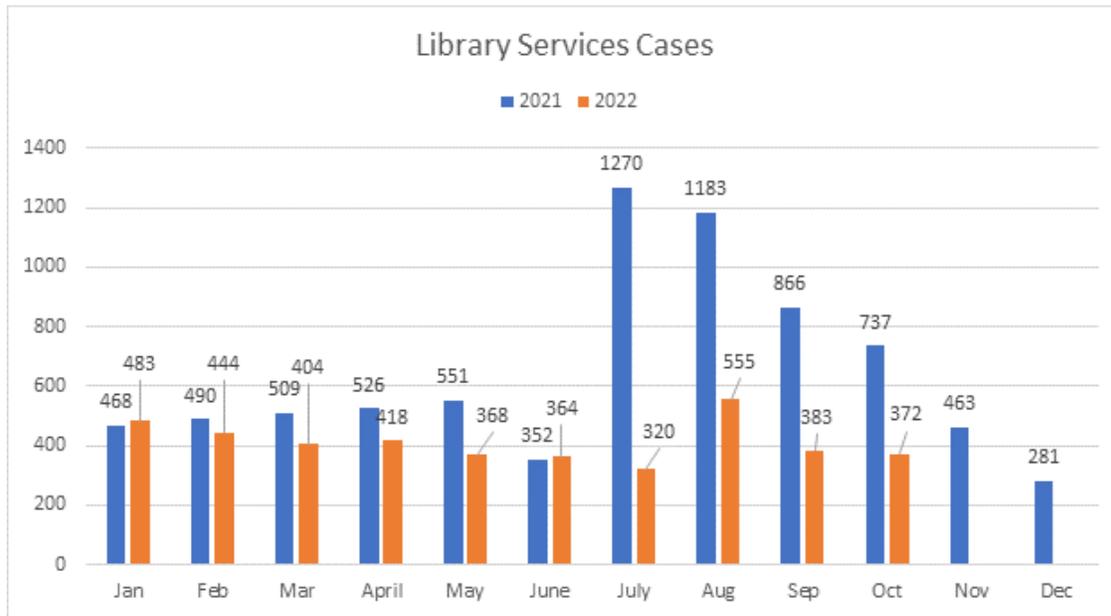
FLVC will host a free, one-day virtual conference on our Alma and Primo VE systems on Wednesday, November 9, from 9:30 a.m. to 4:30 p.m. ET.

This event will feature presentations by Ex Libris on what's new for both Alma and Primo VE, presentations from college and university library staff on various aspects of our systems, as well as updates from FLVC staff.

For more information, and to register, [visit the conference web page](#).

Help Desk Cases and Staffing

The Help Desk fielded 372 library services cases during October 2022, on par with the previous month.



Professional Development Alliance

Registration for the following free events can be found on FLVC's [Professional Development Alliance LibGuide](#). Event registration is required. All times listed are Eastern.

If you have a topic you would like to see, and/or are interested in presenting, please contact Melissa Sykes-Silvers at msykes@flvc.org.

Session	Description	Date /Time
<i>Book Repair for Circulating and General Collections</i>	This webinar will introduce participants to basic book repair for circulating or general collections. Attendees will learn how to repair common types of damage, such as hinge repair, tipping in loose pages, page mending and spine repair. During the webinar, participants will be able to watch narrated action videos of the repairs with live step by step instructions.	November 8 10:00 - 11:30 a.m.
<i>FLVC Virtual Conference on Alma & Primo VE</i>	This session will feature presentations by Ex Libris on what's new for both Alma and Primo VE, presentations from college and university library staff on various aspects of our systems, as well as updates from FLVC staff.	November 9 9:30 a.m. - 4:30 p.m.
<i>E-Resources Learning Series: Addressing Accessibility in E-Resources Licensing</i>	This presentation will briefly discuss why accessibility is important, but will focus mostly on what we should be expecting from vendors to make our e-resources accessible and keep vendors accountable.	November 10 11:00 - Noon

<p><i>E-Resources Learning Series: Vendor Relations: More Than Invoices and Sales Calls!</i></p>	<p>In this training we want to provide a safe place to discuss librarian and vendor relationship management. *Please note: This session will not be recorded. We hope this will encourage open dialogue.</p>	<p>November 10 2:00 - 3:30 p.m.</p>
<p><i>E-Resources Learning Series: No E-Resources Librarian Is An Island</i></p>	<p>Electronic resources. In the library world that phrase can inspire awe, confusion, and sometimes fear. Veteran-ish Serials & Electronic Resources Librarian Sarah Mueth has experienced all of these feelings, and more, at work. In this session we hope to show you that while the work may seem daunting, it is also satisfying, interesting, sometimes even fun—and that you never have to go it alone.</p>	<p>November 14 2:00 - 3:00 p.m.</p>
<p><i>Learnabout Google Meet</i></p>	<p>Tired of Zoom? No interest in paying for additional features? Come join us (on Zoom!) to learn more about Google Meet, a free tool for hosting meetings online. This 1 hour webinar will be directed at beginning users.</p>	<p>November 14 7:00 - 8:00 p.m.</p>
<p><i>E-Resources Learning Series: The Use of Python to Support Technical Services Work in Academic Libraries</i></p>	<p>The presenters Xiaoyan Wang and Maria Collins from NC State Libraries will discuss their findings from surveys and interviews about the use of Python in academic libraries to support technical services work. They will explore trends in organization structure that support Python applications, discuss various tasks that Python is used to address, and share a few examples and training and educational opportunities.</p>	<p>November 16 2:00 - 3:00 p.m.</p>
<p><i>The Reluctant Leader: Conquering Stereotypes, Imposter Syndrome and Rising To New Heights</i></p>	<p>Stereotypes of gender, race, and culture often prevent BIPOC employees from rising to positions of leadership. Alanna and Elaina will explore the role of their upbringing as BIPOC women, their intersectional identities, and their reluctance of, and eventual taking on of leadership roles. Insight and advice will be offered to other hesitant leaders and/or those who may not see themselves as leaders at all. The panel will include interactive elements through polling and sharing of attendees' own experiences</p>	<p>November 18 2:00 - 3:00 p.m.</p>

Integrated Library Services

Wendy Ellis, Director of Integrated Library Services

Personnel Update

Sakuna Saengow joined FLVC Library Services on October 17 as Acquisitions and Serials Support Specialist. Sakuna has been a librarian at UF since 2015. She has experience in both Acquisitions & Collections Services, and Circulation & Resource Sharing. She served on the ILS Planning and Implementation Task Force prior to the start of the Alma/Primo implementation, and on the Next Gen ILS Circulation/Resource Sharing Working Group from May 2020 to September 2021. She has Alma and Primo VE Administrator Certifications. We are very happy to have Sakuna on our team.



Cherie McCraw retired from FLVC Library Services on October 31. As a respected and valuable member of our team, Cherie had been with us since 2003. She specialized in supporting Acquisitions and Serials, and later Discovery Services. Cherie will be sorely missed. We wish her all the best in her retirement!



Hiring Activity - We are currently working with FSU HR to fill our vacant Discovery Services Specialist position, and will soon be working to hire an Assistant Director of Integrated Library Systems.

To apply for FLVC Library Services vacancies, visit the [FSU Careers](#) website.

What's New with Alma and Primo VE

The November Feature Releases were added to the sandbox environments on October 23, and will be added Production on November 6. Check out the Release Notes, as some new functionality automatically appears, and other new functionality needs configuration. Let us know if your institution is interested in adding any of the new options.

- Primo VE [November Resolved Issues](#)
- Alma [November Resolved Issues](#)

Upcoming Quarterly Alma & Primo VE releases and Monthly Resolved issues

December 2022 and January 2023:

- Resolved issues only
- Semiannual indexing will be completed in January

February 2023:

- Quarterly Release, includes feature updates and resolved issues. See the February Primo [Sneak Preview](#)
- Sandbox refresh is scheduled for February 12

Open Office Hours

- Alma Analytics: Thursdays, 3:00 – 4:30 p.m. ET
- Alma Acquisitions and Serials: Fridays, 3:30 -- 4:30 p.m. ET
- Alma ERM: Mondays, 10:00 – 11:00 a.m. ET
- Resource Sharing Standing Committee (RSSC): Third Wednesday of the month, 2:00 - 3:00

p.m. ET

- Technical Services Standing Committee (TSSC): First Wednesday of the month, 11:00 a.m. – 12:00 p.m. ET
- User Interfaces Standing Committee (UISC) - Primo: First and third Monday of the month, 1:00 - 2:00 p.m. ET

HathiTrust

In 2019, HathiTrust suspended holdings updates to prioritize work on their print holdings management system. At the start of Covid, their focus shifted to supporting the Emergency Temporary Access Service (ETAS). On October 17, 2022, HathiTrust put out a call to library contacts to resume Print Holdings submissions.

The suggested submission period is between the resumption request in late October through December 15, 2022. FLVC will be exploring how to accomplish the process in our Alma Network Zone environment and submit holdings in the requested format for the state university group membership during the suggested timeframe.

ODI Conformance Checklist

Part of the National Information Standards Organization's mission is to support the Open Discovery Initiative to increase metadata transparency among vendors, ultimately serving end users' accessibility experiences.

NISO encourages use of their ODI Conformance checklist to assist in measuring that transparency, as well as identifying gaps and advocating for improvement.

FLVC has reviewed checklists for Ex Libris and OCLC vendors. You can find links to both of these checklists, as well as a draft ODI checklist we did to reflect on our own services, on our [Discovery/Primo Resource Guide](#).

Authentication Issues

FLVC has been in the process of investigating and testing the switch to a new authentication server which should prevent the types of service disruptions that we have experienced recently. We have been working on a solution and will need to expedite the project. The switchover process will involve local library IT staff adding a new trust relationship with the new authentication server, and a change to the Alma/Primo URL. FLVC IT staff will work with each institution. The process is expected to take about an hour.

Angular Release on Primo

With its quarterly release in November, Ex Libris is upgrading the version of Angular used with Primo VE. All JavaScript in each institution's customization package must conform to Angular 1.8 after November 6 or the function offered by the JavaScript won't work. FLVC reviewed and updated the custom JavaScript we added to each institution's customization package, such as for UBorrow, HathiTrust, and Browzine. If any institution added its own JavaScript, local staff need to review that code and change it as necessary. We emailed each institution and discussed this upgrade during Primo Office Hours several times over the summer. [Ex Libris' documentation](#) explains what to look for and how to update the code.

First Annual Alma Patron Purge is complete

On October 21, 2022, we ran our first Patron Purge in Alma since the implementation in July 2021. Patron accounts that expired before July 3, 2021 and did not have active fines or loans were purged from the system. The annual purge helps to keep the database to a manageable size for searching and reports, and improves patron privacy. All patron purge jobs completed successfully. Closed fines in patron records that were purged have been kept and can be found in Alma Analytics.

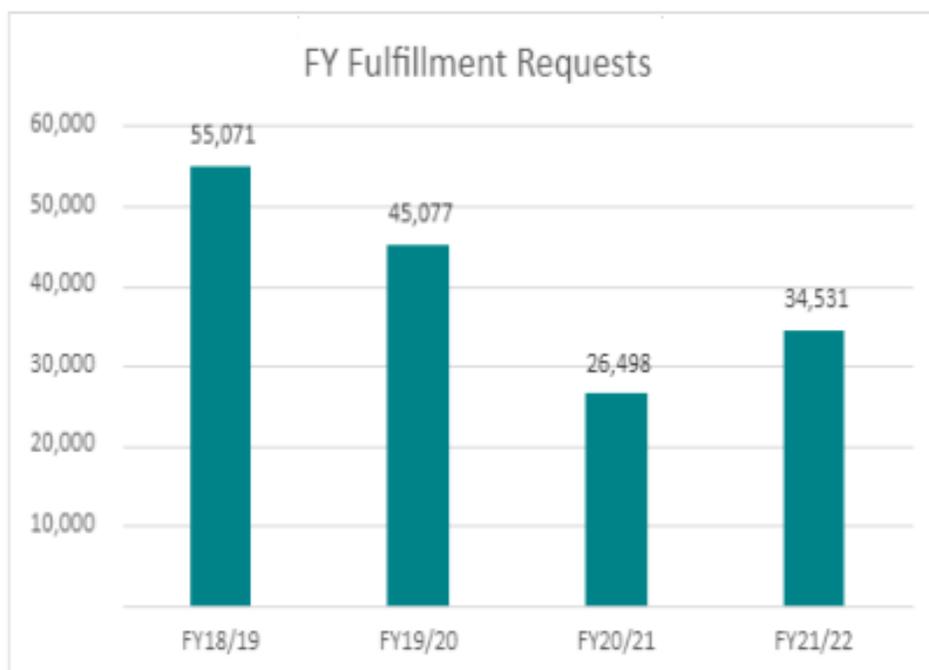
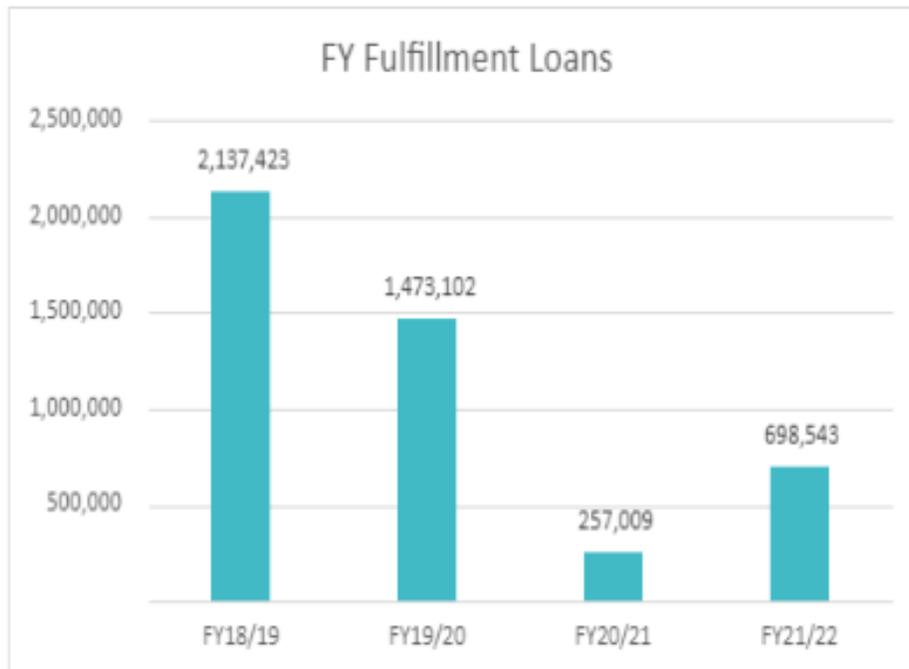
OCLC Worldshare in Alma

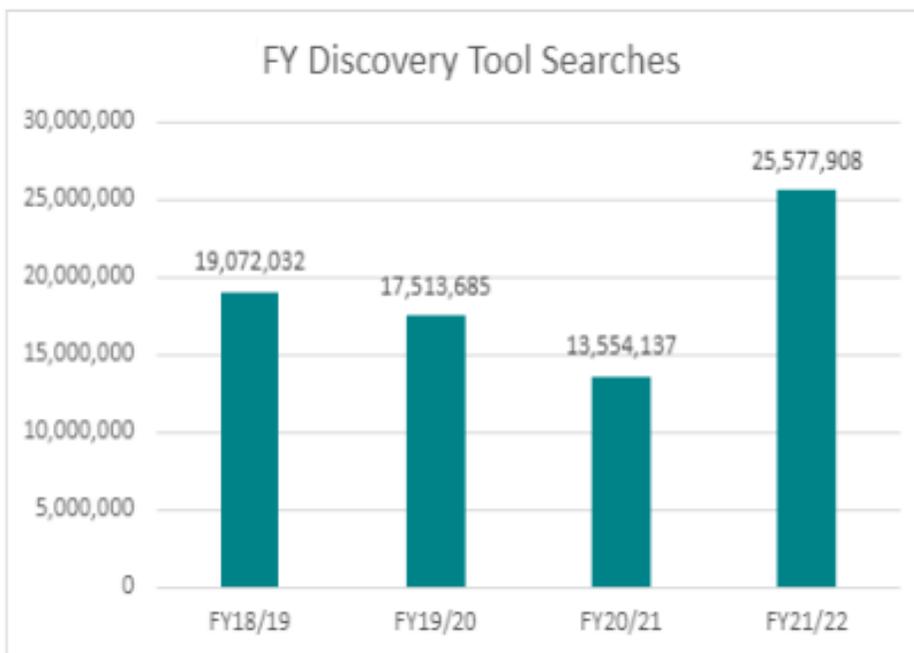
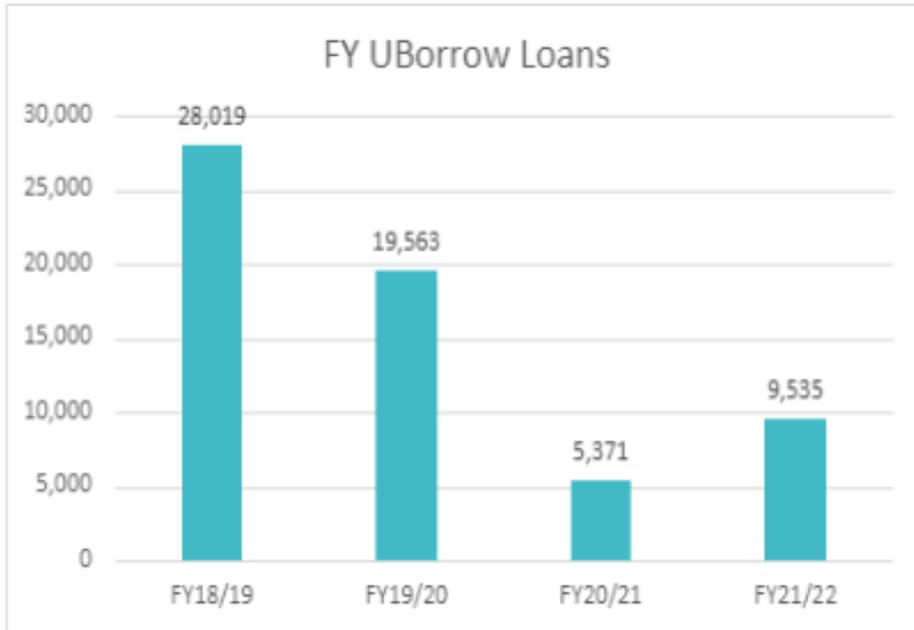
FLVC is currently testing the Alma/Worldshare ILL integration. This integration allows borrowing libraries to automatically export unfilled UBorrow requests to WorldShare ILL. It also allows the borrowing library to receive items filled via Worldshare on the original borrowing request so that it can be circulated to the patron within Alma. Please [contact the FLVC Help Desk](#) if you are interested in learning more about implementing this functionality at your institution.

Coming Soon: Virtual Site Visits

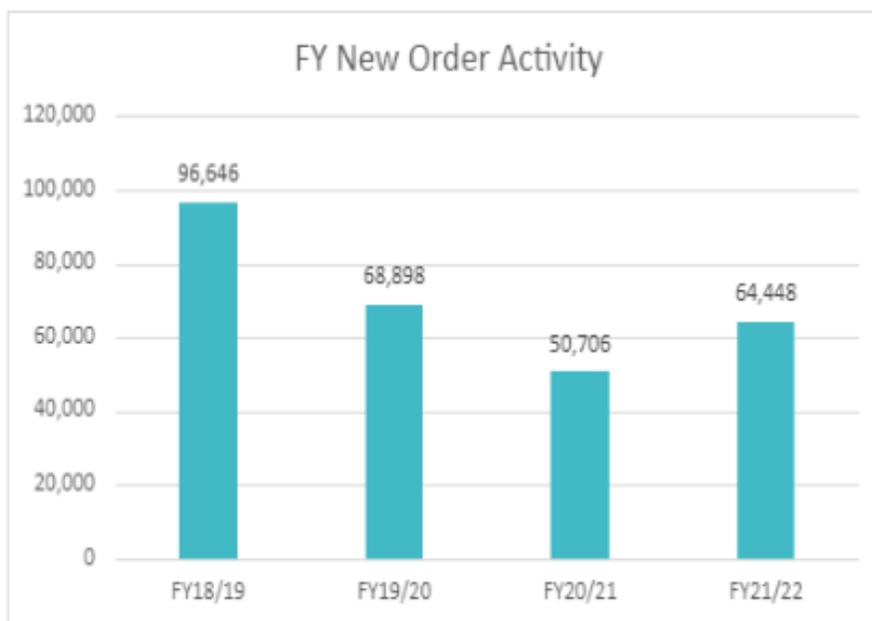
Starting in early 2023, FLVC will be contacting libraries to plan and schedule a virtual site visit for each institution. We will be sending out questionnaires to get specifics about topics and /functional areas for which you would like us to prepare training/demonstrations. We look forward to speaking with you, and hope to be able to conduct face-to-face site visits in the near future.

FY 2021 – 2022 Statistics





*Note: Prior to July 2021, searches came from Mango. For FY 2021/22, FSW & SSC are not included.



Data Quality: Central Library Processing

- **MARC Records Batch Loading** - We continue to batch load MARC records and work with libraries to make sure their records are correct and loaded in a timely manner. The monthly Films on Demands MARC record load completed for 16 colleges. Preferred Term Correction job has been turned on in NZ production and in selected Institutions' IZs for testing.
- **Patron Load** - Work continues to adjust patron loads for institutions, including troubleshooting for load errors and issues.
- **MARCIVE GPO** - The MARCIVE GPO automated monthly load of MARC records has been going smoothly. The profiles are set to check files daily, since MARCIVE is not consistent with the dates that the records are made available. The normal dates seem to fall between the 9th and the 15th of each month. Regardless, the records are loaded the same day that they are made available by MARCIVE.

Data Quality: Reports

We are finishing the LRS, ARROW, and IPEDS/ACRL analytics dashboards. The IPEDS/ACRL reports will be sent to institutions in early November.

The Analytics Working Group met to discuss the goals of the group.

Electronic Resources

Rachel Erb: Director of E-Resources

Statewide Collection 2022

The state universities successfully completed contract negotiations in August, and the Springer Nature amendment for the state colleges is currently in progress. We expect to have this signed in November. Once both parties sign, then the schedule Cs will be distributed to the state colleges for signatures confirming that they agree to the terms of the agreement.

Statewide Collection 2023

We began requesting quotes for the statewide collection from our content providers in early March. We have all pricing finalized except for two third-party databases provided by EBSCO on behalf of the state universities—EconLit and RILM. Most of our prices were finalized earlier than usual due to several continuing multi-year agreements with EBSCO, ProQuest, Springer Nature, SAGE, and Elsevier. We have two new three-year agreements with SAGE CQ and Gale that also provide considerable savings. We should meet our budget objectives, and therefore, the collection will remain intact for 2023.

Group Licensing 2023

Thank you all for submitting your renewals and new subscriptions by October 7th. We appreciate how much you all have cooperated with us as we navigate a more truncated timeline than in years' past. We are now finalizing contracts, order forms, and amendments and working on member invoices to be distributed in November.

Digital Services and OER

Rebel Cummings-Sauls: Director of Digital Services and Open Education Resources (OER)

Library Director Ithika S+R Survey

This survey is open through November 18. [Read more on their blog.](#)

If you are a library dean or director and did not receive the survey, please contact surveys@ithaka.org.

Florida Open Academic Library (FOAL)

Florida Open Academic Library (openlib.flvc.org), the central index for the discovery of digital collections and archives across the state, crossed over *1.5 million items indexed*.

PURL Slim 2.0

The new PURL Slim 2.0 has launched on a new, secure server. Any PURL from the previous system will remain functional and can be updated in the new system. Batch updates, uploads, or tombstones can be submitted via spreadsheet to the FLVC Help Desk. In addition, we are working to roll out a new json format for batch processing. Integration of basic PURL creation into FL-ISLANDORA 2.0 was successful, and we are continuing to work on added functionality.

We will overview the new PURL 2.0 on November 17 at 11:00 a.m. ET. Please join us to learn more; [contact RSauls@flvc.org](mailto:contactRSauls@flvc.org) for the meeting link.

OPEN FL

SAVE THE DATE for the next OER Summit on May 24-25, 2023.

The summit's theme is *"BEYOND AFFORDABILITY."* For the past several summits we have focused on how OER books and materials save students money. During this year's summit, we'll explore how the use of OER positively benefits students, faculty, and institutions beyond just saving money. We'll dig into topics like Open Pedagogy, OER Quality,



Accessibility, focus on Student Success, and much, much more!

Please mark your calendars. We're looking forward to another great OER Summit in 2023. We hope to see you there!

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