Florida Academic Library Services Cooperative
Introduction to Services

July 2016
Welcome to FALSC!

- Introduction
- Digital Services
- E-Resources
- Integrated Library Services
- Training and Consultation
- Communication
- Support
Claire Dygert
Director, E-Resources and Digital Services
Islandora – Digital collections platform

- Implementing Islandora Institutional Repository functionality, including ORCID integration
- IR Camp @ FLVC July 25 & 26
- Initial partners FSU, FGCU and FAU

Florida OJS (Open journals system)

- Platform provides publishing workflows, including blind reviews
- Used by 37 journals, some use software for review workflow only, other as both that and publication platform
Digital Services

Archon to ArchivesSpace migration

• Archon is an open-source platform for finding aids for archival materials
• ArchivesSpace next iteration of software
• Migration project slated to begin in August

Florida Digital Archive

• Developed in 2006 to provide a long-term preservation repository for digital content
• Utilizes DAITSS (Dark Archive in the Sunshine State) software
Digital Services
Looking Ahead

• Hiring Assistant Director for Digital Platforms
• Staff training and re-alignment
• Collaborate with SUS and FCS to develop a plan for the future of FALSC digital services
• Assess further staffing needs
Scott Schmucker, Assistant Director, E-Resources
E-Resources

FLVC Funded E-Resources:

• FY 2016-2017 budget is $7,200,000; ~$332,000 of which is subsidized by FLVC

• 14% of funds spent on content shared by the SUS and FCS; remainder spent on system specific content

• Collection recommendations made by the Collection Management and E-Resources Standing Committee (CMESC) of the MCLS
E-Resources

Group licensing:
• Opt-in annual process for e-resources
• Invoicing handled centrally though FLVC
• For 2016 approximately $1.5 million licensed through program
• 9 SUS and 27 FCS participants
• Scott Schmucker at FLVC is the group licensing lead
Additional E-Resources Support

For the FCS:
• Maintain links to e-resources on library’s homepage
• Quarterly usage statistics reporting

For the SUS:
• Negotiation and management of multi-year e-journal contracts and STEM resources such as SciFinder and Web of Science
Integrated Library Services

Ellen Bishop
Director, Integrated Library Services
Integrated Library Services

• Integrated Library System: ExLibris’ Aleph v.20
  o Module management and support (cataloging, acquisitions, circulation, reserves)
  o Data loading services (patron and bibliographic records)
  o Data quality services (cleanup, de-duplication, and ongoing management of records)
  o Resource sharing (UBorrow) and Interlibrary Loan
  o Reports and Statistics (Aleph, Mango, SFX, LRS, ARROW)

• Discovery Tools
  o Statewide union interface
  o Locally-customized interfaces
  o Mega-index of vendor-provided metadata
  o Related tools (link resolver, A-Z lists, etc.)
Discovery Tools

• FALSC currently supports and maintains two discovery tools: Mango and Primo, both use PCI (Primo Central Index) mega-index

• FLVC also provides data extracts for three universities using Serials Solutions’ Summon:
  o Florida Atlantic University
  o Florida State University
  o University of Florida

• And four universities using the EBSCO Discovery Service (EDS):
  o University of Central Florida
  o University of North Florida
  o University of South Florida
  o University of West Florida
Discovery Tools

Mango

• Many colleges and universities use Mango as their local and union catalog
• The union catalog contains all holdings for the universities and colleges
• Mango also includes the statewide request service for all institutions, UBorrow
• http://discover.flvc.org
Sierra /Encore Duet Implementation

• Where We Are:
  • After four months of negotiations, a contract was signed on April 14 with Innovative Interfaces, Inc. (III) to replace:
    ▪ Aleph with Sierra
    ▪ Mango and Primo with Encore Duet
    ▪ Primo Central Index with EBSCO (EDS) Index
    ▪ SFX Link Resolver with Full Text Finder
  • Contract also adds:
    ▪ Access to the Sky River cataloging utility
    ▪ Sierra’s Electronic Resource Management (ERM) System
    ▪ Curriculum Builder by EBSCO (after implementation)
  • Details include: 7 year contract, with 6 annual renewals afterward; Hosted solution for Sierra and Encore Duet; Data merge between SUS and FSC BIB and Authority databases
Sierra /Encore Duet Implementation

• Implementation Timeline
  • January – April 2016: Negotiations; Contract signed
  • May-July 2016: Initial training for FALSC staff
  • September 2016: Initial data load and configuration
  • August 2016: Data profiles migrated, server setup
  • July-December 2016: Working Groups training; Additional training for FALSC staff; Develop library staff training
  • January 2017: Training logistics final
  • February 2017: Training server built
  • February-June 2017: Library staff trained on training server
  • July 2017: “Go Live” In Production on the new system
Sierra /Encore Duet Implementation

• Library Staff Participation
  ▪ 9 Working Groups: Acquisitions/Serials; Cataloging; Circulation/Resource Sharing; Discovery Interface and Configuration; ERM; Joint Use; Systems; Training
  ▪ Discussion Groups: Nine separate lists correspond to the nine Working Groups to report their progress and for any discussion. Collaborate sessions with the Working Groups for live discussion about configuration and workflow decisions. The lists are open to interested staff.
  ▪ ILS Coordinator: Each institution has appointed one ILS Coordinator to help with disseminating information to all staff at all locations for their entire institution
  ▪ Local implementation teams
Sierra /Encore Duet Implementation

• Training and Documentation
  – Initial training by Innovative for all products (ILS, discovery tool, ERM, link resolver, etc.), includes FALSC staff, Working Group members, and library staff (contract stipulates 165 days of training)
  – Training will be delivered in various formats:
    ▪ In-person regional training sessions
    ▪ Online live webinars
    ▪ Recorded tutorials
  – Training Timeline:
    ▪ May – July 2016: Initial training for FALSC staff
    ▪ July – December 2016: Additional training for FALSC staff and Working Groups
    ▪ February 2017: Training server available
    ▪ February – June 2017: Training for library staff
Support for Legacy Systems during Sierra/Encore Duet Implementation

• Enhancement and Integration Requests
  • New development functionality specific to legacy systems (will not migrate to Sierra/Encore): Freeze now
  • New development functionality that will migrate to new system: Consider on a case-by-case basis until January 2017, as resources allow, then freeze and develop in new system

• Data Loading and Quality Control
  • Development of processes that will not migrate to the new system or aid in the migration to the new system: Consider on a case-by-case basis until January 2017, then freeze and develop in new system

• Service Requests
  • Fixing functionality broken in legacy system: Continue as is until June 2017, beginning April consider on a case-by-case basis
  • Service requests for table changes, policy or system settings: Continue as is until June 2017, then consider on a case-by-case basis after System Acceptance as resources allow
Sierra /Encore Duet Implementation

How to Stay Informed:

• FALSC website: www.falsc.org – link from the main page to ILS Implementation information
• ILS Wiki: ils.wiki.flvc.org – links to the Implementation Team and all of the Working Groups’ wikis for meeting info and collaborate documents
• Discussion Groups – open listservs
• ILS Implementation Newsletter – released July 2016
• Regular status updates to LIBS ALL and online
• Talking Tech Webinars
Brenda Rutten, Assistant Director, Library Relations
Training and Consultation

- **Training: Online**
  - FLVC Learn ([https://register.lincc.net](https://register.lincc.net))
  - Online recorded Aleph training
  - Talking Techs (webinars on library-related topics)
- **Training: In-person**
  - Aleph training upon request
  - One-on-one live online instruction
- **Consultation**
  - Customized consultation
  - Site visits upon request
  - Regional conferences
Communication

• FALSC Website
• Wikis
• Discussion lists
• Meetings
• Email
• Online events
WELCOME

The Florida Academic Library Services Cooperative (FALSC) website provides information, training, tools, and other resources for Florida's college and university library staff served by the Florida Virtual Campus.

SIERRA / ENCORE Duet IMPLEMENTATION
Mike Neff, Help Desk Manager
Support

The Help Desk provides support:

• Via Phone: Monday through Friday from 8:00 a.m. to 5:00 p.m.

• Via Email and Chat: Monday through Friday from 8:00 a.m. to 8:00 p.m. and Saturday from 9:00 a.m. to 6:00 p.m.
Meet the Help Desk Staff
Support

• Current Help Desk staff have a library background, strong technical skills, and excellent customer service skills. We are here to help!

• Help Desk staff are all certified by the Help Desk Institute

• Two have their MLS and a third is graduating this fall

• Combined 55 years+ of experience serving Florida’s academic libraries
Support

• All customer calls are entered into a customer relationship management system and monitored

• All open cases are reviewed quarterly

• If you have a question about the status of a call, please contact us or check through the support portal

• Login is required

• You can search for and view your own calls
Support

How to contact the Help Desk:

• Email: help@flvc.org

• Phone: 1-877-506-2210 or 850-922-6044 (M-F, 8-5 ET)

• Online through our support portal at https://support.flvc.org/
Questions?