Entering ALEPH:
The Power of One

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SUNY *connect*
LIBRARIES WHEREVER YOU ARE

Abstract

- The power and influence of one person in any aspect of ALEPH conversion is considerable. Within a conversion group each person who contributes a level of expertise with a positive attitude can enable the group to solve implementation problems. Discussion and group activity encourage positive communication in a collaborative way.

Inspiration for Presentation

- Lynda Juall Carpenito-Moyet, RN, MS, CRNP
- **The Power of One Nurse** [editorial]
- *Nursing Forum*, vol. 38(4), October-December 2003, pages 3-4.
- Describes scenarios in which a nurse can seize the opportunity to make a positive difference in another person's life.

AGENDA

- Describe Health Sciences Library setting
- Set the context for Aleph conversion
- Review the lessons learned
- Do a group activity
- Present recommendations
- Sum up

The Health Sciences Library

- Independent Library reporting to VP for Health Sciences
- Separate main campus Melville Library with branch libraries
- Using Sirsi's *Unicorn Integrated Library Management System*
- Combined Library of Congress & National Library of Medicine call numbers and subject headings
- Citrix MetaFrame Access Suite environment (www.citrix.com)
  - ICA (Independent Computing Architecture) Client/ MetaFrame Presentation Server

Implementation Context

- State University of New York (SUNY) + 32 Community Colleges = 64 campuses
- SUNY*Connect* is the SUNY-wide electronic library initiative
- SUNY*Connect* plan – implement via clusters
  - Group 3 cluster
  - Projected January 2003 STP (switch to production)
- Ex Libris's <u>first</u> Sirsi Unicorn conversion
- Citrix architecture unique

Our Aleph Implementation

- **Implementing Aleph version 14.2.4**
- **Library's Implementation Team**
  - Head of Systems
  - Systems Administrator for Sirsi/Aleph
  - Head of Circulation/Reserve/ILL
  - Head of Serials/Cataloging/Acquisitions
- **External Team Members**
  - Ex Libris Project Manager
 - SUNY Office of Library & Information Services (OLIS) Project Manager

Challenges

- First Ex Libris conversion from Sirsi
- First Ex Libris encounter with Citrix
- Diacritics problem during data load delayed STP two months

- Coordination
- "Aleph speak"
- Fear of change
- Oracle tables
- Documentation in transition
- Overburdened project manager

Overwhelming Odds

- Conversion seemed impossible
- Intimidated by volume of work
- Challenged by internal & external pressures
- **What's a person to do?**
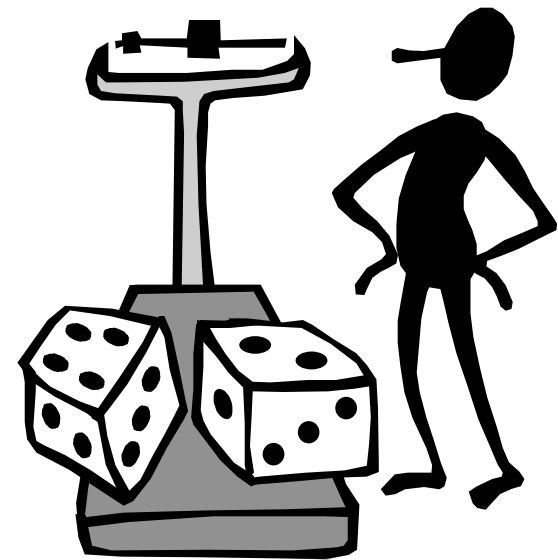
How can <u>one</u> person influence process or outcome?

- Attitude
- Behavior
- Commitment
- Inclusion / empowerment

Attitude

- **Be positive**
  - Avoid denial, downplay the negative
- **Be confident**
  - Trust in the collective abilities of the staff
- **Be flexible**
  - No plan is perfect
- **Accept that change is good**
  - Enjoy the adventure

Behavior

- Take charge
- Act constructively
- Focus
  - Have 1 team member concentrate on the "big picture"
  - Delegate area to each team member
- Keep a log
- Change negatives to positives
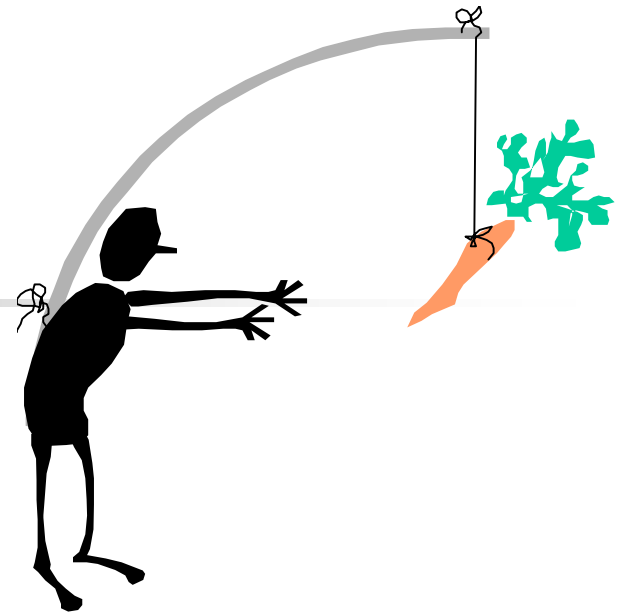
Commitment

- Face reality
  - All else in life does not stop when conversion starts
  - The library will continue to run
- Drive the conversion
  - Set own goals and timelines
  - Stick to the plan as much as possible
- Be persistent
  - Ask until you get a clear answer
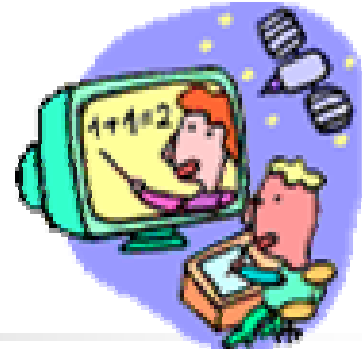 - Use the discipline of training

Inclusion / Empowerment

- **Communicate two directions**
  - Get input
  - Provide progress reports
- **Share knowledge**
- **Work with relevant staff on each unit**
- **Motivate**
  - Use praise
  - Celebrate accomplishments, small or large

Lessons Learned

- Planning is essential
- Acting confident inspires confidence
- Persistence pays off
- Log keeper is keystone
    - Keeps team on track, matrix up-to-date
    - "Translates" from Project Manager
- Conversion is a bonding experience
    - Everyone does contribute in her/his own way
- Good humor reduces the stress

Group activity

- **Use scenarios to propose different avenues of approach**

- **Reduce common problems to size**

- **How this works**
  - Divide in groups
  - Determine a positive & a negative response to scenario, using editorial for guidance
  - Report back

Recommendations

- **Communicate**
    - Use discussion lists
    - Network with other sites
    - Talk with co-workers
- **Be proactive**
    - Anticipate
    - Prepare
    - Document
- **Celebrate**
    - Compliment achievements, milestones reached
    - Congratulate yourselves
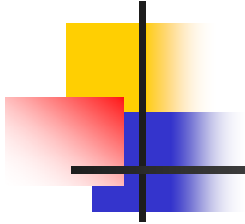   - Have a ceremony, visible symbol of conclusion

Summary

- Each person can influence the nature of the implementation
- Keep a positive attitude
- Behave in a focused manner
- Commit to the conversion
- Empower each other
- Put the implementation in perspective

Merci

THANK YOU