Executive Overview

For twenty-one years, LOUIS: The Louisiana Library Network has served as the foundation on which Louisiana academic libraries support research, teaching and learning. Diminished funding for higher education has made LOUIS more important than ever.

LOUIS, a collaboration among Louisiana’s academic libraries, was established in 1992 to provide equal access to library services and information resources to all publically funded academic libraries; to maximize the purchasing power of the consortium; and to save money and share expertise in support of research, teaching and learning on each campus. LOUIS is governed by the Louisiana Academic Library Information Network Consortium (LALINC) Executive Board, which is made up of the Deans and Directors of the LOUIS member libraries.

LOUIS supports all libraries in Louisiana’s higher education systems: Louisiana Academic Independent Colleges and University Network; Louisiana State University System; Louisiana Technical and Community College System; Southern University System; the University of Louisiana System; and LUMCON. In addition, LOUIS works closely with the State Library of Louisiana, parish libraries, state archives and museums, and private museums. LOUIS continually considers the needs of K-12 when negotiating for e-resources. A link to a full list of members is provided at the end of this summary.

LOUIS saves money for the taxpayers of Louisiana by collaborating on purchases for academic libraries. In 2013 alone, LOUIS purchased over $32.92 million worth of services and resources on behalf of Louisiana’s academic libraries for $3.95 million, a savings of over $28.97 million. Since 1992, LOUIS has saved the state of Louisiana over $222 million.

A central support staff of 8.75 FTE located in Information Technology Services at LSU and reporting to the LALINC Executive Board, executes the will of the Board. Based on recommendations from LALINC committees, task forces and working groups and approval from the Board, LOUIS staff installs, upgrades, configures, consults, supports and negotiates prices for the services, technologies and resources on behalf of the consortium. With over 125 years’ combined experience, LOUIS staff has an unequaled level of institutional knowledge and expertise which equates to fast and efficient implementation of new solutions and problem solving. Members support paying membership fees due to the exemplary level of service provided. A link to a list of services and resources is provided at the end of this summary.

Member libraries rely upon the exemplary support of the LOUIS staff as their own staff dwindles. Following the retirement of 1.25 LOUIS staff, LOUIS hired two new librarians in FY 2013-14 to prepare for future retirements and to insure that institutional knowledge is passed on.

As the Board looks towards the future, two task forces were implemented this past year: a Strategic Planning Task Force and a Membership Fee Task Force. Defining the future needs of the consortium and developing a sustainable funding model is core to the continued existence of the consortium as membership fees increase while state funding decreases.
• The **Strategic Planning Task Force** proposed, and the Board approved the **LALINC 3-5 Year Strategic Plan**. It was based upon input gathered in meetings of stakeholders held across the state. A link to the plan is at the bottom of this overview.

• The **Membership Fee Task Force** proposed, and the Board approved a new membership fee structure which will be phased in over a 3 year period starting July 2013. The new fee structure distributes costs equitably among the consortium members.

• Objective 2.1 of the Strategic Plan is to develop a business plan. LOUIS will work with the LSU School of Business to develop the business plan.

The LALINC Executive Board requires LOUIS staff to support three main services: an Integrated Library System (ILS), Interlibrary Loan (ILL) and Electronic Resources (ER). LOUIS also supports the LOUISiana Digital Library (LDL). Many additional services make up each of the four main services. While the Board governs three main services, it does not govern the LDL because some LDL members are not LALINC members. Therefore, a governing body for LDL will be put in place in the coming months based on input from all LDL stakeholders.

The Louisiana Board of Regents supports LOUIS activities via a grant. The Scope of Services for that grant require that LOUIS:

a. Maintain, support and manage the ILS (SirsiDynix Symphony)
b. Maintain authentication software (EZproxy)
c. Negotiate statewide licenses for and provide access to electronic resources (E-Resources)
d. Maintain and support Interlibrary Loan software (ILLiad)
e. Maintain and support an integrated search and URL resolver (EBSCO’s EDS, AtoZ, LinkResolver)
f. Maintain and support digital library collections (OCLC ContentDM)
g. Provide report (Executive Overview)

In support of all four services, and in conjunction with the grants requirements, the following is a list of activities provided by LOUIS during the past year.

LOUIS was successful in licensing, maintaining and supporting the following services and activities:

• SirsiDynix Symphony, the library staff client and the electronic catalog
• SirsiDynix Web2, the union catalog
• SirsiDynix e-Library, the user interface
• OCLC Atlas ILLiad, the inter-library loan system
• OCLC CONTENTdm, the digital library system
• LinkSource and A-to-Z, the URL resolver and title list for LOUIS resources
• EBSCO Discovery Service (EDS)
• Credo Literati, information literacy – a joint collaboration with the State Library of LA
• EZproxy authentication technology
• 68 Scholarly Electronic Resources (academic journals, full-text and abstracting services, citation databases, etc.) for the consortium via 12 providers
• 29 Scholarly Electronic Resources (academic journals, full-text and abstracting services, citation databases, etc.) for “mini” groups via 29 providers – an increase of 25% from last FY
• WordPress webpage software
• Numara FootPrints incident reporting and Knowledge Base software
• Communicated with members using email, listservs, and social networking tools such as Twitter, Facebook, YouTube and the LOUIS website
• Hosted the 20th LOUIS Users Conference (LUC)
Activities and major highlights in support of services from this past year include:

- Added 32 new collections to the LOUISiana Digital Library
- Added new library policies to 3 Symphony sites
- Assisted community colleges with user data during migration to the Banner system
- Attended 14 training sessions
- Attended 7 conferences: LLA, ALA, ICOLC, Charleston Conference, ILLiad International, SirsiDynix COSUGI, CONTENTdm
- Attended user conferences for SirsiDynix, ILLiad, CONTENTdm
- Backed up all SirsiDynix Symphony data via IBM’s Tivioli TSM tools and AIX RSYNC tools
- Began implementation of Northshore Technical Community College into Symphony
- Circulated over 897,000+ million items through Symphony WorkFlows
- Closed 1170 incidents in FootPrints
- Completed 8 site visits
- Completed 183,488 interlibrary loan requests
- Completed annual review and update of LOUIS Knowledgebase
- Completed the migration and implementation of Centenary College into Symphony
- Conducted two COSUGI 2013 presentations
- Conducted 3 training sessions
- Consulted with 4 sites on the implementation of EZproxy
- Consulted with Central Louisiana Technical Community College to join LOUIS
- Consulted with Northwest Louisiana Technical Community College to join LOUIS
- Consulted with Xavier University to join SirsiDynix Symphony via LOUIS
- Consulted with Central Louisiana Technical Community College to join LOUIS for Symphony and electronic resources
- Consulted with Our Lady of Holy Cross College to join SirsiDynix Symphony via LOUIS
- Consulted with Northshore Technical Community College to join LOUIS for Symphony and electronic resources
- Continued improving the new Partners contact platform which contains 270+ contacts and the FootPrints address book which contains 128 contacts
- Continued to add to Footprints Knowledgebase which now has 600+ documents
- Coordinated purchase and installation of ILLiad add-on for all SirsiDynix Symphony sites that use ILLiad
- Created a Reports Working Group to discuss reporting needs related to statistics from Symphony
- Customized ILLiad pages
- Enhanced Big Brother server monitoring system
- Enhanced the newly redesigned LOUIS website
- Facilitated 7 training sessions
- Facilitated LDL Strategic Plan
- Facilitated Membership Fee Task Force
- Facilitated the addition of 32,225 new items to the LOUISiana Digital Library for a total of 245,424 items
- Had one LOUIS staff member participate on EBSCO Academic Advisory Board
- Had two staff members become API certified
- Had two staff members on the 2013 COSUGI Executive Board
- Hired two new librarians
- Hosted 35th and 36th System Administrator Meeting
- Hosted and attended SirsiDynix API training including international attendees
- Hosted North and South ILLiad Users Group Meeting
- Hosted the 20th annual LOUIS Users Conference (LUC)
- Hosted the LOUIS Boot Camp for System Administrators
- Identified process for customization of MARC files for EBSCO e-Books
- Implemented and hosted North and South Symphony User Group Meetings
- Implemented enhancements to MARC file processing with MARCIVE
- Implemented improved SirsiDynix upgrade scripts for upgrades and service pack installs
- Implemented Learning with LOUIS
- Implemented new and enhanced Symphony functionality
- Implemented new LALINC Bylaws and Policies
- Implemented new SSL certificates on Symphony servers
- Implemented 58 custom processes and database cleanup projects saving libraries over $73k
- Implemented RDA toolkit for members
- Implemented the LOUIS Person-In-Charge (PIC) list for LOUIS staff
- Implemented upgrades to SirsiDynix Symphony systems on Beta, Training and Production servers
- Implemented website redesign to meet the needs addressed in the strategic plan discussions
- Invoiced and received payment from all LOUIS members
- Loaded, on average, 85,000 A-to-Z records each month for sites using the LOUIS EZproxy MARC service
- Managed hotsite server for disaster recovery located at Louisiana Tech University
- Maintained all administrative content (documentation, partners, databases, software, financial)
- Moved 65% of contract and license renewals to September 1 to create a buffer between fiscal year start (July 1) and actual availability of budget funds from membership fee payments
- Negotiated OCLC hosted EZproxy pricing for members
- Negotiated pricing for SirsiDynix MobileCirc with plans to purchase following Beta testing
- Negotiated new pricing and terms for 5 year SirsiDynix contract reducing uplift by 4% each year
- Negotiated pricing for RDA conversion options from 2 vendors (Marcive, SirsiDynix)
- Negotiated and Renewed 68 e-resources
- Negotiated 29 (6 new) mini-consortiums for electronic resources purchased on behalf of subsets of LOUIS member libraries saving millions via discounts. This is a 25% increase in minis and more are expected in coming years.
- Participated in all LALINC committee meetings
- Participated in all LALINC Executive Board meetings
- Participated on all Task Forces and Working Groups
- Participated in beta testing processes with SirsiDynix and CONTENTdm
- Participated in SirsiDynix Strategic Partner Program
- Partnered with LOUIS sites and EBSCO to continue to enhance EDS to meet their needs
- Partnered with LOUIS sites and EBSCO to continue to enhance the A-to-Z with MARC service integration into the catalog
- Partnered with UNIX server administrators in the areas of disk space management, security, backup and recovery, and operating system maintenance
- Presented 9 sessions on LOUIS at conferences, via webinars, and at SLIS
- Provided results for 1.3 million searches in Symphony e-Library
- Provided results for 130+ million searches in EDS
- Received 1156 new incidents via FootPrint incident portal
- Reviewed disaster recovery procedures for the SirsiDynix Symphony services and data
- Served on various committees with library industry staff regionally, nationally, and internationally
- Targeted specific training to insure all resources and services are used and properly understood
- Worked with EBSCO to fine-tune synchronization of data between Symphony and EDS
- Worked with MARCIVE to make LOUIS government document files RDA compliant
• Worked with SirsiDynix staff to enhance their Service Pack installation tools to work in the LOUIS environment

LOUIS Webpage: LOUISLibraries.org
LOUIS Members: LOUISLibraries.org/louis-members
LOUIS Services: LOUISLibraries.org/service
LOUIS Strategic Plan: LOUISLibraries.org/strategic-plan