SUNY*Connect* Aleph Migration Process

Planning for Implementation
May 30, 2003

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1. Budget Considerations

a) Annual fees for participation in the SUNY*Connect* LMS, as described in the current SUNY*Connect* Financial Plan available at http://www.sunyconnect.suny.edu/scfinance.htm

b) Buy-in fee for participation in the LMS (except for LAIP sites), as described in the current SUNY*Connect* Financial Plan.

c) Desktop hardware - configuration outlined in Section 3.

d) Training - travel expenses to regional training sites; any additional training outside of what is listed in Section 2.

e) Network - see Section 5.

f) Additional training considerations - examples: Windows/use of mouse, introduction to MARC tagging for acquisitions and serials staff if those modules are implemented.

g) Data conversion extract programs:

- data extraction is the responsibility of the campus (except for LAIP sites)
- programs must be able to extract any/all record types for data that the campus wants migrated to the Aleph system
- LAIP sites are responsible for extraction of data from an acquisitions and/or serials systems other than Multilis
- data extraction programs may be an extra cost item.

h) Complete and fund prior to the scheduled date of implementation all local data massaging needs (as appropriate). LAIP sites should contact John Schumacher at the OLIS to discuss any possible data updates/changes that a site might want to consider prior to the actual implementation.

i) Additional barcode readers (Aleph does not use the check digit) for technical processing areas that do significant work with item records as well as the circulation desk.

2. Training

a) Regional training - the OLIS is working with the SUNY Training Center to schedule sessions at various areas around the state such as Buffalo, Syracuse, Albany, Metro region.

b) Training will follow a train the trainer model. Attendees at training sessions will provide training to remaining staff at their library.

c) Training will be for staff who have been or will be actively involved in the migration planning; who have had or will have the opportunity to work with the Aleph clients and documentation; and who can develop customized, in-house training that reflects the workflow and local considerations for their library.

d) Libraries are expected to select key staff (decision makers) with strong skills who are actively involved in the migration planning process for their library:

- campus project leaders are expected to complete the entire sequence of Aleph training courses

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- key library personnel in each of the functional areas and systems operations should attend the appropriate Aleph training modules.

e) Training sessions will have approximately 10 participants per session with one instructor and one facilitator depending on the facility. These sessions are considered "hands-on" sessions and do not support observers. Sessions are defined as training of individual modules (Circulation module, for example). "Series" refers to all training sessions in their entirety (see below, item h, for a list of the training sessions).

f) The SUNY Training Center at Syracuse will coordinate training sessions with The Office of Library and Information Services, campus library staff and Ex Libris.

g) Participants will leave training sessions with training materials that they may use (if they choose) to train their colleagues.

h) Functional training days: see the section on Training in Appendix A - Memorandum of Understanding.

3. Desktop Requirements

a) Circulation and staff desktop hardware - this configuration is an OLIS recommendation that Ex Libris has approved (as of December 2001) for Aleph 500 v. 14.x and 15.x, the current and next version of the SUNYConnect LMS:
- 20 GB Hard Drive
- 17 inch monitors
- Intel Processor 800/133MHz
- 256 MB of memory
- Windows 2000

b) Desktop hardware - for public access to the Web OPAC - must be able to support browser software as recommended here - Web OPAC works best with Internet Explorer 5.5 or higher and Netscape Navigator 6.2 or higher.

4. Staffing - Library and Campus

a) Library - review the SUNYConnect Aleph Migration Staffing document provided as a guide to help library administrators plan for the staff support requirements of the Aleph Migration located at http://www.sunyconnect.suny.edu/lms.htm.

b) Library - adjunct staff might be useful to relieve implementation staff from responsibilities such as reference or other public service desk hours.

c) Library - Technical Staff:
- Aleph client software installations need to be packaged and configured for each site. The client is required for all desktop equipment used in circulation and for all staff functions. Depending on the size of staff and number of circulation points this can be a significant amount of work. Patches updating the Aleph software often require installation of new client software. Multiple client software installations will also be necessary to access test and production environments.
- Aleph client software can be installed in a network environment.

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- Work to be done by the systems librarian: setting up tables (circulation and other functionality) requires extensive time during the implementation and ongoing maintenance.

d) Campus - Technical Staff:
- Networking support - please see SUNYNet's "Service Advisory on Internet/ Intranet" that can be found at http://www.sunyconnect.suny.edu/sunynetserv.htm. This site includes information on SUNY*Connect* program recommendations for internet and intranet connectivity.
- Banner site - work with library and SICAS to install and test the patron loader. SICAS has created a program using the Ex Libris patron load interface format (PLIF) documentation.
- Other than Banner site - work with library staff to develop and test the PLIF using the Ex Libris PLIF documentation as the basis for developing the patron record updating procedures.
- Aleph client installation (see above under library technical staff) - the library and campus computing support may want to discuss who is primarily responsible for this task. It is still necessary for some library staff to understand how the Aleph client is configured even if it is done by computing support staff.

5. Network

a) See SUNYNet's "Service Advisory on Internet/ Intranet" that can be found at http://www.sunyconnect.suny.edu/sunynetserv.htm. This site includes information on SUNY*Connect* program recommendations for internet and intranet connectivity.

6. Implementation Notes

a) SUNY Wide Schedule - developed in conjunction with Ex Libris. See http://www.sunyconnect.suny.edu/aleph/lmsmigrate.htm. The schedule was approved by the SUNYConnect Advisory Council in October 2002. It is a best effort to assist campuses in their planning process. However, changes may occur as the migration project moves forward.

b) Modules - OPAC, circulation, cataloging and authority control are required. They are brought up at the same time. [NOTE: acquisitions and serials can be brought up at a later time if desired. There is no additional charge for these modules. Data does not need to be migrated from an earlier system in order to start using the acquisitions or serials module.]

c) Data extraction and Conversion is a two step process:
- data extraction - sites (except LAIP campuses) are responsible for extracting data from their local system. Non-LAIP sites will work with Ex Libris staff to identify the format of the extracted data.

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- Ex Libris takes the local data, maps it to corresponding areas in Aleph (if possible), then runs conversion programs to migrate the data into Aleph.

7. Memorandum of Understanding

a) The Memorandum of Understanding (MOU) outlines the expectations for those campuses that agree to participate (see Appendix A). The MOU is to be signed by the Library Director and Campus President.

b) In summary, the campuses agree to:
- allocate significant staff resources to aid in local campus implementations
- follow policies of the SUNY*Connect* Advisory Council and recommendations from the LMS vendor Ex Libris requiring SUNY-wide cooperation
- communicate and work closely with the SUNY Office of Library and Information Services to ensure that local campus activities are coordinated with those activities impacting all campuses
- maintain a network infrastructure that can support the SUNY*Connect* activities

c) In summary, OLIS agrees to:
- coordinate the overall LMS implementation
- provide the computer server infrastructure and support necessary to run the application
- provide for initial Aleph training
- document and distribute guidelines and procedures as appropriate
- maintain the contract with the vendor
- provide timely billing to all participating campuses for all fees due
- provide timely communication to campuses concerning system/network problems
- assist with data conversion as appropriate

8. Access to Aleph Documentation

a) Information for accessing Aleph documentation from Ex Libris is available at
   http://www.sunyconnect.suny.edu/aleph/importal.htm

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Appendix A

STATE UNIVERSITY OF NEW YORK

MEMORANDUM OF UNDERSTANDING
SUNY*Connect* Library Management System Implementation

SUMMARY

SUNY*Connect* will enhance scholarly research for the SUNY System by extending and broadening the avenues to information resources both within and beyond the University. Funding for the project draws revenue from both SUNY System Administration and the campuses. Major elements of the project include the procurement of electronic resources which are made available over the Internet to all SUNY students and faculty, implementation of a common library management system (LMS) and a Union Catalog with a document delivery service that will greatly improve access for all SUNY students to the 18 million volumes making up SUNY library collections.

This MEMORANDUM OF UNDERSTANDING outlines the expectations for those campuses that agree to participate. In summary, the campuses agree to:
- allocate significant staff resources to aid in local campus implementations
- follow policies of the SUNY*Connect* Advisory Council and recommendations from the LMS vendor Ex Libris requiring SUNY-wide cooperation
- communicate and work closely with the SUNY Office of Library and Information Services to ensure that local campus activities are coordinated with those activities impacting all campuses
- maintain a network infrastructure that can support the SUNY*Connect* activities

Signatures:

Campus President   _____   Date: _____

Library Director: _____   Date: _____

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All Sites

This Memorandum of Understanding is made and entered into the _____ day of _____ 2003 between the SUNY Office of Library & Information Services (hereafter OLIS) and _____(*campus*).

All Sites agree to the following provisions:

Institutional Support
1. clearly state that the Aleph implementation is an institutional priority;
2. clearly state that the Aleph migration is the first priority for library staff resources during the implementation period;
3. prioritize current work activities that must continue;
4. identify activities that can be put on hold or will no longer be supported during the implementation;
5. review ways to temporarily reassign responsibilities of staff involved in the implementation or clearly acknowledge that current job responsibilities will take second priority to the periodic demands of the implementation process;
6. ensure communication across the library and campus to highlight the work that is underway, its impact on current services, and staffing implications;
7. fund travel for campus staff to Aleph training sessions;

Policies
8. abide by policies set forth by the OLIS, the SUNY*Connect* Advisory Council and related governance committees;
9. pay the annual fees for participation in the SUNY*Connect* LMS, as described in the current SUNY*Connect* Financial Plan available at http://www.sunyconnect.suny.edu/scfinance.htm;
10. pay the buy-in fee for participation in the LMS, if applicable, as described in the current SUNY*Connect* Financial Plan;

Staffing
11. review the SUNY*Connect* Aleph Migration Staffing document provided as a guide to help library administrators plan for the staff support requirements of the Aleph Migration located at http://www.sunyconnect.suny.edu/lms.htm;
12. designate a Campus Project Manager, Systems Librarian and Campus Implementation Team Members to provide the expertise and resources necessary to successfully implement the SUNY*Connect* LMS on each campus;
13. enable the Campus Project Manager (and System Librarian as appropriate) to represent the campus in all implementation meetings and activities as required;
14. enable key library system support staff members to receive training in all Ex Libris Aleph modules and other appropriate application and operating system training;
15. enable key staff on each campus to receive required LMS functional training and for them to train remaining campus staff following a train the trainer model (see Addendum 'Aleph Training Sessions');
16. enable active participation of designated Campus Implementation Team members, as necessary, in the implementation activities;

Operational
17. agree to and comply with the OLIS and Ex Libris procedures for communication among implementing sites, the OLIS and Ex Libris to ensure effective and timely exchange of information;

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18. provide all required local LMS application support, including selection of qualified staff member(s) as designated by the project to be the local contact with the OLIS LMS implementation staff, server site staff, and Ex Libris staff;
19. implement the required LMS modules which are OPAC, circulation, cataloging and authority control;
20. follow all applicable standards for the creation and maintenance of bibliographic, patron, holdings and authority records;
21. participate in all SUNY consortium activities endorsed by the SUNY*Connect* Advisory Council including the union catalog, patron-initiated borrowing and shared authority control;
22. participate in pre-processing and ongoing authority control services with a SUNY*Connect* authorized vendor;
23. complete and fund prior to the scheduled date of implementation all local preparations for migration to the LMS including but not limited to data massaging needs that are beyond the scope of standard authority control pre-processing and conversion activities;
24. follow the OLIS and Ex Libris recommendations requiring SUNY-wide cooperation for the implementation of the Aleph software;
25. follow designated implementation timetables developed by OLIS and reviewed with the campuses and Ex Libris;
26. abide by Aleph contractual requirements outlined in the SUNY/Ex Libris contract;
27. designate appropriate staff to maintain the Aleph configuration tables and Aleph system upgrades ("rep changes") in a timeframe established by OLIS and consistent with project guidelines;

Network
28. provide and maintain local and wide area networks and network connections sufficient to handle expected traffic volumes to be generated by local SUNY*Connect* usage. See the Service Advisory on Internet/Intranet at http://www.sunyconnect.suny.edu/sunynetserv.htm;
29. designate qualified campus network staff member(s) to work closely with networking and IT staff at the server sites, SUNYNet, and the OLIS to ensure adequate host-to-remote site communications for SUNY*Connect* traffic;
30. provide necessary port access to the Aleph application as required by Ex Libris;

Delivery Service
31. participate in the designated delivery service for the SUNYConnect LMS. Nylink's Libraries and Nylink Deliver (LAND) is currently the designated delivery service;

Hardware and Software
32. provide, maintain, and upgrade all required locally-based hardware and software, as per minimum specifications as recommended by Ex Libris and the OLIS. Current recommendation at http://www.sunyconnect.suny.edu/slam/Projres.htm;
33. maintain and upgrade LMS client software and all associated programs and developments in a timely manner, consistent with project guidelines.

The SUNY Office of Library & Information Services agrees to:
1. maintain the contract with the vendor;
2. provide timely billing to all participating campuses for all fees due;
3. provide the computer infrastructure and support necessary to run the application, including:
   - robust computer system and with ample storage
   - Unix system management services
   - Oracle database administration services
   - licenses for operating systems and Oracle to support the application
   - off hours monitoring and call service
   - hardware upgrades as appropriate
   - timely communication to campuses concerning system/network problems;

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4. pay for application enhancement as needed by the community and as feasible;
5. document and distribute guidelines and procedures as appropriate;
6. provide mechanisms for communication of information among participants;
7. coordinate the overall LMS implementation, including:
   - schedule initial kickoff and planning for conversion meetings
   - develop campus implementation plans
   - establish data load schedules and Switch to Production (STP) dates
   - provide a SUNY template of Aleph files providing baseline functionality
   - liaison among campuses and Ex Libris during implementation and the post STP transition to Ex Libris Support Services
   - provide ongoing advice and consultation as necessary
8. provide the initial training necessary to implement the Aleph application;
9. provide periodic workshops regarding application functionality in addition to the initial training;
10. assist with data conversion as appropriate:
    - provide data extraction support for Multilis/LAIP campuses
    - assist in data analysis review for all campuses;
11. provide access to the Library of Congress subject and names authority files;
12. tasks for "opening libraries" that must be performed for each campus instance of the Aleph application, including:
    - create tablespaces in Oracle
    - run scripts to open the Aleph libraries and to create the PWLib
    - copy the SUNY template with known campus specific data
    - start all servers associated with the application.

Addendum
Aleph Training Sessions

Selection of Training Session Attendees
1. Training conducted by OLIS and Ex Libris staff will follow a train the trainer model.
2. Libraries are expected to select key staff (decision makers) with strong knowledge skills who are actively involved in the migration planning process for their library.
3. Participants at training sessions will be expected to develop and provide customized training that reflects the workflow and local considerations of their library.
4. Participants will leave training sessions with training materials that they may use (if they choose) to train their campus staff.
5. Training will be directed to staff who have been actively involved in the migration planning and who have had the opportunity to work with the Aleph clients and documentation.
6. Key library personnel in each of the functional areas who will be developing the training for their library staff should attend the appropriate Aleph training modules. While Ex Libris recommends that the campus project manager and the systems librarian complete the entire sequence of Aleph training sessions their attendance must be balanced with key staff from functional areas to ensure that the library trainers will be able to attend.

Scheduling Considerations
7. Two to three training sessions are scheduled to be held. "Sessions" are defined as training of individual modules (Circulation module, for example). "Series" refers to all training sessions in their entirety (see below for a list of the training sessions).
8. Training sessions will have a maximum of 10 participants per session with one instructor and, when possible, a training facilitator. These sessions are considered hands on sessions and do not support observers.
9. Each campus will be allowed 2-3 participants for training for each module, depending on available space.

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10. It is anticipated that training sessions will be scheduled in regional facilities with exact locations to be determined.
11. The SUNY Training Center will work with OLIS to locate and schedule training facilities and to coordinate training sessions with OLIS and Ex Libris staff.
12. Training generally begins within two months after the initial kickoff and conversion planning meetings.

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Aleph Training Series

13. Training days and Workshops:

Course Name	Number Of Days	
Introduction to Aleph/Web OPAC and Staff Searching	1	
Data Checking Survival	2	
Introduction to Unix	1	
Introduction to System Librarian	1	
Advanced System Librarian	2	
Web Customization	1	
Cataloging	2	
Circulation	2	
Course Reserves	1	
Circulation Tables	1	
Overdues Setup	1	
Acquisitions	1.5	see notes
Serials	1.5	see notes
Indexing Topics Seminar	1	
Printed Products (Reports and Forms) Workshop	1	
Troubleshooting Workshop	1	
Acquisitions Workshop	1	

Notes:

- Acquisitions and Serials modules training are not required if a campus is not going to implement those modules.

- Other seminars may be offered as necessary or requested.

- Campuses may request consultation days to cover specific topics related to their implementation.

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