Implementing Alma for LIBISnet

BIBSYS Conference
Trondheim – 10.3.15

Jo Rademakers
Director LIBIS
• Comprehensive University
  – 12 Campus, 24 libraries
  – 3 groups, 16 Faculties:
    • Science, Engineering and Technology
    • Humanities and Social sciences
    • Biomedical sciences
• > 56,000 Students (18% international; 2014)
• > 6000 Researchers
• > 100 Spin-offs
• 82 [QS World UR 2014]
• 55 [THES 2014]
Leuven Integrated (B)Library and Information System

- Part of KU Leuven responsible for central library automation
  Governed by a management board
- Since early 70’s
- Service offer for external organisations
- 19 highly qualified persons
  + experts of library, archives, museums and ICT
- Partnership with Ex Libris
K.U.Leuven libraries

• 12 Campusses, 24 Libraries
• > 4 M items
• Large e-resource collection (go e-only)
• Several repositories (research, AVM...)
• Integration with
  – Archives
  – Museums
• Great team of librarians (approx. 170)
  – new generation coming in
• Stagnating budgets (ahum...)
A library network

- Since 1977
- Goals
  - Optimization of services
  - Offer new advanced applications to enhance services
  - Improve quality of information
- Different types of libraries
- 33 institutions - 85 libraries
- ca 6 000 000 records
- ca 6 700 000 items
- Collaboration!!
A service provider

- PBS Vlaams-Brabant
  - Since 2006
  - Replacing local systems
  - Focus on patrons and circulation
  - One patron
  - 31 cities – 60 Libraries
  - ca 6 900 000 records / ca 2 000 000 items

- Open Vlacc
  - Since 2007
  - Focus on cataloguing
  - Serves as a background catalog
  - ca 6 500 000 records

- Complete service offer

- ... cloud ...
Aleph
Discovery and Delivery

Public layer

Management layer
Library
Print Management
Repository
Discovery and Delivery
Electronic Linking
Rosetta
Management layer
Aleph
MetaLib
DigiTool
SFX
bX
LibriLinks
Public layer
Print
Aleph
MetaLib
Verde
DigiTool
Digital
Repository layer
Library
Rosetta
Unified Resource Discovery and Delivery

Aleph  MetaLib  DigiTool
Discovery and Delivery

LibriLinks  SFX  bX
Linking

Public layer

Aleph  SFX  Verde
Print  Electronic  Digital

Management layer

Rosetta

Repository layer

Library

Print  Electronic  Digital

Aleph  SFX  MetaLib  Verde  DigiTool / Rosetta

DigiTool
Unified Resource Discovery and Delivery

Discovery and Delivery
- Primo
- MetaLib
- Aleph
- SFX
- bX

Linking
- LibriLinks

Public layer
- Alma
- DigiTool
- Primo Central

Management layer
- Alma
- SFX
- MetaLib
- Verde
- DigiTool
- bX

Repository layer
- Library
- Rosetta

Unified Resource Management
- Alma
- Print
- Electronic
- Digital
It's a library, honey--kind of an early version of the World Wide Web.
Challenges

- Other functions for the library *building*
- Shift from P to E/D
- Out-dated processes
- Budget cuts > efficiencies
- Researchers and students have new expectations
  - Research data
  - Digital preservation
  - Support publishing
  - Digital humanities
  - ...
- Net-generation
- There IS a world outside
- ...
Why we became a development partner

- Ex Libris came to us with an interesting vision about the future of libraries and library systems
- Challenging times for libraries
  - Net-generation
  - Budget cuts
  - There IS a world outside
- After streamlining the front office we need to streamline the backoffice \(\rightarrow\) expectations
- We think we have something to offer and are encouraged by university management
Strategy

CONSOLIDATE
the frameworks

OPTIMISE
through collaboration

EXTEND
the range of services
Consolidate the frameworks

Selection and acquisition
Fulfillment (circulation)
Resource management (cataloguing)
System management
Unified Resource Management
Unified Resource Discovery and Delivery
Workflow optimisation

• Workflows managed from within the system => “push” paradigm

• More automated processes (eg. Steps in ordering are known, no human intervention needed)
  – Re-assign personnel
  – Eg. Digitization on demand, all steps are known, analysis based on logging can show less performing steps and additional personnel can be assigned
Cataloguing optimisation

- Collaborative Metadata Management
  - New possibilities for automated data enrichment
  - Collaborative effort
    - Manage data at best location
    - Always updated information
  - But with possibilities for local needs (e.g. local keywords, localized fields)
  - Multiple metadata schemes
Optimise through collaboration

- Holdings and institutional structure
- Private bibliographic and authority records
- Libraries working together
- Global and shared bibliographic and authority records
Network zone

• Cataloguing: Shared cataloguing
• Acquisitions: Acquisitions and negotiations for electronic resources
• Resource Sharing: ILL
• Patron services: a user uses multiple libraries (institutions)
Collection development

40% of purchased material will never be circulated

- 2008 Annual ARL Statistical Reports
Alma Analytics
Did you already think about...

• Support your researchers
  – For publishing
  – For raw / research data management
  – With digital preservation
  – ...

• Support your students
  – Within the electronic learning environment
  – ...

We are not alone...

• Open access
• Research management

Scholarly community

Parent organisation

Partners

• Publishers
• Vendors

Suppliers

Users

• LMS
• Social media

• IAM-system
• ERP-systems
• Student Information System

• Union catalogs
Our approach

- **Not** a technology project...
- But an organisational project
  - Electronic resources now dominant
  - just in case → just in time
  - Patron driven acquisition
  - Ownership → Access
  - Metadata almost always already exist → use it!
- Use the implementation of Alma as a tool to implement _change awareness_
- Take away worries
  - IT-people, cataloguers...
Main worries

• Communication
  – Create buy-in
  – Live Demo
• Impact on existing workflows
• Training, training, training...
• Quality, stability and performance of the system
# Threats and opportunities

<table>
<thead>
<tr>
<th></th>
<th>Cataloguing</th>
<th>Acquisition</th>
<th>Back office</th>
<th>Front office</th>
<th>Management</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job certainty</strong></td>
<td>4</td>
<td>2</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Status</strong></td>
<td>3</td>
<td>2</td>
<td></td>
<td></td>
<td>2</td>
</tr>
<tr>
<td><strong>Influence</strong></td>
<td>1</td>
<td>5</td>
<td>3</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td><strong>Wage</strong></td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Job content</strong></td>
<td>8</td>
<td>7</td>
<td>2</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td><strong>Resources</strong></td>
<td></td>
<td></td>
<td></td>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td><strong>Work place</strong></td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td><strong>Career</strong></td>
<td>4</td>
<td></td>
<td></td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td><strong>Work load</strong></td>
<td>4</td>
<td>4</td>
<td></td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td><strong>Social context</strong></td>
<td>1</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Job content**

**Work load**

**Influence**
Our approach

- Demonstrations
- Analysis
- Quality and performance
- Go / No Go decision list
- ...

- All stakeholders
- Workshops
- Projectcel
- Project groups
- ...

- Demonstrations
- Website / Blog
- Newsletter
- Conferences
- Board meetings
- ...

Communicate

Convince

Involve
2009

• We became Alma development partner together with:
  – Boston College (live 2012)
  – Princeton University
  – Purdue University (live 2013)

• URM vision:
  – Unified resource management
  – Collaborative metadata management
  – Smart fulfillment
  – Intelligent collection development
  – Automating processes
  – Open platform, web-based, cloud-based
2012

• From 2009 on lots of testing
• Partner release 5
• Change management sessions with library management team KU Leuven
• Webex sessions
2013

• More webex sessions
• Recruitment “Alma experts”
• ILL workshop (HQ Ex Libris)
• 1st testconversion 4 institutes (KATHO, KHK, KU Leuven en NBB)
• Delivery Network Zone
• More testing and reporting
• Initial functional workshops and demos
Result ...
2013

- Functionality issues
- Issues with configuration and service provider tools
- Issues with how the project was run
  - Implementation team - HQ?
  - Lots of pivotal issues without an answer
2013

• Status meetings with Ex Libris management
• Go No Go list with engagements
• Extra workshops
• Early access to configuration
• Closer follow up by HQ
• Second test conversion, now of all data
• But nevertheless delay with STP (Okt/Nov 2013 - Feb 2014 - April 2014 - July 2014)
2014

- March-April: workshops & demo’s, preparing documentation
- May-June: training by the “Alma experts”
  - 400 librarians
  - About 30 sessions (most of them hands on)
  - General introduction (1/2 day)
  - 1 day hands-on per module: resource management, fulfillment, acquisition, electronic resources, resource sharing
# Planning

<table>
<thead>
<tr>
<th></th>
<th>januari</th>
<th>februari</th>
<th>maart</th>
<th>april</th>
<th>mei</th>
<th>juni</th>
<th>juli</th>
<th>augustus</th>
<th>september</th>
<th>oktober</th>
<th>november</th>
<th>december</th>
</tr>
</thead>
<tbody>
<tr>
<td>stp cluster 1</td>
<td>10</td>
<td>11</td>
<td>12</td>
<td>13</td>
<td>14</td>
<td>15</td>
<td>16</td>
<td>17</td>
<td>18</td>
<td>20</td>
<td>22</td>
<td>23</td>
</tr>
<tr>
<td>stp cluster 2</td>
<td>19</td>
<td>20</td>
<td>21</td>
<td>22</td>
<td>23</td>
<td>24</td>
<td>25</td>
<td>26</td>
<td>27</td>
<td>28</td>
<td>29</td>
<td>30</td>
</tr>
<tr>
<td>demo's &amp; workshops</td>
<td>31</td>
<td>32</td>
<td>33</td>
<td>34</td>
<td>35</td>
<td>36</td>
<td>37</td>
<td>38</td>
<td>39</td>
<td>40</td>
<td>41</td>
<td>42</td>
</tr>
<tr>
<td>*acquisitie</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*resource management</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*fulfillment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>workshops Mgmt</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>opleidingen</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>terugkomingen</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>afchecken releases</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>assessment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>documentatie</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>project website</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>finalisatie staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>finalisatie users</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>finalisatie printen</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>finalisatie Alma-Limo</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Our approach

JUMP!!!
3 main concerns

• Open issues functionality
  – Based on our showstopper list

• Performance
  – Primo
  – Resource management
  – E-resources

• STP + 6 list
  – Do we get sufficient guarantees
STP planning

• We went live on July 15 & August 5 2014
  – In 2 clusters
  – We have 33 Alma institutions live (31 institutions + a Network Zone institution and a sandbox)

• Alma project website

• Primo for both clusters in read only modus from July 11 until August 5

• Fulfillment only two days of offline circulation, circulation data migrated except for reservations
STP planning

• ILL: 4 days (2 days during WE) of no activity. Follow up of old ILL requests in ALEPH

• Cataloguing: inactivity of 2 weeks for cluster 1, during this period cluster 2 could only add new items, plus inactivity of another 3 weeks for cluster 2

• Acquisitions: inactivity for 2 weeks for cluster 1 and 3 weeks for cluster 2. No new vendors for an even longer period.
## Alma - Migration

<table>
<thead>
<tr>
<th>Bibliographic</th>
<th>Items</th>
<th>Portfolio</th>
<th>Patron</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACBE</td>
<td>60.982</td>
<td>66.557</td>
<td></td>
</tr>
<tr>
<td>ACV</td>
<td>19.840</td>
<td>42.162</td>
<td>345</td>
</tr>
<tr>
<td>BB</td>
<td>41.115</td>
<td>69.239</td>
<td>14</td>
</tr>
<tr>
<td>BPB</td>
<td>95.024</td>
<td>122.828</td>
<td>51</td>
</tr>
<tr>
<td>FIN</td>
<td>50.059</td>
<td>60.243</td>
<td>1.502</td>
</tr>
<tr>
<td>GROEPT</td>
<td>32.038</td>
<td>0</td>
<td>32.250</td>
</tr>
<tr>
<td>GSB</td>
<td>48.411</td>
<td>52.091</td>
<td></td>
</tr>
<tr>
<td>GSG</td>
<td>20.764</td>
<td>22.912</td>
<td></td>
</tr>
<tr>
<td>HUB</td>
<td>227.459</td>
<td>225.549</td>
<td>75.493</td>
</tr>
<tr>
<td>IMEC</td>
<td>3.430</td>
<td>3.644</td>
<td>109</td>
</tr>
<tr>
<td>KADOC</td>
<td>277.202</td>
<td>273.719</td>
<td>2.561</td>
</tr>
<tr>
<td>KAHO</td>
<td>116.340</td>
<td>61.848</td>
<td>54.605</td>
</tr>
<tr>
<td>KATHO</td>
<td>145.562</td>
<td>111.649</td>
<td>63.108</td>
</tr>
<tr>
<td>KBC</td>
<td>30.475</td>
<td>35.861</td>
<td>41</td>
</tr>
<tr>
<td>KHBO</td>
<td>109.166</td>
<td>79.033</td>
<td>65.779</td>
</tr>
<tr>
<td>KHK</td>
<td>162.172</td>
<td>132.810</td>
<td>80.642</td>
</tr>
<tr>
<td>KHL</td>
<td>191.433</td>
<td>159.687</td>
<td>96.927</td>
</tr>
<tr>
<td>KHLIM</td>
<td>135.559</td>
<td>105.421</td>
<td>67.486</td>
</tr>
<tr>
<td>KHM</td>
<td>120.757</td>
<td>87.238</td>
<td>62.822</td>
</tr>
<tr>
<td>KMMR</td>
<td>71.399</td>
<td>75.595</td>
<td>1</td>
</tr>
<tr>
<td>KUL</td>
<td>3.173.598</td>
<td>3.965.079</td>
<td>299.196</td>
</tr>
<tr>
<td>LESS</td>
<td>85.459</td>
<td>25.372</td>
<td>58.185</td>
</tr>
<tr>
<td>LIBAR</td>
<td>55.347</td>
<td>58.518</td>
<td></td>
</tr>
<tr>
<td>LUCA</td>
<td>129.235</td>
<td>109.091</td>
<td>32.393</td>
</tr>
<tr>
<td>NBB</td>
<td>103.885</td>
<td>169.158</td>
<td>765</td>
</tr>
<tr>
<td>RBINS</td>
<td>228.481</td>
<td>393.423</td>
<td>41</td>
</tr>
<tr>
<td>RMCA</td>
<td>65.160</td>
<td>72.464</td>
<td></td>
</tr>
<tr>
<td>SERV</td>
<td>19.033</td>
<td>13.682</td>
<td>1.130</td>
</tr>
<tr>
<td>TIFA</td>
<td>13.323</td>
<td>14.867</td>
<td>2.613</td>
</tr>
<tr>
<td>VCV</td>
<td>19.885</td>
<td>9.417</td>
<td>115</td>
</tr>
<tr>
<td>VES</td>
<td>73.568</td>
<td>46.919</td>
<td>37.996</td>
</tr>
<tr>
<td>VLP</td>
<td>60.394</td>
<td>91.774</td>
<td>5.490</td>
</tr>
<tr>
<td><strong>Totaal</strong></td>
<td><strong>5.986.555</strong></td>
<td><strong>6.757.850</strong></td>
<td><strong>1.037.545</strong></td>
</tr>
</tbody>
</table>
Quick response team

• Our Alma and Primo experts
• Ex Libris implementation team and Yoel
• Helpdesk, mail, phone...
• 1st day: 3 calls, 11 helpdesk tickets
Settling down...

- 3 Alma certified administrators ... more to come
- 50 calls at hotline
- 1,500 issues in the helpdesk
## Helpdesk

<table>
<thead>
<tr>
<th>Service</th>
<th>Open</th>
<th>Closed</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alma Acquisitions</td>
<td>36</td>
<td>86</td>
<td>122</td>
</tr>
<tr>
<td>Alma Cataloguing</td>
<td>28</td>
<td>145</td>
<td>173</td>
</tr>
<tr>
<td>Alma Circulation</td>
<td>35</td>
<td>237</td>
<td>272</td>
</tr>
<tr>
<td>Alma ILL</td>
<td>2</td>
<td>10</td>
<td>12</td>
</tr>
<tr>
<td>Alma Other</td>
<td>69</td>
<td>360</td>
<td>429</td>
</tr>
<tr>
<td>Alma Periodicals</td>
<td>2</td>
<td>6</td>
<td>8</td>
</tr>
<tr>
<td>Alma Searching</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Limo</td>
<td>102</td>
<td>214</td>
<td>316</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>274</strong></td>
<td><strong>1064</strong></td>
<td><strong>1338</strong></td>
</tr>
</tbody>
</table>

![Bar chart](chart.png)
# Helpdesk

<table>
<thead>
<tr>
<th></th>
<th>jul</th>
<th>aug</th>
<th>sep</th>
<th>okt</th>
<th>nov</th>
<th>dec</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alma Acquisitions</td>
<td>14</td>
<td>50</td>
<td>28</td>
<td>20</td>
<td>6</td>
<td>4</td>
<td>122</td>
</tr>
<tr>
<td>Alma Cataloguing</td>
<td>14</td>
<td>59</td>
<td>37</td>
<td>27</td>
<td>32</td>
<td>4</td>
<td>173</td>
</tr>
<tr>
<td>Alma Circulation</td>
<td>36</td>
<td>63</td>
<td>59</td>
<td>62</td>
<td>38</td>
<td>14</td>
<td>272</td>
</tr>
<tr>
<td>Alma ILL</td>
<td>3</td>
<td>3</td>
<td>5</td>
<td>1</td>
<td></td>
<td></td>
<td>12</td>
</tr>
<tr>
<td>Alma Other</td>
<td>62</td>
<td>87</td>
<td>99</td>
<td>95</td>
<td>64</td>
<td>22</td>
<td>429</td>
</tr>
<tr>
<td>Alma Periodicals</td>
<td>3</td>
<td>3</td>
<td>1</td>
<td></td>
<td>1</td>
<td></td>
<td>8</td>
</tr>
<tr>
<td>Alma Searching</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td>6</td>
</tr>
<tr>
<td>Limo</td>
<td>1</td>
<td>119</td>
<td>94</td>
<td>60</td>
<td>37</td>
<td>5</td>
<td>316</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>131</strong></td>
<td><strong>387</strong></td>
<td><strong>327</strong></td>
<td><strong>265</strong></td>
<td><strong>178</strong></td>
<td><strong>50</strong></td>
<td><strong>1338</strong></td>
</tr>
</tbody>
</table>
Open issues: STP+6 list

- 68 open issues
- 48 prioritized: 25% still open
  - Acquisition: 3 > 1
  - Electronic resources: 10 > 5
  - Fulfillment: 6 > 0
  - Primo: 6 > 1
  - Resource Management: 9 > 4
  - Resource Sharing: 5 > 0
  - Service Provider: 9 > 1
Next phases

• Continue workshops and training
• New start of working groups
• Stabilize environment
• Get STP+6 list done
• Concentrate on workflow optimisation
• Upcoming merger of institutions
• Integration of digital workflows
• ...

### Monday

- Soup with sundried tomatoes, pasta and vegetables € 2.00
- Carrot soup

- Tortellini pasta with cheese and spinach, served with tomato and corn € 4.10
- Hungarian stew with vegetable rice € 5.00
- Turkey roll with pepper cream sauce and peas € 4.60
- Turkey steak with Provencale sauce € 2.60
- Chicken fillet with vegetables and sauce € 4.10
- Vol-au-vent € 3.50

### EXTRA SALAD 0.90 (TAKE AWAY 1.40)

- SELECTION OF SANDWICHES
- TODAY’S COLD PLATE
- SALAD OF THE WEEK

### Tuesday

- Chervil soup € 2.00
- Creamy chicken soup with Chinese cabbage and curry

- Pepper stuffed with quorn and vegetarian sauce € 4.10
- Spaghetti bolognese € 2.60 - 3.10
Thank you!

Questions?

Jo Rademakers
LIBIS @ KU Leuven
jo.rademakers@libis.be – www.libis.be
+32 (0) 16 32 22 66
De Croylaan 54 – PB 5592 – B-3001 Heverlee

slideshare.net/joradjes
be.linkedin.com/in/joradjes