Consortial Collaboration in the Cloud:
An innovative group implementation of web-scale management

Lauren Magnuson, PALNI, CSU Northridge
Edward Mandity, Marian University
Josh Petrusa, Butler University
Cynthia Wilson, OCLC

2014 LITA FORUM
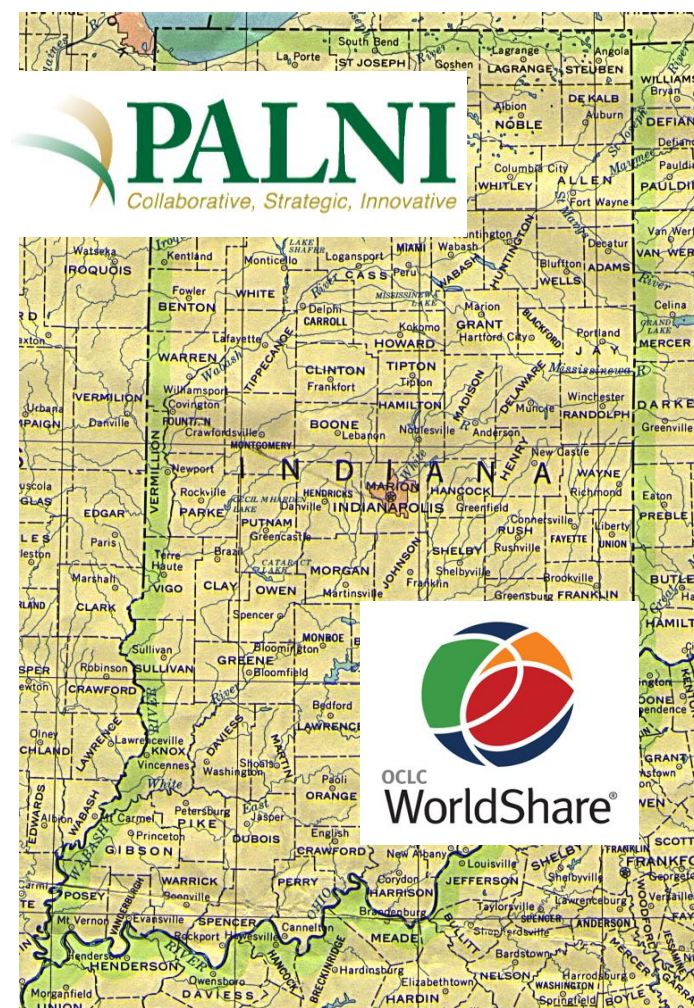**from Node to Network**
NOVEMBER 5–8, ALBUQUERQUE, NM

Overview: The PALNI Web-Scale Migration

- Web-Scale Migration Goals
- The Migration Process
- Rethinking MARC: The Tech
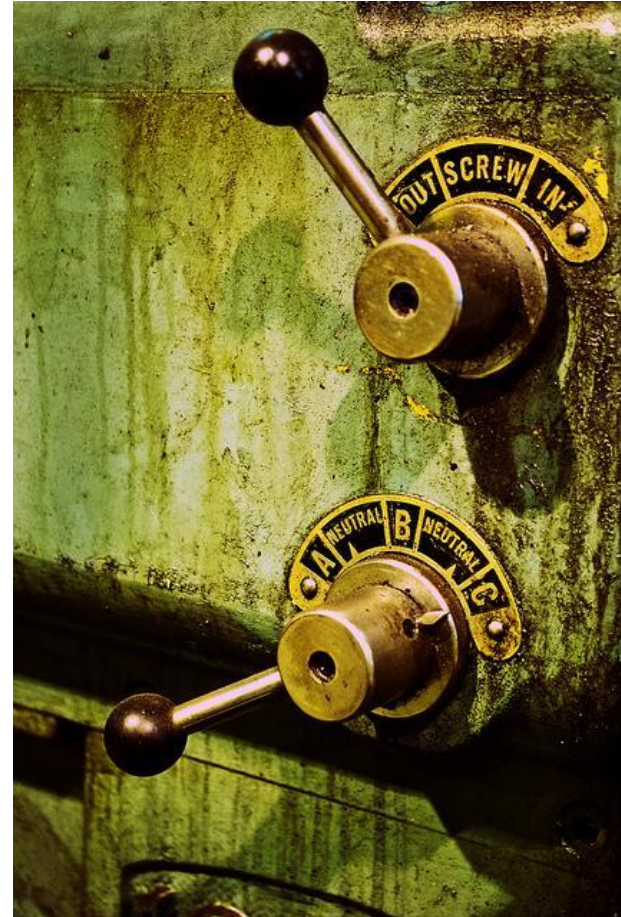- Lessons Learned and the New Normal

Context

- PALNI Consortium
- 23 Private Institutions
- First Academic Library Group to select WorldShare Management Services
- Selection Summer 2013
- Implementation Fall 2013
- Various "go-lives"

Image: http://www.lib.utexas.edu/maps/united_states/indiana_90.jpg

Do We Need To Change?

Does a system migration **necessarily** mean sweeping consortial and institutional change?

Could it?

Image by: Trevor King - https://flic.kr/p/kNidr6

Where We Were

- Aleph hosted by ExLibris - shared bibliographic database, separate HOL/Item by libraries

- Primo installations for each library - all separate and disconnected, but all pulling from same Aleph database

- SFX installations for most libraries

- No resource sharing within products, only via ILL, state courier service

- Advisory Groups at the consortial level to provide some support to library staff
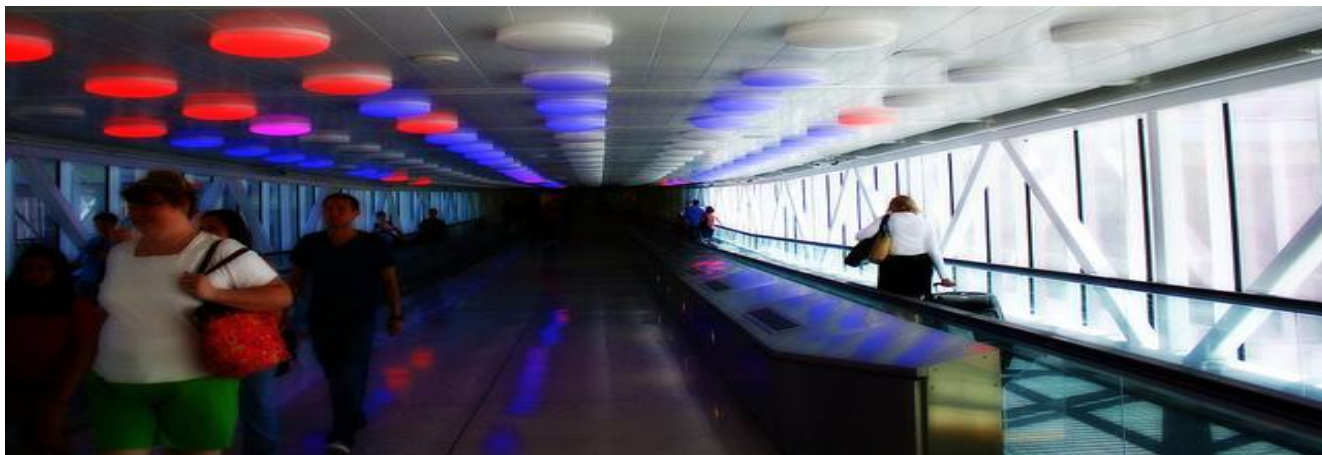
- Migration Apprehensiveness Syndrome

Now

- **First Group implementation of WMS - we are all connected via WorldCat Local, each have separate WMS installations**

- **Can see group information in Acquisitions**

- **Can share licenses, KB collections, vendor information, etc. across group, and across WMS community**

- **Consortial borrowing will go live soon**

- **Product updates regular, currently highly tied to our needs**

Analyzing and Deciding: Why?

- **Complexity:** specifically of old system, translated into processes, workflows
- **Enhance collaboration:** instead of solely kvetching together, share more
- **Reduce cost!**
- **Webscale benefits:** share with global user community, advantages of support, updates, etc. NO CLIENTS TO UPDATE, CONFIG FILES TO MANAGE = staff roles
- **Bibliographic simplification**: Viewing ourselves as partners in a larger network
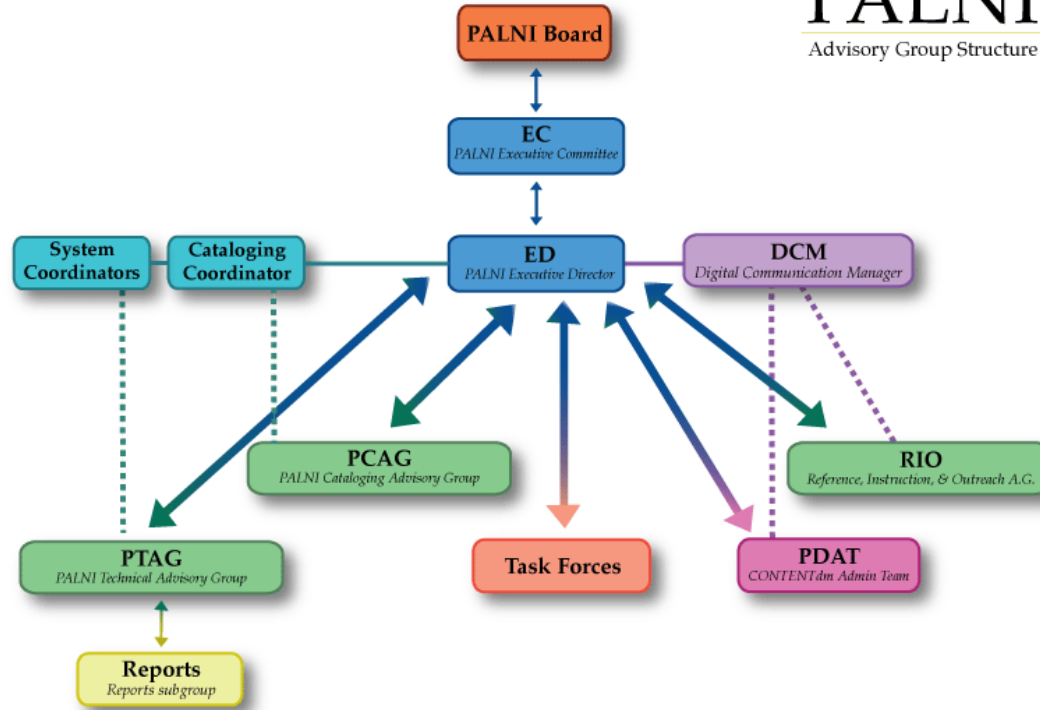
Change is Hard; Changing 23 Institutions Separately but Together is Harder

- Not your grandfather's system migration: new support and technological frameworks
- Hand-holding, clear guidance on what data decisions would mean: Coordinator support
- Structure of steering committee, main contacts at each institution, support of community resources, previous consortial groups
- Convincing some that this would be ok despite all the moving parts
- Helping libraries make GOOD DECISIONS (#leadership)
- Individual data becoming group data; individual decisions becoming group decisions.

Image by : William Creswell - https://flic.kr/p/72euWr

Consortial Leadership

PALNI
Advisory Group Structure

Image by: Megan West, PALNI

Interactions Between PALNI & OCLC

- Web-scale task forces (pre-implementation)
- Steering/implementation meetings (weekly)
- Coordinator meetings (weekly)
- Cohort meetings (weekly)
- Office Hours (weekly)
- Data/KB/Authentication team meetings (weekly - midway)
- Workflow Analysis meetings
- Change Management Workshops (2)
- Circ/RIO task force meetings
- Individual inst. - progress report meetings
- IT/authentication meetings
- Service Config gatherings

Implementation: Implications, Expectations

What was most important for Marian?

- Maintaining the timeline to ensure smooth transition
- Sacrifice granularity for functionality - circulation / reserves
- Having staff knowledgeable of roles (acq/kb/circ), following implementation progress

Tough Choices: Preparation

Implementation - a focused effort, a commitment to making some key choices for smooth transition:
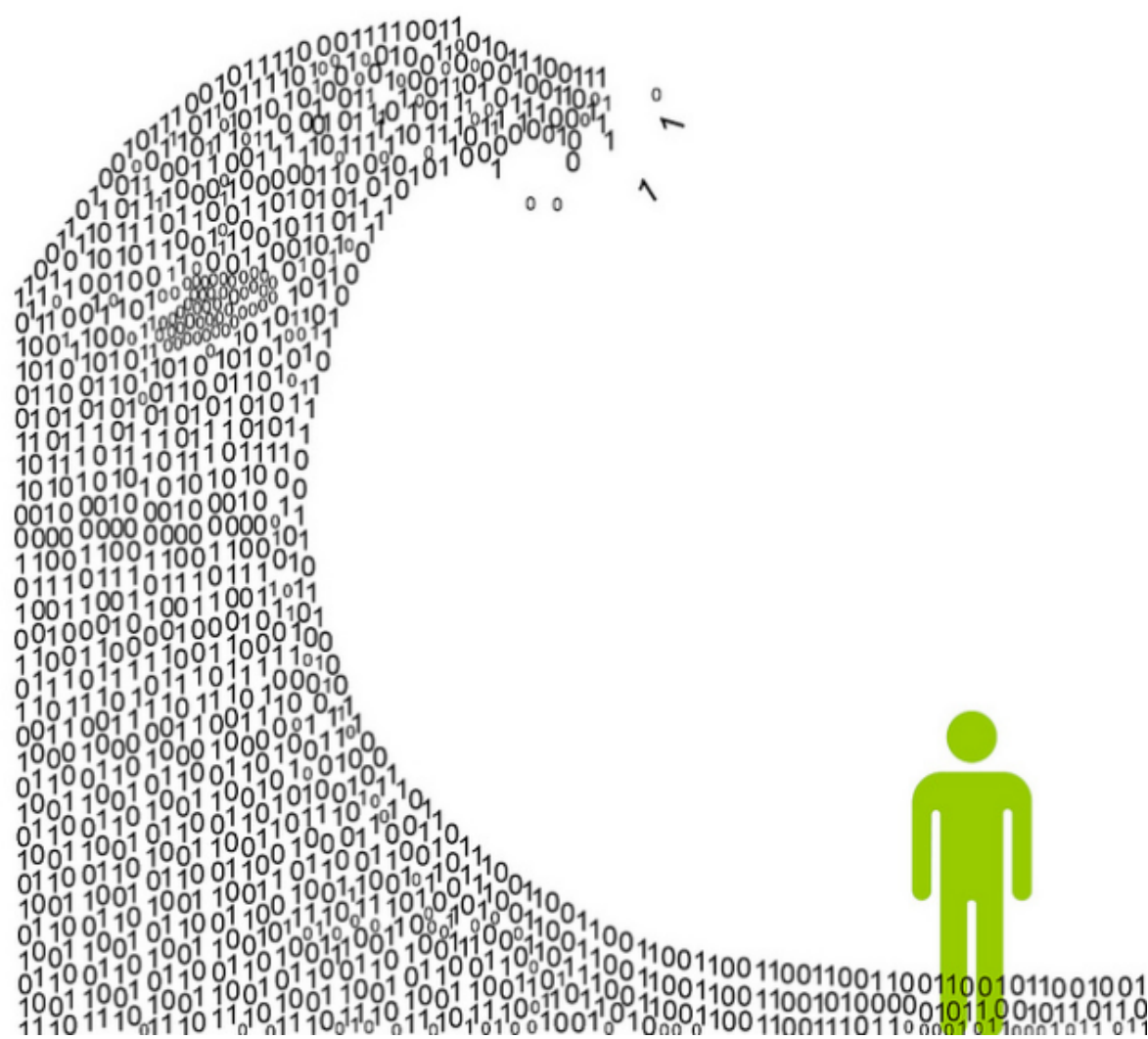
- Retaining LHRs
- Not retaining MFHDs
- Committing to LDAP <u>early</u> and notifying IT appropriately, <u>routinely</u>.
- Migrating/not migrating - item histories, no active loans, no fines, no holds
- Deleting patrons/items before migrating & upload (weeding!)
- Commitment to flexibility & patience…

Data Migration Overview

Information Gathering

- Data Migration Questionnaire
- Translation Tables
- Scope Statements
- Third Party Authentication

Data Processing

- Configuration
- Data Extraction
- Transformation
- Data Loading
- Verification

Information Gathering

Data Migration Questionnaire

–Allows WMS Implementations to understand your data and plan for the migration process

–Creates conversation between WMS Implementations and library project leads to discuss potential issues of concern

–Helps libraries prepare for and understand the migration process

Image by: Cynthia Wilson https://flic.kr/p/52qj8F

Common Decision Points

- 856 links
- Brief/Sparse/Temporary Records
- Copy Numbers
- Electronic Resources
- Government Documents
- Item Notes
- Local Bibliographic Data
- Order Records
- Retain Local Holdings Records
- Serials

Translation Tables

- **Location Translation Table**

  ○ Maps location IDs/codes (shelving locations) in your local system to WMS (holding library code, shelving location and branch)

- **Patron Translation Table**

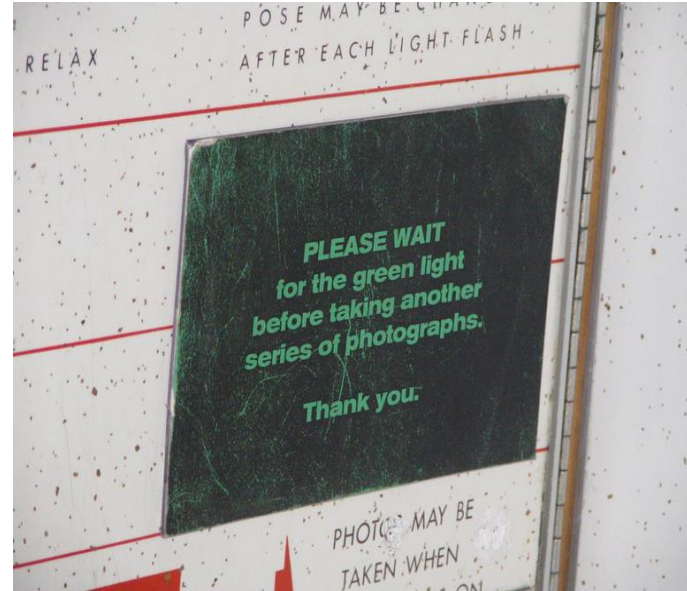 ○ Maps patron codes in your current system to patron types in WMS

- **Bill Reason Translation Table**

Scope Statement

After the data migration questionnaire and translation tables are finalized:

- Implementation manager creates scope statement
- Library approves scope statement
- Library extracts bibliographic records from legacy ILS and sends records to Batch Services
- Data Migration Begins

Image by: Cynthia Wilson https://flic.kr/p/eLp8p

Third Party Authentication

- LDAP
- CAS
- Shibboleth
- EZProxy

Note: WMS currently offers single-source authentication.

Ongoing patron loads

- Tab delimited
- XML

Patron Load Frequency: As often as daily.

Configuration

- **Batchload project set-up**
- **Setting up the library as a WMS subscriber**
  - ○ WorldCat Registry
  - ○ WorldCat Local/Discovery
- **Taking the data from the translation tables and adding it into the system**
  - ○ Patron Types
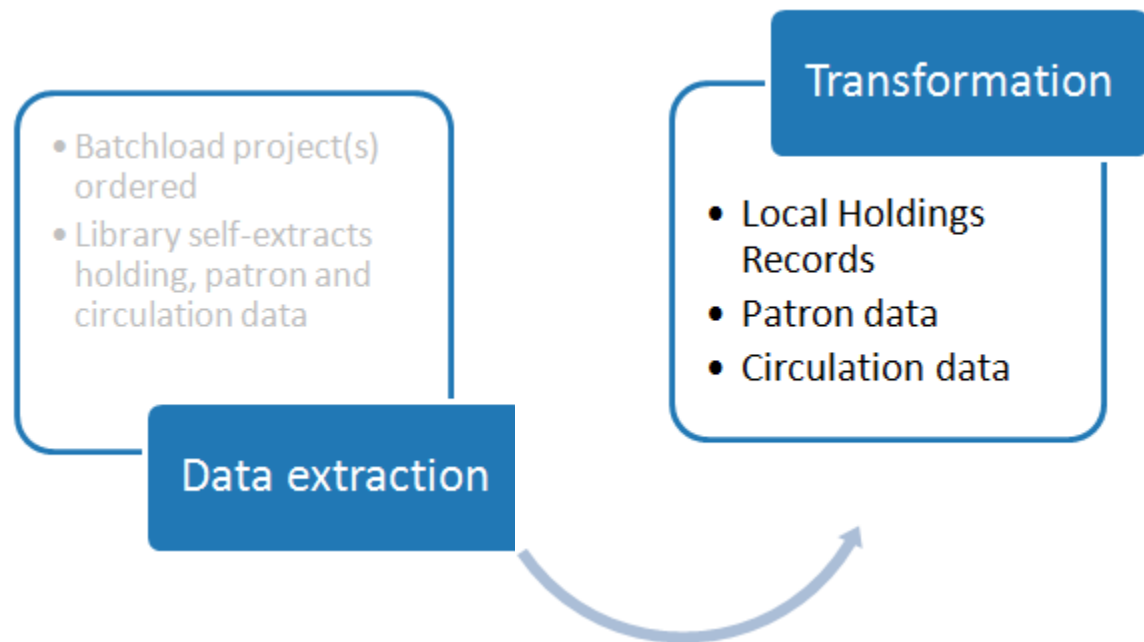 - ○ Shelving locations
  - ○ Bill Reasons (if loading fines)

Data Extraction

- Batchload project(s) ordered
- Library self-extracts holding, patron and circulation data
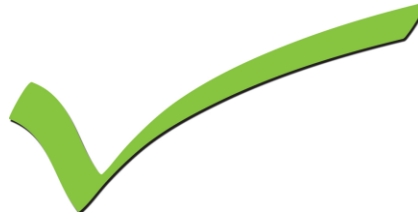
Data extraction

Transformation

Data extraction
- Batchload project(s) ordered
- Library self-extracts holding, patron and circulation data

Transformation
- Local Holdings Records
- Patron data
- Circulation data

Data Load

Data extraction
- Batchload project(s) ordered
- Library self-extracts holding, patron and circulation data

Transformation
- Local Holdings Records
- Patron data
- Circulation data

Data load
- Holdings updated in WorldCat
- LHRs
- Items
- Patron data
- Circulation data

Data Verification

- Login to WMS

Add appropriate roles and permissions to library staff members

- Verify <u>Patron Data</u>

- Verify <u>Bibliographic Data</u>

- Verify <u>Circulation Data</u> (*if applicable*)

- Document data migration issues or concerns using screen shots and notes
- Enter circulation policies in <u>OCLC Service Configuration</u>, then verify <u>Policies</u>
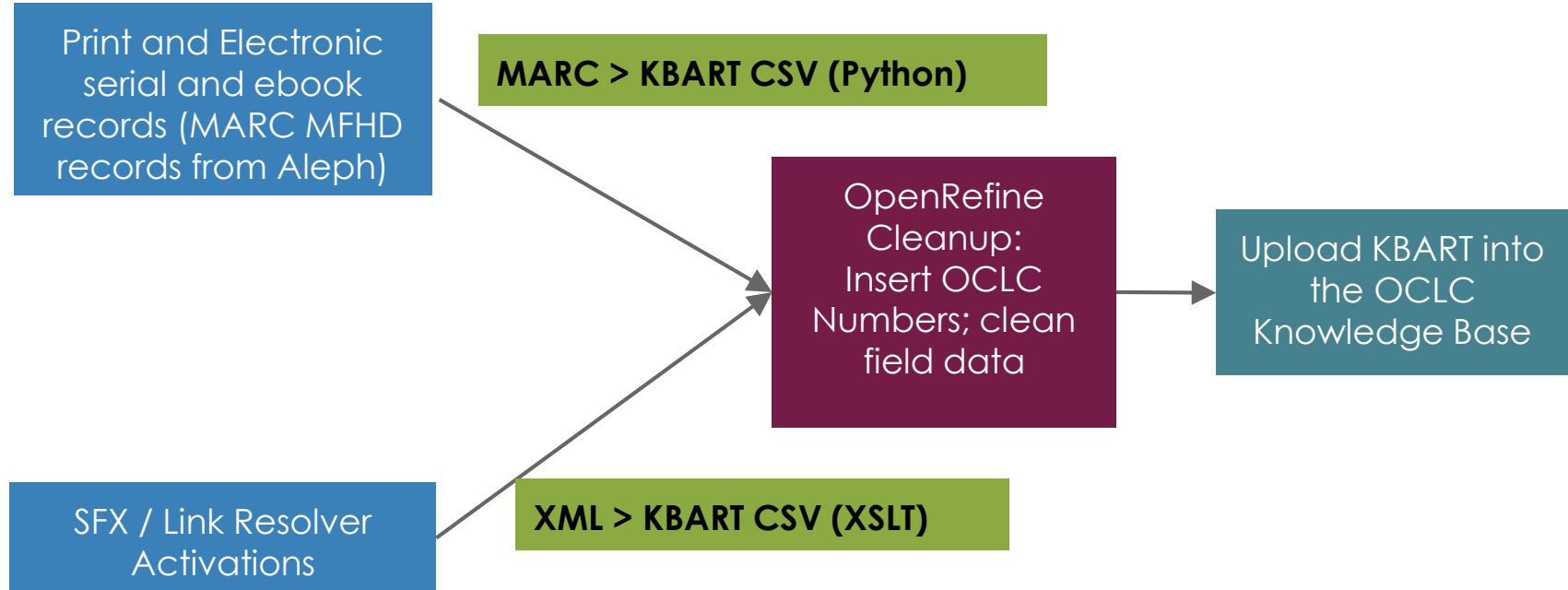- Determine date when you will begin using WMS Circulation

and/or Acquisitions

Rethinking MARC for E-Content: The Tech

MarcEdit

python

Open Refine

SyncRO Soft
www.oxygenxml.com
10
xml editor

Rethinking MARC for E-Content: The Tech

Print and Electronic serial and ebook records (MARC MFHD records from Aleph)

MARC > KBART CSV (Python)

OpenRefine Cleanup: Insert OCLC Numbers; clean field data

Upload KBART into the OCLC Knowledge Base

SFX / Link Resolver Activations

XML > KBART CSV (XSLT)

MARCkbart.py (Python)

```python
if record['245'] is not None:
  publication_title = record['245']['a']
if record['245']['b'] is not None:
  publication_title = publication_title + " "
    + record['245']['b']
```

github.com/lpmagnuson/marckbart

SFX to KBART (XSLT)

```
<xsl:for-each select="institutional_holdings/item/coverage/from">
<!--publication_title-->
<xsl:value-of select="../../title"/><xsl:value-of select="$tab"/>

<!--print_identifier-->
<xsl:value-of select="../../issn"/><xsl:value-of select="$tab"/>

<!--online_identifier-->
<xsl:value-of select="../../eissn"/><xsl:value-of select="$tab"/>
```

github.com/lpmagnuson/SFXtoKBART

Sample Open Refine Recipes

Scenario: Get beginning and ending dates from an 866 summary field string (e.g., 1990-2009)

- **"Add Column Based on This Column"** = value.split('-')[0]
- **For the last number in a range** = value.split(-)[1]

Custom text transform on column years

Expression   Language   Google Refine Expression Language (GREL) ▾

```
value.split('-')[0]
```
      No syntax error.

Preview   History   Starred   Help

row	value	value.split('-')[0]
1.	1990-2005	1990
2.	(2008-2012)	(2008
3.	1990-	1990

On error   ◉ keep original   ☐ Re-transform up to 10 times until no change
              ○ set to blank
              ○ store error

OK   Cancel

More Sample Open Refine Recipes

Scenario: Most summary statements start with a v., or contain parenthesis to define date ranges. However, a small subset just give the date range (e.g., 1987-1990).

How to find all summary statements that begin with numbers:

1. On the column that you want to filter, choose the column drop down and choose "Text Filter"
2. Enter ^[0-9] and check the "regular expression" box
3. Only the rows that begin with a number will be returned

More Sample Open Refine Recipes

Situation: Some data from MarcEdit came through that has a leading 0
- Edit Cells > Transform
- Expression = value.substring(1)

Returns everything starting with character 1 (all strings start at position 0).

If you have multiple characters (e.g., 4) to remove at the beginning of a string, use value.substring(5)

XSL for Patron Migration from Aleph

```
<!-- Print out each Persona -->
                <persona>
                    <xsl:attribute name="institutionId">
                        <xsl:value-of select="$institutionId"/>
                    </xsl:attribute>
<!-- Split single name field from Aleph and print in fields specified for
OCLC -->
        <nameInfo>
          <xsl:variable name="fullname" select="z303-name"/>
          <xsl:variable name="splitname" select="tokenize($fullname,',')"/>
              <givenName>
```

Day to Day in the New Normal

Continual adjustment to WMS, balancing Marian's needs with PALNI's:

- Flexible shelving locations (e.g., default "problem" location), for easy item migration
- Rethinking lending periods, fine policies, notifications and KB settings
- Transition as upgrade – WorldCat Local to Discovery
- Testing, but not actively promoting holds, waiting on PALSHARE
- Experimentation with the KB - custom collections, erroneous linking, deactivating problematic OA/subscribed collections

Day to Day, Continued

- **Communication hierarchy**
  - OCLC Support
  - PALNI-Hub communication
  - Listserv presence / enhancement requests
- **Anticipating student worker / circ confusion**
  - Where to scan/search
  - Managing temporary items
  - Overrides, logging in/out (students forget)
  - Policy Mapping - PALNI checkout errors ("no appropriate loan policies for this item")
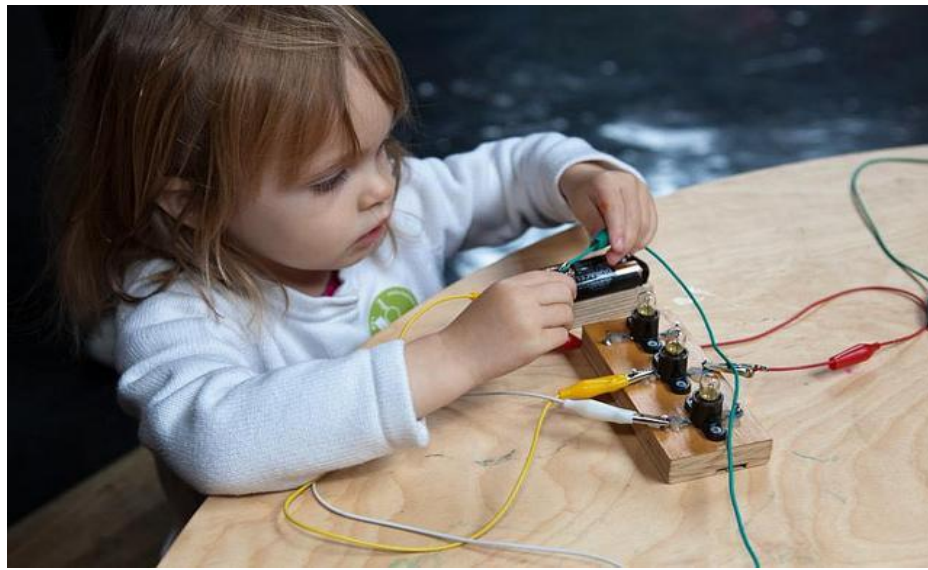
Lessons Learned

- **Internal communication**
  - Encourage early ownership & experimentation, staff participation
  - Embracing "I don't know"
  - Utilizing Support: phone / email

- **More documentation (circulation policies) could have prevented some anxiety**
- **Trust the coordinators!**
- **Working/planning within timeline – initial "tough choices" allowed for early testing, configuration**

End Result?

A confluence of common needs and interests, resulting in a successful, anticlimactic move to production.

By…

Attaining a realistic flexibility between WMS functionality and PALNI's vision while reclaiming a clearer glimpse of collections and workflows.
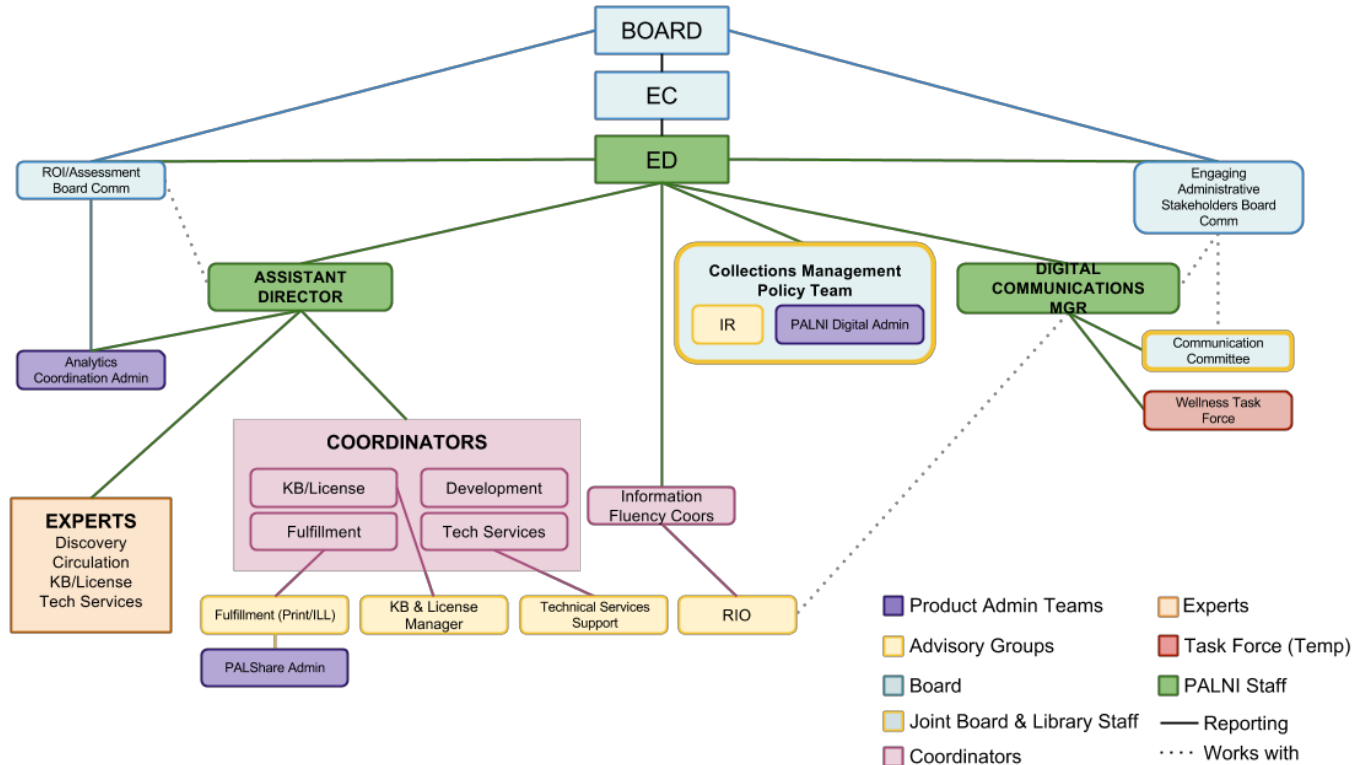
Power of the New Tool

- Changing minds through functionality?
- Change management; an opportunity for leadership
- No library is an island, no matter how remote within the state or limited in resources
- Sharing = good is a difficult concept
- Abandoning legacy practices - even if tool isn't as robust as previous one (this is OK)

Image by: Exploratorium - https://flic.kr/p/btPQu1

Telling New Stories

- We get to do _____ now!
- Better sharing and ILL - e-resources, licenses, etc. Sharing!
- Advocating with other libraries for updates and development
- New challenges for new times
- The whole process demonstrated to all the future of our collaboration
- We've (all of us!) got your back
- Our future is in the network, in group level work which allows us to appropriately balance effort towards our uniqueness

New Organizational Structure

Image by: Megan West, PALNI

Working Together.