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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 analysts 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 free 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, Customers of SirsiDynix Users Group International (COSUGI), CONTENTdm
- Attended user conferences for SirsiDynix, ILLiad, CONTENTdm
- Backed up all SirsiDynix Symphony data via IBM’s Tivoli 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 Xavier University to join Atlas ILLiad via LOUIS
- 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 twenty-nine (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 FootPrints 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
LOUIS Members
LOUIS Initiatives and Services:
- Integrated Library Systems
- Electronic Resources
- Interlibrary Loan
- Digital Library
LOUIS Strategic Plan
Maintain, support and manage the Library Management System (Symphony)

SirsiDynix, a software company headquartered in Lehi, Utah, develops and maintains the integrated library system (ILS) package known as Symphony. Symphony's components include e-Library for public access, plus two distinct interfaces for staff functions called WorkFlows and StaffWeb.

The LALINC membership voted to sign a new five-year support agreement with SirsiDynix, and LOUIS is working toward finalization of that agreement in the 2013/14 fiscal year. The LOUIS staff also began long-term planning for SirsiDynix Symphony, weighing the possibility of migrating to the Oracle database management platform, moving to the SirsiDynix hosted Software as a Solution (SAAS) model, or staying with the current configuration. These possibilities were still under consideration at the close of the 2012/13 fiscal year.

LOUIS welcomed a new library into the Symphony project: Centenary College of Louisiana, a private college in Shreveport, Louisiana. The Centenary implementation spanned many months and required attention from numerous LOUIS staff, beginning with contract and price negotiations with SirsiDynix, proceeding to conference calls with Centenary and the SirsiDynix implementation team, then to data migration from their former integrated library system, to Symphony installation and configuration, to eight days of on-site training conducted by the vendor and attended by three LOUIS staff and all the staff and faculty of Centenary College's Magale Library, Music Library, and Archives. All this work culminated with an on-time "go live" for Centenary College on Symphony in June 2013.

LOUIS also brought a newly created institution into the Symphony system: Northshore Technical Community College (NTCC). Much like the Centenary project, many members of the LOUIS staff were involved with vendor negotiations, conference calls with SirsiDynix concerning setup, Symphony installation and configuration, and vendor-led training and consulting. The NTCC Library implementation project was nearing completion at the close of the 2012/13 fiscal year.

LOUIS hired two new librarians in the period covered by this report, one in February 2013 and the other in April 2013. Both hold master's degrees in library and information studies (MLIS), and both had direct experience as users of various components of the Symphony system, which enabled them to become productive members of the LOUIS staff immediately. One had worked previously as a Symphony System Administrator for Bossier Parish Community College, a member of the LOUIS Library Network, and brought other academic library experience. The other had worked for another LOUIS member library, Southeastern Louisiana University, where she used WorkFlows to order and receive library materials, and record invoice payments for those materials. Since joining the LOUIS staff, both have completed the vendor's API training, and one completed the vendor's online course on the PERL programming language, used heavily in Symphony. Both were involved in the Southern Regional Symphony Sharing Session, and closing over 50 Symphony support cases combined. One of them composed and conducted a Learning with LOUIS webinar pertaining to new features in Symphony version 3.4.1 Service Pack 4.
The LOUIS staff supports the Symphony system for 32 member institutions. Toward that end, LOUIS continually:

- offers telephone and e-mail support to its members;
- participates in various SirsiDynix Strategic Partnership Programs (SPPs);
- conducts regional Sharing Session pertaining to SirsiDynix Symphony in which library professionals ask questions and share answers on practical day-to-day concerns;
- conducts on-site training for new staff in the libraries (see Appendix A for the outline of "System Admin Boot Camp" training offered to new staff at two different libraries);
- discusses current projects, outstanding issues or concerns, and software development updates with SirsiDynix staff;
- either facilitates or conducts Learning with LOUIS webinars, which are open all to library staff and faculty and recorded for later viewing (see Appendix B);
- maintains and composes new documentation, including Knowledge Base solutions;
- participates in and solicits SirsiDynix webinars and training;
- works with LSU Information Technology Services (LSU-ITS) UNIX server administrators in the areas of disk space management, performance, security, backup and recovery, Apache, Tomcat, and AIX (operating system) upgrades and maintenance;
- encourages member libraries to actively participate in conferences, SPPs, enhancement forums, and e-mail lists.

**Work with LOUIS libraries to implement, maintain and support modules**

After evaluating the release notes for 3.4.1 Service Pack 3, LOUIS member libraries approved an upgrade. The upgrade was first done on LOUIS's beta Symphony system, affording sites the opportunity to evaluate the fixes and enhancements. The production and training Symphony upgrades were completed the week of June 3, 2013. LOUIS staff strived for brief downtime during the installation of Service Pack 3, and the production system was available to all users by 8:30 a.m. on the day of the installation.

The installation of 3.4.1 Service Pack 3 was possible only after LOUIS staff worked closely with SirsiDynix customer support staff and software engineers to make the installation of service packs work again. This was necessary after a previous attempt to install an earlier service pack failed due to incompatibility with the LOUIS server configuration.

LOUIS staff and member libraries continue their active participation in the various SirsiDynix Strategic Partnership Programs (SPPs.) In the SPPs, SirsiDynix seeks input from customers around the world regarding new products and features. That input is gathered in web-based threaded discussions and also in occasional online meetings that include web-based presentations and software demonstration. Both venues give customers the chance to talk directly with decision makers at SirsiDynix. Both LOUIS staff and the staff and faculty of LOUIS member libraries have taken part in SPPs dedicated to a new cloud-based staff client (to eventually replace WorkFlows), a cloud-based public access catalog (to eventually replace e-Library), a new business intelligence product, Symphony service packs, and a new portable circulation application designed to work on smart phones and tablet computers.
With the approval of the membership and the cooperation of LSU-ITS staff, LOUIS decommissioned the LOUISiana Union Catalog. The union catalog ran under a software package called Web2, a product for which SirsiDynix had discontinued support. LOUIS worked with EBSCO and a knowledgeable System Administrator at Louisiana Tech University on an EDS profile that allows EDS to serve as a replacement union catalog for any LOUIS library that cares to make it available.

In order to help libraries more effectively deal with accreditation reports and other information requests, the LOUIS membership has created the Statistics Working Group. Several LOUIS staff members have joined this committee, and have provided advice pertaining to the gathering of statistics from Symphony.

The LOUIS staff continued to create and edit solutions in the FootPrints Knowledge Base (KB), a component of the support ticket tracking system created and supported by BMC Software. KB solutions help both the LOUIS staff and the faculty and staff of the LOUIS libraries readily solve problems and answer questions pertaining to numerous products and services supported by LOUIS. In the fiscal cycle ending June 30, 2013, the LOUIS staff created or edited over 80 KB solutions available only to the LOUIS staff, and edited or created over 110 KB solutions available to the membership.

At the instruction of LOUIS, UNIX administrators in LSU-ITS completed the installation and configuration of new hard disc systems for the production, training, hotsite, and beta Symphony servers. These new hard disc systems have not only provided ample storage space for future expansion, but will allow a simpler and more uniform method of backup on all servers, a project that will be completed in fiscal year 2013/14. The UNIX administration staff also decommissioned the virtual server environment called VIOS previously used for the hotsite, training, and beta systems, migrating all three to a more current and widely supported class of IBM AIX servers. This also entailed moving the beta and training servers from the Louisiana Tech campus to the LSU-ITS server room in the Frey Computing Services Center on the Baton Rouge campus.

Due to increased usage of the beta Symphony server in recent years, LOUIS staff worked with LSU-ITS experts to add it to the backup system already used for the Production and Training servers.

**Create customized services for LOUIS libraries as needed**

The LOUIS staff has a deep knowledge of the services it supports. Often the LOUIS staff creates or improves customizations that benefit the libraries, or works with the vendor to provide customizations or enhancements. Customizations created by LOUIS cost far less money than those created by vendors, saving money and time.

The LOUIS staff completed Symphony configuration changes to keep up with updates to the MARC standard. The MARC standard provides a format for records that describe materials in a library collection and the headings (authors, subjects and series) that occur in those records. If
the LOUIS staff had not made these configuration updates, the LOUIS System Administrators within each library would have been compelled to do so, a very laborious task. This process saved hundreds of hours of time collectively. LOUIS later made further MARC standard changes with the help of a script supplied by SirsiDynix, but only after careful testing and review by the LOUIS staff.

Many LOUIS libraries serve the various colleges of the Louisiana Community and Technical College System. This year, the LCTCS introduced a new Banner system. LOUIS staff worked with each library to swap out old student and staff borrower IDs and incorporate new Banner student and staff IDs. They also helped the libraries set up regular loads of student, faculty, and staff records while purging old borrower records for former students, faculty, and staff.

Other Symphony customizations for 2012/13 include:

- improvements to the export of bibliographic records and system configuration changes from Symphony to EBSCO Discovery Service (also mentioned in Maintain, Support and Manage Discovery Solutions);
- the writing, testing, and running of a script to add new RDA tags descriptions for authority records;
- the reviewing, testing, and running of a script provided by SirsiDynix to add new RDA tags for bibliographic records;
- addition of site-appropriate authentication text to URLs in e-book and e-journal records;
- deletion of over 100,000 records loaded with incorrect options by a LOUIS library System Administrator;
- improvements in weekly script that deletes, archives, and otherwise manages server files;
- the writing, testing, and running of a script that has been used repeatedly to manipulate the IDs and Alternate IDs of student, faculty and staff borrower records (especially useful in the LCTCS libraries who began using a new Banner system);
- the writing, testing, and running of scripts to inform member libraries of possible Social Security Numbers in server logs, and removal of those log files or transactions when asked to;
- initialization and re-creation of databases that hold user addresses and notes in order to speed record loads and searches;
- the writing, testing, and running of a script to edit locations in MARC holdings records, pursuant at the LSU Law Center Library to shift portions of the collection;
- when bugs were found in the program that changed the location in the aforementioned project, worked with SirsiDynix on a script to repair those MARC holdings records;
- addition of new "webify" pages, which offer staff in the LOUIS libraries an intuitive display of many Symphony configuration options;
- the writing, testing, and implementation of a script to more quickly create a core set of login users when for new instances of Symphony for new members of LOUIS (like Centenary and NTCC);
- the writing, testing, and implementation of a script to copy reports to or from the beta, training and production Symphony server;
- the renaming of a library branch within a Symphony instance, a task for which SirsiDynix normally charges customers.
In all, LOUIS staff provided 60 new custom features which required a total of 264 staff hours. SirsiDynix would have charged $76,200 to provide these customizations.

**Keep LOUIS libraries informed of changes to the Symphony system and disseminate information**

LOUIS communicates with its membership via e-mail forums (listservs), the LOUISlibraries.org web site, Facebook, and Twitter. Occasional meetings, phone calls, and online training sessions are also important information channels.

The various e-mail listservs each concentrate on a different topic. They allow list members to post news, ask questions and share solutions. A list of the listservs used by LOUIS is provided in Appendix C.

The LOUISlibraries.org web site hosts operational information, explains the role and governance of LOUIS, archives information, and offers LOUIS news and announcements. The LOUIS web site is managed and configured by the LOUIS staff with WordPress, which LSU-ITS supports for many departments on the LSU campus.

Information posted to the LOUIS web site is often also posted to the LOUIS Facebook page to ensure information reaches as many people as possible. Access LOUIS on Facebook by logging into and searching for “LOUIS: The Louisiana Library Network” or simply go to http://www.facebook.com/louislibraries.

Information posted on the LOUIS Facebook page is automatically “tweeted” by the LOUIS Twitter account. Follow LOUIS on Twitter at http://www.twitter.com/louislibraries.
Maintain authentication software

LOUIS supports and advises members in the use of OCLC EZproxy, a server application that brokers web requests between the students, faculty, and staff of an institution and the online databases licensed by the library for their use. LOUIS members pay subscription fees to information providers (including those listed in Appendix D and Appendix E), who license their content to the libraries on condition that they restrict access to current student, faculty and staff. EZproxy provides the means to enforce these access restrictions.

Nine LOUIS members use LOUIS hosted EZproxy software for authentication. The remaining LOUIS members install and support it locally, or contract to have it hosted by OCLC, the vendor that currently sells and supports it. Both options validate people as users in good standing either by querying the Symphony system using scripts written and maintained by the LOUIS staff, or by querying an on-campus resource.
Negotiate statewide licenses for electronic resources

LOUIS presently provides all members with seventy-two electronic resources (e-resources), listed in Appendix D and under the Titles tab on the LOUIS Electronic Resources web page. These e-resources are licensed at discounted rates from twelve different vendors. Included among them are academic journals, full-text and abstracting services, citation databases, and more. Twenty-nine additional e-resources have been purchased with “mini-consortium” contracts for varying subsets of LOUIS libraries. LOUIS also arranged for numerous trials of electronic resources through the year in order to facilitate selection decisions for member libraries.

LOUIS creates a mini-consortium for e-resources when two or more libraries come together to purchase a specific product. LOUIS negotiates each mini-consortium price and handles billing. A mini-consortium is finalized only with the express consent of the Deans and Directors of the participating libraries. The LOUIS staff negotiated six new e-resources and renewed twenty-three existing resources in the 2012/13 fiscal year. The details about the twenty-nine mini-consortia are provided in Appendix E and under the Mini Consortia tab on the LOUIS Electronic Resources web page.

For each e-resource, LOUIS negotiates with the vendor to secure the lowest price possible. These negotiations are successful because LOUIS reduces work for the vendors by providing centralized billing, prompt payments, and the opportunity to sign many institutions to a single contract.

There was discussion among members for several e-resources, but these were eventually dropped because either the vendor had stipulations about minimum number of participants, or the discounts provided were insufficient and the final subscription price too high. Two rounds of negotiations were conducted based on databases selected by Loyola University and University of New Orleans:

**Round 1 - initiated by Loyola: 7 products**

- Ebscohost – American History & Life
- Ebscohost – EconLit
- Ebscohost – Music Index Online
- Ebscohost – PAIS Intl + Archive
- ProQuest – ABI Inform Global
- ProQuest – Historic New York Times
- SciFinder Scholar
- Wiley – Cochrane Library

**Round 2 – initiated by UNO: 8 products**

- ACM - ACM Digital Library
- Career Guidance Foundation - CollegeSource
- FITNE - Family Nursing Videos
- Infobase Learning - Films on Demand
LOUIS offered trials during the year for the following electronic resources:

- Alexander St. Press Black Studies in Video
- Alexander St. Press Classical Music Video collection
- Books at JSTOR
- Drama Online
- Ebsco eBook
- eHRAF World Cultures & Archaeology – Yale University
- Films on Demand
- Gale Digital Collections and Archive for CRL members
- Gale National Geographic Archives
- Information Today’s Library Consortia Resource Collection
- IGI Global
- Mango Languages
- Science Online – AAAS
- SportDiscus
Implement, maintain, and support Interlibrary Loan System software (ILLiad)

Seventeen LOUIS members use the ILLiad interlibrary loan software, hosted by Atlas Systems in Virginia. These sites completed 183,488 interlibrary loan requests between July 1, 2012 and June 30, 2013.

Atlas Systems released ILLiad version 8.4 in May 2013 and the 8.4.1.0 version in June 2013. The ILLiad 8.4 release included updates to the staff client, dynamically linked libraries (DLLs), Customization Manager, and WebCirc. Updates to Article Exchange are also included with each upgrade.

Over the past year Atlas has continued to offer support to LOUIS to customize the ILLiad patron pages for each LOUIS site at no cost to LOUIS.

Involvement with the ILLiad user community

The ILLiad International Conference was held in March 2013, followed by the North and South LOUIS ILLiad Sharing Session held in May and June 2013. The ILLiad International Conference was held in Virginia Beach, Virginia on March 19-21, 2013. Over 300 people from across the nation attended, including one person from LOUIS, two people from Louisiana State University, and one person from Southeastern Louisiana University.

Keep LOUIS libraries informed of changes to ILLiad and disseminate information

The South LOUIS ILLiad users meeting was held on May 29, 2013 at LSU. Delgado Community College, University of New Orleans, Louisiana State University, Southeastern Louisiana University, Nicholls State University, McNeese State University, Louisiana State University at Alexandria and Louisiana State University Law School attended.

The North LOUIS ILLiad users meeting was held on June 13, 2013 at Louisiana Tech University. ILLiad users from Louisiana Tech, University of Louisiana at Monroe, and Grambling State University attended. Louisiana State University and Southeastern attended both the South and North LOUIS ILLiad users meetings in order to share the techniques they had perfected, though it necessitated more travel time. (See Appendix F.)

The LOUIS staff and ILLiad System Administrators are members of the LOUILL e-mail listserv. Members can use listservs to post news, ask questions, and share solutions. A list of the listservs administered by LOUIS are provided in Appendix G.
Implement, maintain, and support integrated search capability and a URL resolver (EBSCO Discovery Service)

Discovery solutions allow a user to find materials from a library’s print collection and online subscription databases through a simple Google-like search box. Discovery solutions bring together many once disparate features: federated search, link resolver, online subscription databases, and an electronic resource listing service.

LOUIS offers members the EBSCO Discovery Service (EDS), a powerful web-scale discovery service. Students, faculty, and staff can use EDS to search all the LOUIS resources and catalogs. EDS features of knowledge base of metadata from subscription databases and the library's collection. The metadata for the LOUIS library collections is extracted automatically by a script written and maintained by the LOUIS staff, described in the next paragraph. The knowledge base is indexed for rapid search response times. The few electronic resources that EBSCO cannot incorporate into their knowledge base are searched by EDS federated search connectors.

During the past year, the script used to extract and transfer records representing the LOUIS libraries’ collection from the Symphony system to the EDS knowledge base was further streamlined. A complete set of library holdings, in the form of MARC format records, are exported from Symphony once per month. The same script also sends updated, deleted and newly added records twice per week. It also sends updates to pertinent configuration options and notifies EBSCO support and the LOUIS staff alerting all to those configuration updates. LOUIS staff continues to work with EBSCO to further automate synching of Symphony and EDS records, and to verify the timely loading of those records. Additionally, EBSCO staff continue to provide innovative solutions to bring EDS to the student and faculty members in the classroom, on their mobile devices, and course management tools.

LSU and Louisiana Tech University were the first to adopt EDS as the primary search destination available from their library web site.

The original EDS contract included only the LOUIS-purchased databases and catalogs, omitting databases that had been individually purchased by member libraries. In the spring of 2013, LOUIS contracted with EBSCO to have these locally purchased resources added, improving access to all materials for students, faculty, and staff.

To facilitate a deeper understanding and appreciation of the capabilities of EDS, LOUIS arranged for a three-part webinar offered by an expert employee at EBSCO. Approximately 48 staff and faculty from numerous LOUIS member libraries attended.

In April 2013, LOUIS staff completed work to add Our Lady of the Lake College Library and Northshore Technical Community College to the LOUIS EDS environment.

LOUIS libraries also use EBSCO LinkSource to provide the consortium members with further access to full-text electronic resources. This enables patrons to access full-text articles when they are available. This service was renewed and will be available to our users through June 2014.
In addition, LOUIS also offers a service called EBSCO A-to-Z with MARC, in which MARC records describing electronic resources purchased by LOUIS are loaded into the Symphony system on a monthly basis. Nineteen sites use this service. LOUIS works with EBSCO to automatically receive a file which represents new, deleted, or modified records. The file is manipulated and new files are created, tailored to each participating site. The new file is then automatically loaded into the online catalog. On average, there are 70,000 records in this file each month. Automatically updating these records saves the LOUIS member libraries countless hours and keeps the online catalog as up-to-date as possible. Eleven sites receive their own data records each month. These files include the 70,000 records representing to LOUIS resources, along with records for resources purchased by their institution. LOUIS facilitates the process for these sites, handles the monthly file transfer, and is available to help with any issues.
Implement, Maintain and Support digital library collections (CONTENTdm)

Since June 2008, the LOUISiana Digital Library (LDL) has been hosted by OCLC. This last fiscal year has seen a continued growth in the number of collections and items, as well as challenges following the upgrade to version 6.3 in the prior fiscal year. The new version re-designed the end-user interface incorporating many current features users expect in media presentation systems, and added functionality for gathering statistics with Google Analytics.

LDL usage statistics has been problematic for several years. Pressure from the CONTENTdm user community lead OCLC to adopt Google Analytics for the generation of statistics in the 2012/13 fiscal year.

The CONTENTdm production server was upgraded to v.6.3 on April 16, 2013 after testing the upgrade on the development server.

In late April 2013, OCLC announced that they would migrate the CONTENTdm hosting environment to new servers and a new operating system, moving away from a shared data-storage system in the process. The new storage system has brought improved performance for all hosted CONTENTdm customers, and OCLC has better tools for monitoring systems, diagnosing issues, and adding capacity. The migration was a two-step process:

1. Update the FIND search engines on both servers to CentOS operating system. This was completed for the Development server on May 13, 2013 and for the Production server on May 28, 2013.

2. Separate the website servers from the CDM servers and upgrade the CDM servers to a new operating system, CentOS. The DEV server was updated to v.6.4 on June 11, 2013 and separated and updated to CentOS on June 24, 2013. The production server separation and update to CentOS was delayed because OCLC found a bug with IP restrictions of collections. The bug caused issues with the display and download of items in IP restricted collections.

LOUIS continued to have conference calls with OCLC to make sure current issues were discussed and investigated. Discussions took place between Christian Sarason (CONTENTdm Product Manager), as well as with Taylor Surface (Global Product Manager CONTENTdm), and LOUIS staff. These discussions helped resolve issues that had delayed the upgrades.

Both the LDL Strategic Committee and the LDL Advisory Committee remained active. The LDL Strategic Committee began work on a strategic plan for the LOUISiana Digital Library. They conducted surveys during the months of May and June 2013, which were sent to library staff and deans to assess needs, to recommend areas of change, and to define governance and future direction. The results of the surveys highlighted the necessity for creating a formal strategic plan for LDL, particularly since it does not fall under the LALINC Board and needs its own governance. An intern from the LSU School of Library and Information Science helped collate the results.
The LDL Strategic Committee also formulated a plan to test future upgrades and system enhancements in a coordinated fashion. The collections on the development server were replaced with collections selected specifically for the type of items in them and members of the committee were assigned to test a specific type after an upgrade and to report back to everyone. This has sped the process for testing new features of an upgrade and helps confirm that new problems are not the result of an upgrade. It also allowed existing collections to continue to function correctly.

LOUIS staff arranged two webinars for the LOUIS consortium:

1. On April 24, 2013 – overview of the LYRASIS Digital Repository service by Peter Murray. LYRASIS offered reduced implementation cost in exchange for participation in the beta version. Louisiana State University offered to participate.

2. On May 21, 2013 - OCLC webinar on Statistics / Usage Reports by Christian Sarason (CONTENTdm Product Manager). He discussed what their investigations had revealed for the ‘spikes’ in usage statistics. The actions taken by OCLC was to track various points of the ‘Pageview’ using Google Analytics, and focus Usage Reports on counts for items, collections, and on comparisons with counts of the previous month.

The 32 collections added to CONTENTdm in the 2012/13 fiscal year are listed in Appendix H.
Serve as an Information Resource

Attend SirsiDynix COSUGI Conference

The COSUGI 2013 Conference was held in Salt Lake City, Utah, on March 14-16, 2013. Four LOUIS staff members explored, learned, and shared at pre-conference workshops, vendor exhibitions, and breakout sessions led by users as well as SirsiDynix staff. Louisiana was well represented at the conference. From the LOUIS staff, Cathy Sicard, Marcy Stevens, Adam Viator, and Mark Witteman attended, as well as several System Administrators from various LOUIS member libraries.

Adam Viator (Library Consortium Analyst for LOUIS) completed his term as the 2012/13 COSUGI Secretary. Mark Witteman (Technical Consultant for LOUIS) served as the 2012/13 COSUGI Conference Chair Elect and will serve as Conference Chair in 2013/14.

Publish LOUIS Newsletter and maintain the LOUIS web site

LOUIS initiated an extensive redesign of the LOUIS web site in 2012/13. One of the newly hired LOUIS analysts has extensive web development experience and is serving as technical lead in the project. The objective is to make it easier to find frequently utilized pages, improve the mechanisms for searching for and sorting contacts, to prominently feature eye-catching photographs provided by LOUIS member libraries, to introduce more dynamic content in the site's home page, and to modernize the look of the web site.

The LOUIS newsletter has been on hiatus this past year. The concept will be revisited to determine if a newsletter is needed.

Host and conduct LOUIS System Administrators meetings

LOUIS hosted the 36th System Administrators Meeting, August 9, 2012 at the LOUIS Office at LSU. The meeting was attended by forty-eight System Administrators.

LOUIS hosted the 37th System Administrators Meeting, January 17, 2013 at the Rapides Parish Learning Center in Alexandria. Thirty-five System Administrators attended, representing thirty LOUIS sites.

LOUIS paid for any System Administrator to attend each meeting if that System Administrator traveled more than two hours each way.

Agendas from both meetings are in Appendix F.

Provide ongoing training for LOUIS libraries

LOUIS staff attended eight conferences and fourteen webinars (Appendix I) to stay abreast of emerging technologies and to remain current with the enhancements of systems maintained by LOUIS. The LOUIS staff gave nine presentations, listed in (Appendix J). LOUIS staff
conducted three training sessions, arranged seven more (Appendix B), and completed eight site visits (Appendix K). The LOUIS Users Conference (LUC) was held at the West Baton Rouge Tourist Information & Conference Center (Appendix L.). The LOUIS ILLiad Sharing Sessions were held at Louisiana Tech and LSU (Appendix F). The LOUIS Symphony Sharing Session for the southern region was held at the Sims Memorial Library on the campus of Southeastern Louisiana University. The Northern Symphony Sharing Session happened to fall shortly after the end of the 2012/13 fiscal year.

The bi-annual LOUIS System Administrators Meetings were held at the Rapides Parish Learning Center in Alexandria and at the LOUIS office in on the LSU campus in Baton Rouge (Appendix M). A System Admin "Boot Camp" training session was held the day prior to the Baton Rouge System Admin meeting, and featured more basic topics in the morning hours followed by more advanced topics in the afternoon. The outline for the Boot Camp appears in Appendix A.

**Serve as a resource for Louisiana libraries and library associations**

In order to better serve Louisiana libraries, LOUIS has nurtured relationships with the Louisiana Library Association (LLA), the Academic College and Research Library Louisiana Chapter (ACRL-LA), and the State Library of Louisiana. These relationships ensure that LOUIS stays abreast of technology and industry trends, and that all libraries in Louisiana work together.

LOUIS continued to license Survey Monkey, an online survey tool. This year, the LOUIS staff and member libraries used it to conduct twenty-five new surveys (Appendix N).

LOUIS staff members serve on various committees. Lisa Stigall was reappointed to the EBSCO Academic Advisory Council Committee to represent higher education requirements and needs. Sara Zimmerman serves as a Peer Mentor for the Louisiana Chapter-Association of College and Research Libraries. John Guillory continues as a member of the Delgado Community College City Park Library Advisory Board which provides advice concerning the creation and development of the new City Park Library. Zehra Zamin is a member of the EBSCO Advisory Council for eBooks & Audiobooks. Mark Witteman was elected to executive board of COSUGI, the international SirsiDynix user group. He served as Conference Chair Elect for the 2013 COSUGI Conference and will serve as Conference Chair for the 2014 COSUGI Conference. Adam Viator served as Secretary of the Executive board of COSUGI. LOUIS staff members continue to serve as Ex-Officio members of all LALINC and LOUIS committees and task forces.

LOUIS Consortium members serve on many committees and influence the library industry regionally, nationally, and internationally. These contributions not only influence the direction of the industry, but also highlight the expertise in the state.

**Create, maintain, and manage listservs for LOUIS and the Louisiana Board of Regents**

E-mail listservs provide a means for posting news, posing questions, and sharing knowledge. The ten e-mail listservs administered by LOUIS are included in Appendix G.
Serve as a Resource for LOUIS and LALINC Committees

In addition to standing committees, the LALINC Executive Board implemented the Task Force concept this past year. A Task Force is initiated when a particular issue is prevalent in several academic libraries. The Task Force is given a specific charge and a time frame for completion. A report is expected by the Board at the appropriate time. Task Force participants volunteer or are nominated. The Chair is always a Dean or Director of a LALINC library.

Four Task Forces (TF) were convened in 2012/13:

- The Brochure TF
- The Membership Fee TF
- The Strategic Plan TF
- The Usage Consolidation TF

The following committees will be evaluated and if approved will continue in the 2013/14 fiscal year, potentially with a new structure or membership.

- LALINC Collections and E-Resources Committee
- LALINC Information Literacy Committee
- LALINC Research and Development Committee
- LLN Issues Committee

LOUIS has one standing committee:

- LOUISiana Digital Library Committee

The charges for each committee and the reports from each committee, are available on the LOUIS website.
Keep abreast of Trends in Automation, Applications, Training, and Tools

The LOUIS staff attends local, state, national, and international conferences, meetings, and webinars in order to learn and share with LOUIS sites and other library professionals. In addition, LOUIS staff members attend training sessions provided by vendors. Conferences and training sessions attended by the LOUIS staff are listed in Appendix H.

The LOUIS staff takes the information gained through the training sessions and conferences and shares it with library staff members in a variety of ways: LOUIS creates and conducts training sessions, writes and maintains documentation, and uses social networking tools. The training sessions are listed in Appendix B.

Live training sessions are held for one site or groups of library staff members around the state. During June 2013, there was a LOUIS Symphony Sharing session that allowed LOUIS staff members to share what they learned at the 2013 COSUGI Conference. This session was held at Southeastern Louisiana University and covered Acquisitions, Cataloging, Serials, Circulation, and other related topics. Two individual System Administrator training sessions were held at LSU in July 2012 and Southern University Law Center in September 2012.

LOUIS also conducts site visits at the request of any of the member libraries around the state. These visits give the site a chance to ask questions and demonstrate their workflow. During the past year, there were eight site visits.

Social networking tools are another method of sharing information. LOUIS has Twitter, YouTube, and Facebook accounts, and uses these to distribute information to a broader range of users.
Cooperate with Libraries beyond Louisiana

Libraries and their internet-enabled information technologies have become an almost seamless whole. The communities that spring up to explore challenges and share solutions with these technologies help libraries around the world. The LOUIS staff share, consult, brain-storm, engage, test, reject, implement, solve—in a word participate—in the following professional communications and material exchanges:

- LOUIS staff share PERL code with libraries that use SirsiDynix Symphony and EBSCO Discovery Service (EDS). This code extracts Symphony library data about both books on the shelves and full-text electronic journal titles on the Internet and transfers this data to EDS, which offers library customers a more powerful web page to search this information leading them to full-text resources. LOUIS staff share PERL code that selects from Symphony to report on library activities. LOUIS staff members also receive PERL code from SirsiDynix customers outside the state.
- LOUIS staff share PHP code with other users of OCLC CONTENTdm, which gives library customers a more powerful web page to search the LOUISiana Digital Library (LDL).
- LOUIS staff posted a PERL script that calculates Symphony report run times to the SirsiDynix Developer Community, a forum for sharing scripts among SirsiDynix Symphony customers around the world.
- The LOUIS staff communicates on more than twenty-nine listservs (Appendix C) to give and receive application programming strategies and concepts to understand, access, and change data on SirsiDynix Symphony, the LOUISiana Digital Library, the interlibrary loan system ILLiad, the electronic resources authentication system EZproxy, and the content management system WordPress.
- The LOUIS staff attended eight conferences, hosted one conference, and conducted semiannual meetings dedicated to knowledge sharing, best practices, and library alliances related to negotiating electronic resources purchases from vendors.
- The LOUIS staff receives training from EBSCO on the configuration possibilities in EDS, and training from SirsiDynix on RDA (Resource Description and Access) compliance and Acquisitions.
- The LOUIS staff conducts training on sundry topics in a webinar series called “Learning with LOUIS”.

Involvement with the SirsiDynix Symphony user community

Two members of the LOUIS staff served on the governing board of COSUGI, the international users group for customers of SirsiDynix. One was the Secretary, and the other served as the Conference Chair Elect and will serve as Conference Chair in 2013/14. Four LOUIS staff members attended the COSUGI Conference in March in Salt Lake City, where they attended break-out sessions conducted by company representatives and fellow customers, spoke with exhibiting vendors, and learned about current and new products. Every member of the LOUIS staff who attended the 2013 conference served as a presenter, panelist, or both, in one or more breakout sessions.
All members of the LOUIS staff are active participants in several e-mail lists for SirsiDynix customers, especially, but not exclusively, those dedicated to system administration, library consortia, cataloging, circulation, public catalog products, and the Symphony Application Programming Interface (API.)
Work with the LLN Commission

While the Louisiana Library Network Commission did not meet during the 2012/13 fiscal year, the executive director of LOUIS continued to keep the Board of Regents staff apprised of all LOUIS activities. Specifically, the executive director is in contact with Commissioner Jim Purcell, Chief Financial Officer Barbara Goodson, and Contract and Administrative Coordinator Angela Mastainich. Regents again provided LOUIS with a $500,000 grant to offset costs and are committed to helping to increase funding in the coming years.
Appendices

Appendix A: System Administrator Boot Camp Agenda
Appendix B: Training Conducted and Arranged by LOUIS
Appendix C: E-mail Listservs Used by LOUIS
Appendix D: LOUIS Electronic Resources
Appendix E: LOUIS Mini- Consortia
Appendix F: LOUIS ILLiad Users Meeting Agendas
Appendix G: E-mail Listservs Managed by LOUIS
Appendix H: Collections Added to CONTENTdm
Appendix I: Trainings, Conferences, and Meetings
Appendix J: LOUIS Presentations
Appendix K: Site Visits Made by LOUIS
Appendix L: LOUIS Users Conference Agenda (LUC 2012)
Appendix M: System Administrator Meeting Agendas
Appendix N: Surveys Conducted by LOUIS
LOUIS System Administrator Boot Camp Agenda

LOUIS Office • LSU Computing Services (2nd Floor - Rooms 206-207)
Wednesday, July 31, 2013 • 9:00 AM - 5:00 PM
Beginner 9:00-12:30 • Refresher 1:30-5:00

Attendees Morning

- Baton Rouge Community College – Lauren McAdams, Joanie Chavis
- Bossier Parish Community College – Katie Jones, Debra Harmon
- Centenary College of Louisiana – Kristi Kohl
- Delgado Community College – Shanna Clevenger, Courtney Rimes-Stortz
- Delta Community College – Marty McKaskle, Hugh Carter
- Grambling State University – Adrienne Mosby
- Louisiana State University – Mike Waugh, Dana Taylor
- Louisiana Tech University – Will Lancaster
- Nicholls State University – William Charron
- Northshore Technical Community College – Margaret Keller
- Northwestern State University of Louisiana – Elizabeth Graves
- Southeastern Louisiana University – Amy Baptist, Beth West
- Southern University Law Center – John Jensen
- University of Louisiana at Monroe – Chuck Hughes
- LOUIS Staff – Sara Zimmerman, Cathy Sicard, Zehra Zamin, Mark Witteman, Marcy Stevens, Jaime Barrilleaux, Lisa Stigall, Adam Viator, John Guillory

Attendees Afternoon

- Baton Rouge Community College – Lauren McAdams, Joanie Chavis
- Bossier Parish Community College – Katie Jones, Debra Harmon
- Centenary College of Louisiana – Kristi Kohl
- Delgado Community College – Shanna Clevenger, Courtney Rimes-Stortz
- Delta Community College – Marty McKaskle, Hugh Carter
- Grambling State University – Adrienne Mosby
- Louisiana State University – Mike Waugh, Dana Taylor
- Louisiana State University Law Center – Natalie Palermo
- Louisiana Tech University – Will Lancaster
- Nicholls State University – William Charron
- Northshore Technical Community College – Margaret Keller
- Northwestern State University of Louisiana – Elizabeth Graves
- River Parishes Community College – Victor Sanchez, Wendy Johnson
- Southeastern Louisiana University – Amy Baptist, Beth West
- Southern University – Raegan Sterns, Dawn Knight
- Southern University at Shreveport – Rose Powell
- Southern University Law Center – John Jensen
- University of Louisiana at Monroe – Chuck Hughes
- LOUIS Staff – Sara Zimmerman, Cathy Sicard, Zehra Zamin, Mark Witteman, Marcy Stevens, Jaime Barrilleaux, Lisa Stigall, Adam Viator, John Guillory
LOUIS System Administrator Boot Camp Agenda

LOUIS Overview

LOUIS History – Sara, 9:00 - 9:10
- Open forum for any lingering questions regarding any of the following from June’s LWL:
  - History
  - Governance
  - Services
  - Funding
  - Committees
  - Members

The Role of the System Administrator – Adam, 9:10 – 9:25
- Relationship to LOUIS
- System Administrator Responsibilities
- Listservs/Communication Expectations
- FootPrints
- LOUIS Knowledge Base

SirsiDynix Symphony

The Basics
- Terminology – Mark, 9:25 – 9:35
  - SirsiDynix
  - Workflows/Symphony/Unicorn/iLink/eLibrary
  - StaffWeb
  - BLUEcloud products (BC PAC, Enterprise, Mobile Circ, Analytic Station, etc.)
  - WebServices
  - Unix
  - Training/Production/Beta/Hotsite
  - Halt/run
- WorkFlows Basics – Mark, 9:35 – 9:45
  - Where to download WorkFlows Client
  - How to log on
  - Modules
  - Toolbars
  - Wizards
  - Helpers
  - Tools
  - Properties
  - Gadgets
  - Help in context (F1)
- SirsiDynix Communities and Documentation – Mark, 9:45 – 9:55
  - SirsiDynix Website
LOUIS System Administrator Boot Camp Agenda

- Knowledge Base and Mentor
- COSUGI
- Listservs, forums, SPPs

- UNIX Basics – Cathy, 9:55 – 10:20
  - Who? Only SA’s can do this
  - Why? To transfer files to and from the server
  - How?
    - WinSCP Secure Shell client for FTP & PUTTY command line client
    - User id/pin: for example, Sowela: lasc
    - Must have your ip address in hosts.allow file on server
  - Where?
    - your .xferhome/Xfer directory
  - What?
    - User (patron) files: manually, programmatically (ascii format)
    - Access logs
    - Marcholdings
    - Historical_Logs
    - 856_URL_Logs
    - WorkFlows clients
    - Be aware: 60 days house cleaning

Morning Break 10:20 – 10:35

The Modules

- Circulation – Lisa, 10:35 – 11:10
  - Configuring the Circulation Module
    - Circulation Map: includes User Profile, Item Type, Circulation Rule
    - Circulation Rule: Controls checkout of material
    - Policies that make up the Circulation Rule and control checkout, discharge and billing:
      - Loan Period
      - Billing Structure
      - Other settings include Renew Limit, Unseen Renew Limit and Grace Period
  - Users
    - User Records: Create for Library Staff and Patrons.
    - User Profiles: Creating new users, assigning limitations
    - User Access: Creating new staff users and investigating checkout problems
    - User IDs: What information to put
    - Creating Users: Manual input or user load for students and faculty/staff
      - Symphony User Records - File Format Instructions from Record Formatting Manual
LOUIS System Administrator Boot Camp Agenda

- Symphony - How to Load User Files to the Symphony Training and Production Servers
  - Removing expired users – cannot remove any user record that has bills, holds, checkouts
  - Circulating materials
    - Modifying due dates and creating special due dates
    - Bookdrop and fine free discharging
    - Renewals – via Workflows or eLibrary (if site allows)
    - Resheling Loan Policy – specified in location policies. Temporarily displays in eLibrary
    - Users that recirculate – User Profile, New Book, etc. Discharge twice
  - Holds and Transits
    - Hold rank – specified in User Profile policy. 100-199. Lower Number is filled before Higher Number.
    - Multi-Library Transits – movement of circulating materials between branches. While in transit, in-transit message appears in eLibrary (from labels file). Default says “Being transferred between libraries DATE”
      - Pending and ReceiveTransits wizards
  - Bills
    - Bills – overdue and lost book
    - How does this affect user’s ability to use the library?
- Reserves – Lisa, 11:10 – 11:15
  - Configuring the Reserve Module
    - Setting up reserve desk and course policies
    - How does this fit in with the circ map?
  - How do instructor, Course, Reserve records fit together?
  - Creating, editing and removing reserve records
  - Individual Reserve Wizard
  - Circulating reserve materials
- Cataloging – Mark, 11:15 – 12:00
  - Configuring the Cataloging Module
    - Policies related to Indexing: Browse, Keyword, Cat Format, Entry ID
      - Indexes - Keyword, Browse, KDYN, KUNI
      - Symphony Indexes
        - LOUIS Doc: KEYWORD INDEX, Browse index, Hypertext link, etc. == SYSTEM ADMINISTRATORS
      - Policies related to Loads: Bib Map, Item Type, Item Categories
      - Holding codes
    - Smartport
      - LOUS Documentation - Cataloging:
        - SmartPort: Getting multiple records
      - Junktags: tags to avoid loading.
        - Listed in a file on the Symphony server, modified by LOUIS at your request
  - Authority
LOUIS System Administrator Boot Camp Agenda

- LOUIS Documentation - Authorities:
  - Marcive Authority Processing - Overview and Options
  - How to Process Large Authority Projects

- Validate “?UNAUTHORIZED” headings one at a time:
  - Validate Heading helper
  - Available in Modify, Duplicate, and Create Title wizards

- Validate headings en masse:
  - Delete Authority Entries report (especially after changing authority index options).
  - In Maintenance group of reports.
  - Change Invalid Hdgs by Bib and Change Invalid Hdgs by Auth reports (finds & fixes bib records with headings that match 4xx tags (see from tags.)
  - In Authority group of reports.
  - Loads – Zee, 12:00 – 12:25
    - Authority, PromptCat, Gov Docs, eBook, AtoZ, etc.

- LOUIS Documentation - Cataloging:
  - Symphony - Bibliographic records : How to Load a Bib file
  - Symphony - Bibliographic records : How to Delete/Remove bib records loaded by mistake

- EBSCO AtoZ loads
  - AtoZ Reader List
  - MARC file – LOUIS vs. site specific
  - Holding codes - E-BOOK, E-JOURNAL
  - Finding AtoZ records in eLibrary and WorkFlows
  - 856 tag - Authentication and format
  - Batch Modifying Records – Adam, 12:25 – 12:40
    - Edit bibliographic data globally (global edit)
    - Item Group Editor

LUNCH 12:40 – 1:30

Sys Admin Refresher Boot Camp
- Serials – Mark, 1:30 – 1:40
  - Configuring the Serials Module
    - Purpose: predicting issues, receipt of issues, claiming issues
    - Serials Control policies, patterns
      - Category1, Category2
      - Vendor Group1, Vendor Group2, Vendor Group3
        - These are same vendors used in Acquisitions
      - Chronology, Chronology Type
    - E-library display
      - MARC Holdings, item records, recent issues
      - Use one, two, three of the above
LOUIS System Administrator Boot Camp Agenda

- KB solutions – Serials
  - Symphony - Serials Error Msg: Invalid captions & pattern tag
  - How to display only Call No. stem for titles with multiple volumes
- Acquisitions – Jaime, 1:40 – 1:55
  - Configuring the Acquisitions Module
    - Vendors, funds, cycles
  - How do acquisitions policies fit together?
  - Automated process with EDI and X12
  - LOUIS Documentation
    - Acquisition Implementation Questionnaire
      - Must know what information you want to get out of acquisitions, may be more than you need
  - Acquisitions section of KB
- Reports – Adam, 1:55 – 2:40
  - Running Reports
    - Sites should refrain from scheduling WorkFlows reports between 11:30 PM and 3:00 AM. Server backups and Workflows maintenance reports run during this time.
    - Reports section of LOUIS KB
  - What reports should I be running?
    - Notice Reports
      - Overdue
      - “Courtesy”
        - LOUIS Doc: Courtesy Notices
      - Count/List/Bibliographic/Statistics
        - Using ranges (Call num, date, etc.)
        - How to read the report log
      - Housekeeping Reports
        - Purge Finished Reports
        - Remove Users
        - Purge Inactive Holds
        - Clear Previous User ID
        - Add, Delete, Update Reports
      - Custom Reports
- Configuration – Marcy, 2:40 – 3:00
  - General
    - Library hours
    - Location Policies
  - Global
  - What to do with unwanted/unused policies?
  - OPAC Configuration
    - What can/can’t you change
    - New Book List
    - Custom Pages
LOUIS System Administrator Boot Camp Agenda

- Changing Text on pages
- Formats – how to change what displays in eLibrary detailed record display, how to change what displays in the template, what is the difference between full, brief and display?

Afternoon Break 3:00 – 3:15

- Utility – John, 3:15 – 3:35
  - Custom Toolbars and Function Key Mapping
  - Import for Bibloads
  - Export for MARC editing

LOUIS Electronic Resources – Zee, 3:35 – 4:05
- How to access directly, and through the LOUIS EZproxy
- Administrative Accounts
- Statistics
- LinkSource
- Problem Reporting

Authentication – EZproxy – John, 4:05 – 4:15
- What it is: helps provide patrons with remote access to Web-based licensed content offered by libraries
  - LOUIS EZproxy vs. Site EZproxy (IT folks) vs. OCLC Hosted
  - Proxy by host (port 80) vs Proxy by port (port 2048); avoids firewall problems
  - ezproxy.cfg file - show louis' config file
  - ezproxy.usr file - show louis' usr file
- Where it’s referenced
  - 856 fields in catalog records
  - Links on your website & LibGuides
  - Links on the LOUIS website
  - AtoZ Admin Account
  - LinkSource Settings
  - EBSCOhost Admin Account

Louisiana Digital Library (OCLC CONTENTdm) – Zee, 4:15 – 4:40
- What is it?
  - Demonstration of public interface to digital library
  - features: searching, browsing, favorites and slide show, contributing institutions
- What does it take?
  - Overview of commitment to basic workflow processes: labor intensive/expensive
- Committees – LDL Committee, Strategic Planning Committee

Interlibrary Loan (Atlas ILLiad) – Marcy, 4:40 – 4:55
LOUIS System Administrator Boot Camp Agenda

- What it is: software which manages interlibrary borrowing and lending hosted by Atlas (OCLC)
  - Installation location
  - Computer literate
  - Z39.50 searches against site’s catalog
  - Training Subscription Program - LOUIS Documentation

Wrap-up, Take-Aways, Questions – 4:55 – 5:00
# Training Conducted and Arranged by LOUIS

## Training Conducted by LOUIS Staff

<table>
<thead>
<tr>
<th>Title</th>
<th>Date</th>
<th>Location</th>
<th>Number of Sites or Attendees Per Site</th>
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<tbody>
<tr>
<td>Systems Administrator Training for LSU</td>
<td>July 11, 2012</td>
<td>Computing Services Center</td>
<td>2 - LSU: Mike Waugh, Dana Taylor</td>
</tr>
<tr>
<td>LWL Search &amp; Browse in eLibrary &amp; Workflows - Mark Witteman</td>
<td>April 30, 2013</td>
<td>Computing Services Center</td>
<td>33 - consortium members</td>
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<tr>
<td>LWL An Overview of LOUIS - Sara Zimmerman</td>
<td>June 26, 2013</td>
<td>Computing Services Center</td>
<td>39 - consortium members</td>
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## Training Arranged by LOUIS Staff

<table>
<thead>
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<th>Date</th>
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<th>Number of Sites or Attendees Per Site</th>
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<tr>
<td>Overview of Authorities #1 - webinar by SIRSI</td>
<td>July 23, 2012</td>
<td>webinar</td>
<td>Open to all consortium members</td>
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<tr>
<td>Overview of Authorities #2 - webinar by SIRSI</td>
<td>July 27, 2012</td>
<td>webinar</td>
<td>Open to all consortium members</td>
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<tr>
<td>CONTENTdm-LDL Community - webinar</td>
<td>December 11, 2012</td>
<td>webinar</td>
<td>LDL members</td>
</tr>
<tr>
<td>LYRASIS Digital Landscape - Robin Sabbath</td>
<td>December 14, 2012</td>
<td>webinar</td>
<td>LDL committee members +</td>
</tr>
<tr>
<td>RDA Toolkit in SIRSIDynix - Ranny Lacanienta</td>
<td>January 11, 2013</td>
<td>webinar</td>
<td>Open to all consortium members</td>
</tr>
<tr>
<td>LYRASIS Digital Repository initiatives - Peter Murray</td>
<td>April 24, 2013</td>
<td>webinar</td>
<td>LDL committee members</td>
</tr>
<tr>
<td>CONTENTdm Usage reports / Statistics - Christian Sarason</td>
<td>May 21, 2013</td>
<td>webinar</td>
<td>LDL members</td>
</tr>
</tbody>
</table>
E-mail Listservs Used by LOUIS

ACQUISITIONS  Users of SirsiDynix’s Acquisition Module  
API  Users of SirsiDynix’s API Tools  
BOOKING  Users of SirsiDynix’s Booking Module  
BayouDocs-L  Louisiana Government Documents Librarians  
CATALOGING  Users of SirsiDynix’s Cataloging Module  
CIRCULATION  Users of SirsiDynix’s Circulation Module  
CONSORTIA  Consortia using SirsiDynix’s Symphony  
COSUGI-L  SirsiDynix users group  
CONTENTdm-L  OCLC’s CONTENTdm digital library listserv  
DC-GENERAL  Dublin Core Metadata Elements for Digital Objects  
Digital-Preservation  Digital Preservation Announcement and Information List  
DIGLIB  Digital Libraries Research List  
DIGISTATES  Statewide Digitization Project Discussion Group  
EZPROXY-L  Users of EZproxy Software  
LARGESCALE  Users of SirsiDynix’s Symphony  
IMAGELIB  Digital Imaging Discussion and Information List  
LaNet-L  Users of the LaNet Network  
LALDF-L  Louisiana Library Directors List  
LCTCDB-L  Louisiana Community and Technical Colleges  
LLA_Gen_MEM  Members of the Louisiana Library Association  
LOUISDL-L  Users of Louisiana Digital Library  
LOUILL-L  Users of LOUIS ILLiad users  
LSULIB-L  LSU Libraries  
MARCIVE-L  MARCIVE Users  
OPAC  Users of SirsiDynix’s e-Library  
PERL4LIB-L  PERL Programmers in Library Environments  
RIGHTS-L  Copyright Information List  
SERIALS CONTROL  Users of SirsiDynix’s Serials Module  
SYSTEM-ADMIN  Administrative Users of SirsiDynix’s Symphony
LOUIS Electronic Resources

Academic Search™ Complete (EBSCOhost®)
African American Newspapers, 1827-1998
AHFS Consumer Medication Information
Alt HealthWatch™ (EBSCOhost®)
AGRICOLA (EBSCOhost®)
America’s Historical Newspapers- Louisiana State Package
Arts & Sciences I Collection (JSTOR®)
Arts & Sciences III Collection (JSTOR®)
Arts & Sciences IV Collection (JSTOR®)
Arts & Sciences V Collection (JSTOR®)
Arts & Sciences VII (JSTOR®)
Art Full Text 1984- Present (H.W. Wilson)
Art Index Retrospective 1929-1984 (H.W. Wilson)
Biography Resource Center (Thomson Gale™)
Biological Abstracts® 1969 – Present (EBSCOhost®)
Book Collection: Nonfiction™ (EBSCOhost®)
Business Source® Complete (EBSCOhost®)
CINAHL® Plus with Full Text (EBSCOhost®)
Computer Science Index™ (CSI) (EBSCOhost®)
Computer Source™ (EBSCOhost®)
CQ Researcher
Dissertations & Theses A&I (ProQuest)
EBSCOhost ECONOMIA Y NEGOCIOS (EBSCOhost®)
Environmental Issues & Policy Index™ (EIP) (EBSCOhost®)
ERIC® (EBSCOhost®)
European Views of the Americas: 1493-1750 (EBSCOhost®)
French Business Source (Vente et Gestion®) (EBSCOhost®)
Fuente Academica™ (EBSCOhost®)
Funk & Wagnalls New World Encyclopedia (EBSCOhost®)
Gale Virtual Reference Center Library (GVRL Titles)
GeoRef (EBSCOhost®)
GeoRef in Process (EBSCOhost®)
GreenFILE™ (EBSCOhost®)
Health Source®: Nursing/Academic Edition (EBSCOhost®)
History Reference Center® (EBSCOhost®)
Hospitality & Tourism Index™ (HTI) (EBSCOhost®)
Information Science & Technology Abstracts™ (ISTA) (EBSCOhost®)
Internet & Personal Computing Abstracts™ (IPCA) (EBSCOhost®)
LearningExpress (LearningExpress, LLC)
Legal Collection™ (EBSCOhost®)
LexisNexis Academic
Lexi-PALS Drug Guide
Library, Information Science & Technology Abstracts™ with Full Text (LISTA) (EBSCOhost®)
Literary Reference Center (EBSCOhost®)
LOUIS Electronic Resources

Literature Resource Center (Thomson Gale™)
Literati by Credo
MAS Ultra™ – School Edition (EBSCOhost®)
MathSciNet (American Mathematical Society)
MedicLatina™ (EBSCOhost®)
MEDLINE® (EBSCOhost®)
Mental Measurements Yearbook™ (MMY) (EBSCOhost®)
Military & Government Collection (EBSCOhost®)
MLA Directory of Periodicals (EBSCOhost®)
MLA International Bibliography (EBSCOhost®)
News (AP, UPI, etc.)
Newspaper Source™ (EBSCOhost®)
Oxford English Dictionary (OED Online) (Oxford University Press)
Primary Search® (EBSCOhost®)
Professional Development Collection™ (EBSCOhost®)
ProQuest Nursing & Allied Health Source™ (ProQuest)
Psychology & Behavioral Sciences Collection™ (EBSCOhost®)
PsycINFO® (EBSCOhost®)
Regional Business News™ (EBSCOhost®)
Religion & Philosophy Collection™ (EBSCOhost®)
Science & Technology Collection™ (EBSCOhost®)
Scribner Writers Series (Thomson Gale™)
SocINDEX™ with Full Text (EBSCOhost®)
Teacher Reference Center (EBSCOhost®)
The Serials Directory™ (EBSCOhost®)
Twayne Author Series (Thomson Gale™)
World History Collection™ (EBSCOhost®)
WorldCat (OCLC FirstSearch)
Appendix E -

LOUIS Mini- Consortia

Annual Reviews
Chronicle of Higher Education
Biological Abstract Backfiles (EBSCOhost)
Communication and Mass Media Direct (EBSCOhost)
Compendex (EI Village 2)
Criminal Justice Abs (EBSCOhost)
Criminal Justice Full Text (EBSCOhost)
IEL (IEEE)
JSTOR Biological Sciences
LibGuides (Springshare)
National Criminal Justice Reference Service Abs (EBSCOhost)
NetLibrary 9
Nursing Education Videos (Alexander Street Press)
Nursing Reference Center (EBSCOhost)
Oxford Reference Online
Philosophers Index
PsycArticles (EBSCOhost)
RILM- Abs of Music Literature (EBSCOhost)
Sage e-Journals
Sanborn® Maps of Louisiana (ProQuest)
Scifinder Scholar (Chemical Abstracts Service)
Social Work Abstracts (EBSCO)
Web of Knowledge (ISI Web of Science)
Worldbook
Short Presentations

1. ILLiad Update from the ILLiad National Conference
2. OCLC Update from the ILLiad National Conference
3. Managers Toolbox: How to keep track of everything and everyone and make it look easy
4. Borders without Barriers: Improving the State of International Resource Sharing
5. What costs so much? An analysis of ILL Borrowing
6. Best Practices for Overdue Processing
7. Routing Rules for Workflow Streamlining
8. The Right Txt
9. ILLiad Web Reports
10. ILLiad Tune-up Top Ten
11. Get It Now - Pay for it with OCLC's ILL Fee Management
12. E-books; who wants what and how to ILL them?
13. One Stop Shopping: Enhancing Document Delivery Services for Distance Learners
14. Your Operating System and where ILLiad is installed
15. Email Templates on the server or local PC’s or share drives

Topics to be discussed among the group

1. WorldShare ILL that will replace WorldCat Resource Sharing
2. Upgrade to ILLiad 8.4 and Article Exchange Add-on
3. Do you refuse new material borrowing?
4. What is your policy statement on lending books published in the current calendar year?
5. Has anyone experienced connectivity issues with ILLiad since upgrade to 8.3.5.0?
6. How does your library handle incomplete requests? Do you have an official script for emailing patrons when cancelling their request for incomplete citations?
7. How do you handle ILL borrowing requests from your users for items in your library collection?
8. Has anyone experienced problems with customer initiated renewals in ILLiad?
### E-mail Listservs Managed by LOUIS

<table>
<thead>
<tr>
<th>Listserv</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>LAEXEC-L</td>
<td>LALINC Executive Board</td>
</tr>
<tr>
<td>LALDF-L</td>
<td>Louisiana Academic Library Directors Forum</td>
</tr>
<tr>
<td>LALINC-L</td>
<td>Louisiana Academic Librarians Discussion List</td>
</tr>
<tr>
<td>LER-L</td>
<td>LALINC Electronic Resources Listserv</td>
</tr>
<tr>
<td>LLN-L</td>
<td>Louisiana Library Network Discussion List</td>
</tr>
<tr>
<td>LLNCOM-L</td>
<td>Members of the LLN Commission</td>
</tr>
<tr>
<td>LOUILL-L</td>
<td>LOUIS ILLiad</td>
</tr>
<tr>
<td>LOUIS-L</td>
<td>All LOUIS Staff</td>
</tr>
<tr>
<td>LOUISDL</td>
<td>LOUISiana Digital Library</td>
</tr>
<tr>
<td>LSA-L</td>
<td>LOUIS System Administrators</td>
</tr>
</tbody>
</table>
- Appendix H -

Collections Added to CONTENTdm

1. 24th General Hospital in World War II
2. Amistad Research Center Oral History Collection
3. Andrew Augustus Gunby Photograph Collection
4. Armand Duplantier Family Letters, LSU Libraries
5. Bourbon Street, 1944-1952
6. Charles V. Booth Collection
7. Clarence John Laughlin Photograph Collection
8. Collected Historical Documents from the A.P. Tureaud Papers
9. Collected Historical Documents from the A.P. Tureaud Papers
10. Ernest J. Gaines Papers
11. Germany’s Wild Medicinal Plants (Deutschlands wildwachsende Arzney-Pflanzen)
12. Guiseppe Ferrata Score Collection
13. Images from the Civil War and Reconstruction
14. John Gould's Birds of Great Britain
15. L'Acadien Yearbooks
16. Lindy Boggs Collection
17. Louis J. Twomey, S.J. Collection
18. Louisiana Furniture Image Database
19. Louisiana Photographs Collection
20. Loyola Maroon (full BSLW collection)
21. Loyola University New Orleans University Photographs Collection
22. LSU AgCenter Sugar Research Station
23. LSU Libraries Louisiana Waterways Management Collection
24. LSU Libraries Postcard Collection
25. McMurran Letters and Papers
26. Mesoamerican Painted Manuscripts at the Latin American Library
27. Orleans Parish School Board Minutes
28. Print Culture of the Civil Rights Movement
29. Social Framework - Photographs by Marion Palfi, 1945-1960
30. Tulane Library Speaker Series
31. Tulane University Football Programs
32. WTUL - a collection from Tulane University's independent radio station
## Trainings, Conferences, and Meetings

<table>
<thead>
<tr>
<th>Title</th>
<th>Date</th>
<th>Attendees</th>
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</thead>
<tbody>
<tr>
<td><strong>Training Attended</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Introduction to Mentor - SirsiDynix webinar</td>
<td>July 25, 2012</td>
<td>Zehra Zamin, Mark Witteman</td>
</tr>
<tr>
<td>CONTENTdm from different perspectives - OCLC webinar</td>
<td>November 1, 2012</td>
<td>Zehra Zamin</td>
</tr>
<tr>
<td>EDS Search Tips - by Mike Waugh</td>
<td>March 21, 2013</td>
<td>All LOUIS staff</td>
</tr>
<tr>
<td>EDS: How Discovery Changes the Status Quo - EBSCO webinar</td>
<td>March 26, 2013</td>
<td>All LOUIS staff</td>
</tr>
<tr>
<td>EDS: Customizing &amp; Optimizing EDS - EBSCO webinar</td>
<td>April 2, 2013</td>
<td>Lisa Stigall, Jaime Barrilleaux, Zehra Zamin</td>
</tr>
<tr>
<td>EDS: Beyond the Big Search Box - EBSCO webinar</td>
<td>April 9, 2013</td>
<td>Lisa Stigall, Jaime Barrilleaux, Zehra Zamin</td>
</tr>
<tr>
<td>Digital Repository-LYRASIS webinar</td>
<td>April 24, 2013</td>
<td>Sara Zimmerman, Zehra Zamin</td>
</tr>
<tr>
<td>Big Data - LYRASIS webinar</td>
<td>April 29, 2013</td>
<td>Zehra Zamin</td>
</tr>
<tr>
<td>Linked Data - LYRASIS webinar</td>
<td>May 1, 2013</td>
<td>Zehra Zamin</td>
</tr>
<tr>
<td>SirsiDynix On-Site Training for Centenary</td>
<td>May 7-16, 2013</td>
<td>Adam, Jaime, Mark</td>
</tr>
<tr>
<td>SirsiDynix Symphony Perl Workshop</td>
<td>May 17-19, 2013</td>
<td>Adam</td>
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<tr>
<td>SirsiDynix Symphony API Training</td>
<td>May 20-23, 2013</td>
<td>Adam, Jaime, Marcy, Lisa</td>
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<tr>
<td>CONTENTdm 6.4 Release Walkthrough - OCLC webinar</td>
<td>June 20, 2013</td>
<td>Zehra Zamin</td>
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<tr>
<td><strong>Conferences Attended</strong></td>
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<tr>
<td>CONTENTdm User Group 'Virtual' Meeting</td>
<td>November 7, 2012</td>
<td>Zehra Zamin, Marcy Stevens</td>
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<tr>
<td>Charleston Conference</td>
<td>November 7-9, 2012</td>
<td>Sara Zimmerman, Cathy Sicard</td>
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<tr>
<td>ALA Midwinter 2013</td>
<td>Jan 20-23, 2013</td>
<td>Zehra Zamin, Lisa Stigall</td>
</tr>
<tr>
<td>LLA 2013</td>
<td>March 6-8, 2013</td>
<td>Sara Zimmerman, Cathy Sicard, Lisa Stigall</td>
</tr>
<tr>
<td>ILLiad International Users Conference 2012</td>
<td></td>
<td>Marcy Stevens</td>
</tr>
<tr>
<td>SirsiDynix COSUGI 2013</td>
<td>March 13-16, 2013</td>
<td>Cathy Sicard, Mark Witteman, Marcy Stevens, Adam Viator</td>
</tr>
<tr>
<td>ICOLC</td>
<td>April 21-24, 2013</td>
<td>Cathy Sicard, Sara Zimmerman</td>
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<td><strong>Conferences &amp; Meetings conducted</strong></td>
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<tr>
<td>Systems Admin Meeting - Aug 2012</td>
<td>August 9, 2012</td>
<td>Open to all consortium members</td>
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<tr>
<td>LUC: LOUIS Users Conference</td>
<td>October 15-16, 2012</td>
<td>Open to all consortium members</td>
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<tr>
<td>Systems Admin Meeting - Jan 2013</td>
<td>January 17, 2013</td>
<td>Open to all consortium members</td>
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<tr>
<td>LOUIS ILLiad Users SOUTH Meeting</td>
<td>May 29, 2013</td>
<td>Open to all ILLiad users</td>
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<tr>
<td>LOUIS ILLiad Users NORTH Meeting</td>
<td>June 13, 2013</td>
<td>Open to all ILLiad users</td>
</tr>
<tr>
<td>SirsiDynix Sharing Sessions SOUTH</td>
<td>June 20, 2013</td>
<td>Open to all Symphony users</td>
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# LOUIS Presentations

<table>
<thead>
<tr>
<th>Title</th>
<th>Date</th>
<th>Who Presented</th>
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<tbody>
<tr>
<td>LSU ITS UIS LOUIS Update</td>
<td>August 1, 2012</td>
<td>Sara Zimmerman</td>
</tr>
<tr>
<td>LOUIS: The Louisiana Library Network - LUC 2012 conference</td>
<td>October 16, 2012</td>
<td>Marcy Stevens</td>
</tr>
<tr>
<td>LOUIS: The Louisiana Library Network - LALINC Fall Meeting</td>
<td>October 25, 2012</td>
<td>Sara Zimmerman</td>
</tr>
<tr>
<td>LOUIS: The Louisiana Library Network - LLA 2013</td>
<td>March 8, 2013</td>
<td>Sara Zimmerman</td>
</tr>
<tr>
<td>Creating Groups and Editing Items with Item Group Editor - COSUGI 2013</td>
<td>March 15, 2013</td>
<td>Adam Viator</td>
</tr>
<tr>
<td>How to Plan a Users' Group Meeting - COSUGI 2013</td>
<td>March 15, 2013</td>
<td>Marcy Stevens</td>
</tr>
<tr>
<td>Help Desk Solutions Panel Discussion</td>
<td>March 15, 2013</td>
<td>Cathy Sicard</td>
</tr>
<tr>
<td>UNIX Tips and Tricks for Beginning UNIX System Admins</td>
<td>March 15, 2013</td>
<td>Mark Witteman</td>
</tr>
<tr>
<td>Stump the Chumps: Symphony Q&amp;A Panel</td>
<td>March 15, 2013</td>
<td>Mark Witteman (with three co-panellists from other SirsiDynix customers)</td>
</tr>
<tr>
<td>LOUIS: The Louisiana Library Network - LCTCS 2013</td>
<td>March 15, 2013</td>
<td>Sara Zimmerman, Wendy Johnson</td>
</tr>
<tr>
<td>LOUIS: The Louisiana Library Network - LALINC Spring Meeting</td>
<td>March 22, 2013</td>
<td>Sara Zimmerman, Cathy Sicard</td>
</tr>
<tr>
<td>Learning with LOUIS</td>
<td>June 26, 2013</td>
<td>Sara Zimmerman</td>
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## Appendix K

### Site Visits Made by LOUIS

<table>
<thead>
<tr>
<th>Site Visited</th>
<th>Date</th>
<th>LOUIS Staff</th>
</tr>
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<tbody>
<tr>
<td>McNeese University</td>
<td>October 3, 2012</td>
<td>Mark Witteman</td>
</tr>
<tr>
<td>SOWELA Technical Community College</td>
<td>October 5, 2012</td>
<td>Mark Witteman</td>
</tr>
<tr>
<td>South Louisiana Community College</td>
<td>October 12, 2012</td>
<td>Lisa Stigall, Zehra Zamin</td>
</tr>
<tr>
<td>Southeastern Louisiana University</td>
<td>December 6, 2012</td>
<td>Mark Witteman, Zehra Zamin</td>
</tr>
<tr>
<td>State Library of Louisiana</td>
<td>April 18, 2013</td>
<td>Zehra Zamin</td>
</tr>
<tr>
<td>Louisiana State University - Eunice</td>
<td>April 22, 2013</td>
<td>Zehra Zamin</td>
</tr>
<tr>
<td>Northwestern State University</td>
<td>May 6, 2013</td>
<td>Mark, Adam, Jaime</td>
</tr>
<tr>
<td>Bossier Parish Community College</td>
<td>May 13, 2013</td>
<td>Adam Viator</td>
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### Monday, October 15, 2012

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
<th>Presenter</th>
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<tbody>
<tr>
<td>8:00 am – 9:00 am</td>
<td>Registration &amp; Breakfast</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9:00 am – 10:00 am</td>
<td>Opening Remarks</td>
<td>Plantation Room</td>
<td>Sara Zimmerman (LOUIS) followed by Chris Harris (SirsiDynix)</td>
</tr>
<tr>
<td>10:10 am – 11:10 am</td>
<td>Session 1</td>
<td>Plantation Room</td>
<td>Alice Daugherty (LSU)</td>
</tr>
<tr>
<td>10:10 am – 11:10 am</td>
<td>A Demonstration of EBSCONET's Usage Consolidation Platform</td>
<td>Cinclare</td>
<td></td>
</tr>
<tr>
<td>10:10 am – 11:10 am</td>
<td>Determining Relevance in an Information-Saturated Age</td>
<td>Plantation Room</td>
<td>Chad Pearson (SLU)</td>
</tr>
<tr>
<td>10:10 am – 11:10 am</td>
<td>LOUIS Strategic Planning</td>
<td>Poplar Grove</td>
<td>Sheri Thompson (LSU, Information Technology Services)</td>
</tr>
<tr>
<td>10:10 am – 11:10 am</td>
<td>Acquisitions Sharing Session</td>
<td>Choctow</td>
<td>Marsha Arrighi (LSU)</td>
</tr>
<tr>
<td>10:10 am – 11:10 am</td>
<td>Finding Your Way Around The Chronicle’s Web site</td>
<td>Executive Conference Room</td>
<td>Alvin Brockway (The Chronicle of Higher Education)</td>
</tr>
<tr>
<td>10:10 am – 11:10 am</td>
<td>Products to Keep Libraries Relevant in a Competitive Marketplace</td>
<td>Allendale</td>
<td>Chris Harris (SirsiDynix)</td>
</tr>
</tbody>
</table>

**Description**

- **A Demonstration of EBSCONET’s Usage Consolidation Platform**: Do you ever wonder how to identify what is being used in your online collections? A demonstration of how to configure, harvest, and load usage data of e-resources with EBSCONET’s Usage Consolidation Platform should help! See why COUNTER-compliant reports and automated data harvesting through SUSHI enable librarians to make well-informed collection management decisions.
- **Determining Relevance in an Information-Saturated Age**: Technology has transformed our notion of relevance but the role of the human mind is even more crucial in the information query process. I will present on how ideal information seeking is a combination of machine/user interaction that relies on the best of AI and human mediated thought approaches, helping librarians re-conceive the notion of relevance and enhance their own reference searches.
- **LOUIS Strategic Planning**: The LALINC Executive Board has created a Strategic Planning Committee, has assigned the SPC three tasks, and has a due date for the final report of June 1, 2013. The SPC would like your input. This session will be to gather input from LOUIS members on their ideas for the future of the LOUIS consortium.
- **Acquisitions Sharing Session**: This session will cover the basics of the Acquisitions Module in Symphony with time for questions. Then you will hear about the e-DDA (electronic Demand Driven Acquisitions) model LSU Libraries is using. Share what is happening in Acquisitions at your library.
- **Finding Your Way Around The Chronicle’s Web site**: For more than 45 years, The Chronicle of Higher Education has been the authoritative news source for academic professionals. On the Web since 1993, Chronicle.com now attracts 1.4 million unique visitors viewing more than 14 million Web pages every month. But how well do you know Chronicle.com and the content that is posted there? This presentation provides a quick tour of some of the Web site’s most popular features. We’ll also talk about upcoming enhancements and how to turn your Chronicle Campus wide access to Chronicle Everywhere access.
- **Products to Keep Libraries Relevant in a Competitive Marketplace**: This session will give an overview of the products and services SirsiDynix is developing to make sure libraries are seen as the starting point for everything from research to entertainment. In a highly competitive market...
and a time where funding is tougher to come by, SirsiDynix is ready to give you the tools you need to be extremely relevant to library patrons of all kinds.

**Monday, October 15**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Name</th>
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<tbody>
<tr>
<td>11:20am – 12:20pm</td>
<td><strong>SESSION 2</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Executive Conference Room</strong></td>
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<tr>
<td></td>
<td><strong>Library Support Staff Certification Program (LSSCP)</strong></td>
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<tr>
<td>Presenter:</td>
<td>Diane Brown (SLOL)</td>
</tr>
<tr>
<td>Description:</td>
<td>Come and find out about this new ALA-APA program for support staff that encourages staff development and understanding of library issues and processes. The State Library has been providing training that leads to support staff certification since 2009.</td>
</tr>
<tr>
<td>Moderator:</td>
<td>Rob Bremer (Nicholls)</td>
</tr>
<tr>
<td>Description:</td>
<td>Join us for an opportunity for our Library Deans and Directors to speak of recent learning experiences, to ask how-do-you-handle questions of their colleagues, to provide answers to libraries' little questions, and the like.</td>
</tr>
<tr>
<td>Presenter:</td>
<td>Angela Dunnington (SLU) &amp; Bethany Simpson (SLU)</td>
</tr>
<tr>
<td>Description:</td>
<td>Since 2007, Southeastern Louisiana University's Sims Memorial Library has provided a laptop loan program. In the spring of 2012, the service was formally assessed using a student satisfaction survey. This presentation will discuss the introduction of the laptop loan service, evolution of policies and procedures, lessons learned from circulation staff, and how our survey results will assist in the selection of the next generation of lending laptops.</td>
</tr>
<tr>
<td>Moderator:</td>
<td>Shanna Clevenger (Delgado)</td>
</tr>
<tr>
<td>Description:</td>
<td>This session will cover questions about serial predictions, creating control, and other useful tips for the Serials Librarian.</td>
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<tr>
<td>Presenter:</td>
<td>Jackie Ricords (Credo Reference)</td>
</tr>
<tr>
<td>Description:</td>
<td>LOUIS has undertaken a unique approach to improve information literacy for all institutions in the state. Attend this session to learn more about Literati by Credo, an Information Literacy platform that integrates faculty and student outreach, multimedia instruction and assessment tools as well as resource discovery led by reference content. Learn how Louisiana colleges and universities can utilize this three-part solution comprised of content, technology, and Information Literacy Tools and Services to assist with strategic goals. A live demonstration will show new features and best practices.</td>
</tr>
<tr>
<td>Presenter:</td>
<td>Carla Clark (SirsiDynix)</td>
</tr>
<tr>
<td>Description:</td>
<td>If you are not familiar with how Symphony determines due dates and what happens to a user’s account when they have overdue materials, this is a session for you. Carla Clark with show an example of the Circulation Map in Symphony, and explain how the various policies work together. She will also introduce the User Standing Map, a newer configuration option in Symphony, which allows the Library to fine tune what privileges a user will still have when her status is something other than “OK”.</td>
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<table>
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<tr>
<th>Time</th>
<th>Session Name</th>
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<tbody>
<tr>
<td>12:15 pm – 1:30 pm</td>
<td><strong>LUNCH</strong></td>
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Welcome to the 2012 LOUIS Users Conference  
October 15-16, 2012

<table>
<thead>
<tr>
<th>Monday, October 15</th>
<th>SESSION 3</th>
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<tbody>
<tr>
<td>1:30 pm – 2:30 pm</td>
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**Beyond Subject Headings: "Tagging" Records With Local Entries in the Catalog**  
**Presenter:** Amy Baptist (SLU) & Cathy Tijerino (SLU)  
**Description:** It’s a common problem that catalogers frequently face: you’re cataloging an item where the content or creator is relevant to your university or local community. But will that term be in LCSH? Will the name be in the LC Authority File? How then can you capture that information and add it as an access point? In this presentation we will discuss the Added Entries and Notes we use to make this local information accessible. Time will be reserved at the end to give attendees the opportunity to ask questions, or to share local practices that have worked in their libraries.  

**Libraries and Student Persistence at Southern Universities and Colleges**  
**Presenter:** Boris Teske (LaTech) & Michael DiCarlo (LaTech)  
**Description:** THIS IS A REPEAT PRESENTATION FROM LLA ANNUAL  
Do academic libraries affect student success? How significant are the statistical relationships of library staff, collections, and services with student retention and graduation rates? Do these statistical relationships vary by size or type of institution? For any relationships of moderate to strong statistical significance, can increases or decreases in library investment values predict changes in retention or graduation outcomes?  
This presentation will report results of simple and partial correlations (Pearson’s r coefficients) and regression analysis performed upon data from nearly 200 four-year institutions associated with the Southern Regional Education Board across SREB classes 1 through 6. Academic library statistics for 2010 were compiled from the National Center for Education Statistics. Fall 2009-to-Fall 2010 retention and 2004-2010 graduation rates were obtained from the Integrated Postsecondary Education Data System.

**Circ Sharing Session**  
**Moderator:** Peter Klubek (BRCC)  
**Description:** The Sharing Session on circulation will be an open and practical discussion on using Symphony in circulation transactions. Some of the topics discussed will include the circulation of electronic items, how new materials are checked out to patrons, user loads, and much more. Circulation policies vary from library to library, so the opportunity to learn how other LOUIS libraries are handling these actions should lead to some interesting insights.

**What’s New in SciFinder?**  
**Presenter:** Venessa Storan (CAS)  
**Description:** The training will consist of a short presentation on SciFinder content and the new features (10-15mins), followed by a live demo highlighting the new sorting and filter options, the Markush searching capabilities and, most importantly, our new synthesis planner, the SciPlanner.

**eBrary/Proquest**  
**Presenter:** Gregg Travis (Proquest)  
**Description:** A brief overview of eBrary and our services.
<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, October 15</td>
<td>SESSION 4</td>
<td>EBook trends in Academic Libraries</td>
<td>A discussion of an analysis of five years of usage of Springer eBooks, as well as, usage from other eBook providers at LSU. Also, the pros and cons of patron-driven acquisitions and the future of eBooks will be discussed.</td>
</tr>
<tr>
<td>2:40 pm – 3:40 pm</td>
<td>Plantation Room</td>
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<tr>
<td>Monday, October 15</td>
<td>Creating Online Accountability: More Challenges in an Information Literacy Credit Course</td>
<td>Allendale</td>
<td>In 2011 librarian-instructors at Southeastern Louisiana University greatly appreciated the interest given to “Being Accountable: Re-Examining Assessment in an Information Literacy Credit Course,” their journey of re-examining assessment for their unique credit information literacy course, Library Science 102 (LS 102). Last year’s presentation focused on the process and results of the newly created comprehensive common final for face-to-face LS 102 classes. However, multiple sections of LS 102 are also taught as a 100% online course each term, requiring a comprehensive common online final that is academically equivalent to the face-to-face final. In 2012, the journey continues with the creation of a common online final that will be piloted in the first term of the fall 2012 semester. This presentation discusses the challenges that the development of a 100% online final generates and includes the pilot exam results. In the comparatively “wild and woolly” online environment, the assessment tool needs to be significantly different from the face-to-face version to address student academic integrity issues.</td>
</tr>
<tr>
<td>Monday, October 15</td>
<td>Preserving the Union: Grant Collaborations are a Win-Win for Academic Libraries</td>
<td>Poplar Grove</td>
<td>Over the last several years, faculty from Sims Memorial Library have partnered with several community agencies to fulfill Southeastern Louisiana University’s strategic priority to promote lifelong learning in the community. Most recently, three librarians secured funding from the American Library Association/National Endowment for the Humanities for Let’s Talk About It: Making Sense of the American Civil War, a reading and discussion series. Sims Librarians collaborated with the Tangipahoa Parish Public Library and the Department of History and Political Science at Southeastern to provide five discussion meetings and six presentations at Tangipahoa branch libraries. Let’s Talk About It was successful in bringing community members into Sims Library for the first time and established a working relationship with the local public library that is sure to continue. Louisiana academic libraries face trying economic times, and connecting with local communities with high quality programming is one way to demonstrate our value. The presentation will discuss how to search for and secure ALA grants, how to promote and publicize grant related events, and how to plan for successful implementation with administrative support.</td>
</tr>
<tr>
<td>Louisiana Digital Library Sharing Session</td>
<td>Choctow</td>
<td></td>
<td>In the LOUIS Users Conference Louisiana Digital Library (LDL) Sharing Session, participants will discuss user experience as it relates to CONTENTdm landing pages, general digital project workflow, and ideas for promoting LDL collections before opening the floor for general Q&amp;A.</td>
</tr>
<tr>
<td>CQ Researcher: Best Utilization</td>
<td>Executive Conference Room</td>
<td></td>
<td>Discovering the most effective ways to search and employ the CQ Researcher for your patrons.</td>
</tr>
<tr>
<td>Self Help: Internal Workflows Tips and Tricks, and External Sources of Information</td>
<td>Cinclare</td>
<td></td>
<td>This session will cover options for customizing your Workflow, and where to go when you need to know even more. From within the software, we will talk about behaviors and properties; creating custom toolbars; mapping function keys; and the built-in helps for Symphony. Then we will take a look at the Support Portal and walk through the documentation, free training, and user forums, where you can find a wide variety of information created both by</td>
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</table>
Welcome to the 2012 LOUIS Users Conference  
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<table>
<thead>
<tr>
<th>Monday, October 15</th>
<th>SESSION 5</th>
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<tbody>
<tr>
<td>3:50 pm – 4:50 pm</td>
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</table>

**LOUIS Strategic Planning**  
Moderator: Sheri Thompson (LSU, Information Technology Services)  
Description: The LALINC Executive Board has created a Strategic Planning Committee, has assigned the SPC three tasks, and has a due date for the final report of June 1, 2013. The SPC would like your input. This session will be to gather input from LOUIS members on their ideas for the future of the LOUIS consortium.

<table>
<thead>
<tr>
<th>Poplar Grove</th>
<th>Ensuring Academic Integrity through Community and Campus Outreach</th>
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<tbody>
<tr>
<td>Presenter:</td>
<td>Kristi Kohl (Centenary College) &amp; Christy Wrenn (Centenary College)</td>
</tr>
<tr>
<td>Description:</td>
<td>As educators in the state of Louisiana work to fully implement Common Core Standards across the K-12 curriculum in an effort to better align course content with college and work expectations, academic librarians can assist high school teachers by providing supplemental instruction about college expectations of academic integrity to college-bound students. Magale Library of Centenary College recently initiated efforts to help bridge the gap between the high school and the college experience by developing and offering informational sessions to local college-bound high school students on academic expectations, specifically the issues of avoiding plagiarism and ensuring academic integrity. The librarians at Magale are also developing seminars for high school teachers and faculty which will cover ways to identify plagiarism, how to develop plagiarism-proof assignments, and how to address instances of academic dishonesty. Lastly, Magale organized collaborative efforts with other area academic, community college and technical college librarians which will allow for the collective sharing of ideas and create a forum for discussion regarding how to better serve our students and assist our faculty in addressing the prevalence of plagiarism on our campuses.</td>
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<tr>
<th>Plantation Room</th>
<th>Cataloging Sharing Session and An Inside Look at The Durationator® Copyright Experiment</th>
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<tbody>
<tr>
<td>Moderator:</td>
<td>Natalia Palermo (LSULAW), Kathryn Munson (Tulane) &amp; Dr. Elizabeth Townsend Gard (Tulane)</td>
</tr>
<tr>
<td>Description:</td>
<td><strong>The Cataloging Sharing Session will now be combined with the presentation “An Inside Look at The Durationator® Copyright Experiment” due to a small schedule conflict. The time has not changed. just the room. Kathryn and Dr. Townsend Gard will come in for the second half of the presentation.</strong> The Durationator® Copyright Experiment began at Tulane University with a simple question: What is the copyright status of any work, anywhere in the world? We thought we could take copyright law from around the world, and code it in a summer. Five years and over 6,000 student research hours later, we are on the brink of answering that simple question. The Durationator® Copyright Experiment will provide an online tool to determine whether a work is still under copyright or in the public domain by answering specific questions for any given work. Come see what The Durationator® can do and hear how it could help your library!</td>
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<table>
<thead>
<tr>
<th>Choctow</th>
<th>New Content, Features, and Functionality of Oxford English Dictionary Online</th>
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</thead>
<tbody>
<tr>
<td>Presenter:</td>
<td>Jenifer Maloney (Oxford University Press)</td>
</tr>
<tr>
<td>Description:</td>
<td>This training will highlight the new content added to OED Online: the Historical Thesaurus of the OED, tens of thousands of online-exclusive new and revised entries, and previous versions of entries from the 20-volume Second Edition. Improved functionality will be highlighted: instantly search and browse by subject, region, usage, or language of origin, making the wealth of content more accessible than ever; search results can be displayed as a timeline providing a visual representation of the data i.e. what influence major world events have had on the language; “My OED” feature allows users to create a personalized profile—saving searches and favorites for future sessions; informative commentaries on the language written by dictionary editors and specialist authors; and improvements to nearly 400,000 biographical entries. We will also highlight our new free discovery portal: Oxford Index, showing how all OUP online resources: related reference, scholarly works (handbooks, monographs), and...</td>
</tr>
</tbody>
</table>
| What's Next with EBSCO Discovery Service (EDS)?  
| **Presenter:** Kathy Kiely (EBSCO)  
| **Description:** With EBSCO Discovery Service implemented in your library, what are your next steps? Do you have some additional customization you would like to make to EDS? Are you thinking about how to incorporate EDS in Library Instruction? With smartphones and tablets, how does EDS work with mobile devices? During this session, we'll review over these key topics library administrators are discussing as well as review over recently implemented and upcoming new features for EBSCO Discovery Service.

**Don’t forget about the reception from**  
**5:00 - 7:00 pm**
# Welcome to the 2012 LOUIS Users Conference

**October 15-16, 2012**

## Tuesday, October 16, 2012

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
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<tbody>
<tr>
<td><strong>7:00 am</strong></td>
<td><strong>BREAKFAST</strong></td>
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<tr>
<td><strong>8:00 am</strong></td>
<td><strong>SESSION 6</strong></td>
</tr>
<tr>
<td><strong>8:00 am</strong></td>
<td><strong>Creating Groups and Updating Records with Item Group Editor</strong></td>
</tr>
<tr>
<td>**Plantage **</td>
<td>Room</td>
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<tr>
<td><strong>Presenter:</strong></td>
<td>Adam Viator (BPCC)</td>
</tr>
<tr>
<td><strong>Description:</strong></td>
<td>As the only site in Louisiana currently using item group editor, this presentation will be a brief overview of its capabilities and how BPCC is currently utilizing the tool to ease the workflow of a sizable rearrangement of our collection. I will cover creating groups, altering the records and possible implementations of the tool.</td>
</tr>
<tr>
<td><strong>Moderator:</strong></td>
<td>Sheri Thompson (LSU, Information Technology Services)</td>
</tr>
<tr>
<td><strong>Description:</strong></td>
<td>The LALINC Executive Board has created a Strategic Planning Committee, has assigned the SPC three tasks, and has a due date for the final report of June 1, 2013. The SPC would like your input. This session will be to gather input from LOUIS members on their ideas for the future of the LOUIS consortium.</td>
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<tr>
<td><strong>Panel Discussion for the LALINC Information Literacy Committee</strong></td>
<td>Cinclare</td>
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<tr>
<td><strong>Presenter:</strong></td>
<td>Jessica Hutchings (McNeese), Malia Willey (Loyola), Beth Stahr (SLU), Kathryn Seidel (BRCC)</td>
</tr>
<tr>
<td><strong>Description:</strong></td>
<td>Topics of discussion include: committee activities, proposed BOR general education, revisions, and economic impact on ability to promote information literacy on campuses</td>
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<tr>
<td><strong>ILLiad Sharing Session</strong></td>
<td>Choctow</td>
</tr>
<tr>
<td><strong>Moderator:</strong></td>
<td>Ester Blood (LSUA)</td>
</tr>
<tr>
<td><strong>Description:</strong></td>
<td>Meet your ILL colleagues from around the state for a question and answer session on interlibrary loan procedures, practices, and solutions. The recent arrival of the ILLiad add-on for SirsiDynix is sure to add much spice to this discussion!</td>
</tr>
<tr>
<td><strong>LearningExpress: A LOUIS partner for four years, assisting your students with basic skills, test preparation and much more</strong></td>
<td>Poplar Grove</td>
</tr>
<tr>
<td><strong>Presenter:</strong></td>
<td>Tom Porter (Learning Express)</td>
</tr>
<tr>
<td><strong>Description:</strong></td>
<td>Learn how LearningExpress Library is so popular with students in Louisiana and throughout the country. Also a brief overview will be give of Job &amp; Career Accelerator.</td>
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<tr>
<td><strong>Demand Management: An Overview</strong></td>
<td>Executive Conference Room</td>
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<tr>
<td><strong>Presenter:</strong></td>
<td>Carla Clark (SirsiDynix)</td>
</tr>
<tr>
<td><strong>Description:</strong></td>
<td>What is Demand Management, and how does it differ from traditional holds? We will take a look at the structure of Demand Management, and learn what it was designed to do beyond traditional holds. If yours is a multi-library system, this session may be of interest to you, since Demand Management was designed specifically to add options for satisfying holds in a system where more than one library might be able to provide a copy of an item to satisfy a hold.</td>
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<tr>
<td>Time</td>
<td>Session</td>
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</table>
| Tuesday, October 16 9:10 am – 10:10 pm | SESSION 7  
Streamlining Your User Database  
The Life and Lessons of Steve Jobs  
Reports Sharing Session  
LYRASIS Services Update  
Oxford Reference Online and Oxford Digital Reference  
Oxford Reference Online and Oxford Digital Reference | Poplar Grove | Michael A. Sartori (McNeese) & Jerome Marcantel (McNeese) | We will discuss the background of why McNeese chose to redesign/redo their user database, how the project was completed (how to), as well as some of the benefits of redesigning/redoing the user database. The Life and Lessons of Steve Jobs  
This lecture is a historical and biographical study on Steve Jobs, and will explore what we can learn from him— both the good and the bad, along with a bibliographical overview of the major resources studying this great but complicated man. As information professionals and as modern Westerners, the existence of Steve Jobs has had an immeasurably large effect on our world and on our profession. Yet he was a complex man, described by many people to be “mercurial.” He was not a person one should want to emulate, but a person one should only attempt to. His way of directing technology was simultaneously enhanced and hindered by his way of directing people. Reports Sharing Session  
We will meet to share our expertise on Symphony WorkFlows reports. The session will focus on two of the trickiest aspects of reports: settings and formatting. We will also have time for an open Q&A session. LYRASIS Services Update  
This presentation will discuss all new LYRASIS initiatives including our involvement in the NISO e-book SIG and our latest shared ebook collection, newly signed vendor agreements and our November 1 Virtual Annual Meeting. Oxford Reference Online and Oxford Digital Reference  
This training will highlight the new Oxford Reference platform—an essential hub for all Oxford reference content. The presentation will cover the updated search and browse functionality; new subject pages with a “featured content” carousel; fully mobile optimized; personalization features including “My content” and “My Searches”; and landing pages for every entry featuring availability indicators that will clearly show what your institution has access to. We will also highlight our new free discovery portal: Oxford Index, showing how all OUP online resources: related reference, scholarly works (handbooks, monographs), and journals are seamlessly integrated in one search. |
<p>|            |                                              | Cinclare     | Lauren Wade (BRCC)                             | We will meet to share our expertise on Symphony WorkFlows reports. The session will focus on two of the trickiest aspects of reports: settings and formatting. We will also have time for an open Q&amp;A session. |
|            |                                              | Executive Conference Room | Carola Blackwood (LYRASIS)                       | This presentation will discuss all new LYRASIS initiatives including our involvement in the NISO e-book SIG and our latest shared ebook collection, newly signed vendor agreements and our November 1 Virtual Annual Meeting. |
|            |                                              | Choctow      | Jenifer Maloney (Oxford University Press)       | This training will highlight the new Oxford Reference platform—an essential hub for all Oxford reference content. The presentation will cover the updated search and browse functionality; new subject pages with a “featured content” carousel; fully mobile optimized; personalization features including “My content” and “My Searches”; and landing pages for every entry featuring availability indicators that will clearly show what your institution has access to. We will also highlight our new free discovery portal: Oxford Index, showing how all OUP online resources: related reference, scholarly works (handbooks, monographs), and journals are seamlessly integrated in one search. |</p>
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<tr>
<th>Time</th>
<th>SESSION 8</th>
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| 10:20 am – 11:20 pm | **Creating Copyright Compliance for the 21st Century**  
**Presenter:** Shanna Clevenger (Delgado), Courtney Rimes (Delgado) & Gera Bridgewater (Delgado)  
**Description:** The presentation will demonstrate the development and implementation of copyright compliance for a community college in a digital environment.  
**Location:** Plantation Room |
|              | **Overview of LOUIS**  
**Presenter:** Marcy Stevens (LOUIS)  
**Description:** Join us as we revisit our journey from 1990, when only six Louisiana academic libraries were automated and only four had internet access, to the present where we partner with Academic Libraries, State and Private Libraries, Museums and Archives to provide a multitude of products and services to 47 consortia members.  
**Location:** Choctow |
|              | **There’s a Gov Doc for That!**  
**Presenter:** Sonnet Ireland (UNO)  
**Description:** Government information has a lot to offer everyone from budding researchers to bored students. All too often, this information is overlooked because it intimidates the user…and the librarian. Fear not! There are several easy ways to locate useful government information on almost any topic under the sun. Want to quit a bad habit? There’s a Gov Doc for that! Need to do research on trade in another country? There’s a Gov Doc for that, too! Want to hang up cool posters in your library? Well, there’s a Gov Doc for that, too! So come and learn about some of the resources your users might be missing…you might just find something that you’ve been looking for, too.  
**Location:** Poplar Grove |
|              | **Digital Collection Management with CONTENTdm and Omeka**  
**Presenter:** Gena Chattin (UNO)  
**Description:** This session will compare two popular Web platforms for digital collections: Version 6.x of OCLC’s CONTENTdm and the free, open source Omeka created by the Center for History and New Media (CHNM) at George Mason University. Both Web tools will be discussed in terms of functionality and usability. Version 6.x of CONTENTdm is a major upgrade that addresses many customer requests while incorporating the Web 2.0 and social networking features that users demand, but does it offer users a better experience? Omeka is clearly inspired by fan-favorite platform Wordpress and has incorporated these features from the beginning, but how does it handle large digital collections, and how much administrative overhead will this “free” platform need? These issues and more will be discussed in this investigation of two extremely useful tools.  
**Location:** Allendale |
|              | **Using Thomas Reuter’s Solutions to Assess Research Productivity**  
**Presenter:** Brian DeMarchi (Thomas Reuters)  
**Description:** Organizations that are involved in research need to ensure that they are seeing a good return on their investment. Organizations must be accountable to their faculty, students, and funding organizations. This presentation will discuss using Thomson Reuters solutions, such as InCites and the Web of Science, to help an organization understand the impact and productivity of their research.  
**Location:** Executive Conference Room |
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<table>
<thead>
<tr>
<th>Tuesday, October 16</th>
<th>SESSION 9</th>
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<tbody>
<tr>
<td>11:30am – 12:30 pm</td>
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**LOUIS Strategic Planning**  
**Choctow**  
**Moderator:** Sheri Thompson (LSU, Information Technology Services)  
**Description:** The LALINC Executive Board has created a Strategic Planning Committee, has assigned the SPC three tasks, and has a due date for the final report of June 1, 2013. The SPC would like your input. This session will be to gather input from LOUIS members on their ideas for the future of the LOUIS consortium.

**When Weeding Becomes a Necessity**  
**Allendale**  
**Presenter:** Rob Bremer (Nicholls) & Karen Cook (McNeese)  
**Description:** How satisfactory weeding policies and procedures for monographs and journals and for government documents evolved, respectively, as the Nicholls Library down-sized its collection for two significant projects and as the McNeese Library prepared to move its Government Information during a remodeling project.

**Trends in Library Website Design at North American and Louisiana Academic Libraries**  
**Plantation Room**  
**Presenter:** Dave Comeaux (Tulane)  
**Description:** This presentation will discuss several trends in academic library websites. These include the adoption of Content Management Systems as a platform, the use of web-scale discovery services, and the methods used to enable searching of library materials. A large sample of North American library sites, as well as all 4-year academic libraries in Louisiana will be examined.

**Updates from the Gale Resources**  
**Executive Conference Room**  
**Presenter:** Julie Pepera (Gale Cengage Learning)  
**Description:** This session will discuss several resources available to you from Gale Cengage Learning. The focus will be on the Literature Resources, specifically the Literature Resource Center, Scribners and Twaynes as in the new Gale Virtual Reference Library. Attendees will also learn more about using Biography InContext for research projects and how it can be integrated into coursework.

**The Evolution of a Classic: A Sneak Preview at FirstSearch and the Future of Discovery**  
**Poplare Grove**  
**Presenter:** Suzanne Butte (OCLC)  
**Description:** Come hear how FirstSearch, WorldCat.org and WorldCat Local will evolve over the next few years. You’ll see previews of the new staff interface and hear plans for meeting the needs of multiple audiences through specific functionality.
LUC 2012 was sponsored by the following organizations:

EBSCO
SirsiDynix
Gale | Cengage Learning
IEEE
LearningExpress, LLC
Annual Reviews
Chemical Abstract Services (CAS)
The Chronicle of Higher Education
CQ PRESS-SAGE
Elsevier
OCLC - FirstSearch
Oxford University Press
Thomson Reuters
CREDO
ProQuest
MARCIVE
Springshare
LOUIS: The Louisiana Library Network
System Administrator Meeting Agendas

Attendees

UL System
- Grambling – not attending
- La Tech - Daniel Bates, Will Lancaster
- McNeese - Michael Sartori, Jerome Marcantel
- Nicholls - Jeremy Landry
- Northwestern - Gail Kwak
- SLU – not attending
- ULL – Barbara Flynn, Duane Huval
- ULM - Chuck Hughes
- UNO - Lora Amsberryaugier

LSU System
- LSU – not attending
- LSU CES – not attending
- LSU Law - Natalie Palermo
- LSUA - Bonnie Hines
- LSUE – not attending
- LSUS - Brian Sherman, Jim Evans

SU System
- Southern Baton Rouge - Dawn Kight Ventress, Louis Metevia ?
- Southern Law - Angela Scott Gaines ?
- Southern New Orleans – not attending
- Southern Shreveport - Rose Powell, Raegan Stearns

LCTC System
- Baton Rouge Community College - Amy Reese, Lauren Wade
- Bossier Parish Community College - Adam Viator
- Delgado Community College - Shanna Clevenger, Kevin Hebert
- Delta Community College - Hugh Carter, Marty McKaskle
- L.E. Fletcher Community College - Cindi Blaschke, Jodi Duet
- Nunez Community College – not attending
- River Parishes Community College - Wendy Johnson, Victor Sanchez
- South Louisiana Community College - Carl Close
- SOWELA Community College - Darren MacLennan

LAICU System
- Our Lady of the Lake – not attending

Other
- LUMCON - John Conover

SirsiDynix
- Lisa Witteman

LOUIS
System Administrator Meeting Agendas

- Sara Zimmerman, Cathy Sicard, Bron Laird, Marcy Stevens, John Guillory, ZeeZee Zamin, Lisa Stigall, Mark Witteman

Agenda

❖ **Welcome and Introduce New System Administrators** - Lisa

❖ **LOUIS Update** – Sara
  - LLN Commission - Sara
  - LALINC Executive Committee - Sara

❖ **PR for LOUIS** – Marcy
  - Social Networking – Twitter, FaceBook, YouTube - Marcy
  - T-shirts, mousepads, buttons from Ebsco - Marcy
  - LOUIS webpage redesign including Partners and Documentation - Sara

❖ **Symphony**
  - SirsiDynix Update – Lisa Witteman
  - Site Visits – Cathy
  - Upgrade to 3.4.1. – Mark
  - Reports
    - Rebuild Text – should you run it more often? – Mark
    - Finished Reports – What to keep and for how long? - Mark
  - Acquisitions
  - Serials
  - Cataloging
    - Global Edit Report and Advanced Keyword Searching – 0# use – Mark/John
    - Gov. Doc. Load schedule change – Zee
    - ECAT Library – can be used for other records – Zee
  - eLibrary
    - eLibrary Configuration Admin – Options when Saving - Marcy
  - Circulation
    - New Security Policy on moving away from shared PINS - Lisa
    - SS # in User Database – Lisa
    - Overdue Report vs. Bill Report – Lisa
    - Inventory Item Wizard - Mark
  - Misc Discussion
    - Disaster Recovery Test – discuss dates – Marcy
    - Sort Limit – John
    - Web2 End of Life at Symphony 3.4.1. - Lisa
    - Workflows/StaffWeb compatibility with tables – John
    - Policy Names & Descriptions – rules for adding and deleting & issues with spaces – Marcy
    - Statistics for Accreditation – How/Best Practices Group Discussion – Lisa
    - Scanner – Recommendations for Inventory Scanner - Lisa

❖ **Listservs** – Marcy
  - LSA-L List restrictions – Marcy
  - What’s available - Marcy

❖ **Electronic Resources** -
  - LALINC Electronic Resources & Collection Development Committee update - Sara
  - Changing license renewal dates – Zee
  - Single Sign-On options – Cathy
System Administrator Meeting Agendas

- Creating Holding Code policies for ebooks. One? One per vendor? Can they be globally changed with a report? – Zee

- **EDS Update** – Lisa
  - Customizations
  - Full loads vs adds, updates, deletes (ECAT, shadowed, discarded, etc.)
  - EBSCOhost administrator accounts

- **ILLiad Update** – Bron/Zee/Marcy
  - Server upgrade – Bron
  - Migration to new web pages – Zee
  - Sirsi add-on - Marcy

- **LOUIStana Digital Library Update** – Zee/John
  - Usage Statistics - John

- **EZproxy** – Lisa
  - Statistics - Lisa

- **LUC 2011** – Marcy
  - Recap - Marcy

- **Miscellaneous** - Lisa

- **Next System Administrators meeting date?**

- **Adjourn**
System Administrator Meeting Agendas

System Admin Meeting
August 9, 2012 - 9:00 a.m. to 5:00 p.m.

Attendees

UL System
- La Tech – Daniel Bates, Will Lancaster
- Nicholls – Jeremy Landry
- Northwestern – Gail Kwak
- SLU – Jean Badeau
- ULL – Duane Huval
- ULM – Don Smith, Chuck Hughes
- McNeese – Mary Jane Bloomquist, Jerome Marcantel, Michael Sartori
- Grambling – Cecilia Iwala
- UNO – Lora Amsberryaugier, James Hodges

LSU System
- LSU-A - Bonnie Hines, Rachel Hunter
- LSU - Natalie Palermo, Dana Taylor
- LSU Law - Kevin Baggett, Susan Morrison
- LSU CES – Versa Stickle
- LSUE – Arlene Dupre
- LSUS - Jim Evans

SU System
- Southern Baton Rouge – Dawn Kight, Louis Metevia
- Southern New Orleans – Rosalind Chester, Laurie Gaillard
- Southern Law – Angela Gaines
- Southern Shreveport – Rose Powell

LCTC System
- Baton Rouge Community College – Amy Reese
- Bossier Parish Community College – Adam Viator
- Delgado Community College – Shanna Clevenger, Kevin Hebert
- Delta Community College – Hugh Carter, Marty McKaskle
- L.E. Fletcher Community College – Cindi Blaschke, Jodi Duet
- Nunez Community College - Richard DeFoe
- River Parishes Community College – Wendy Johnson, Victor Sanchez
- South Louisiana Community College – Carl Close
- SOWELA Community College – Darren MacLennan

LAICU System
- Our Lady of the Lake - Lucas Huntington, Maggie McCann

Other
- LUMCON - John Conover

SirsiDynix
- Lisa Witteman

LOUIS
System Administrator Meeting Agendas

- Sara Zimmerman, Cathy Sicard, Bron Laird, Marcy Stevens, John Guillory, ZeeZee Zamin, Lisa Stigall, Mark Witteman

**Agenda**

- **Welcome and Introduce New System Administrators** - Marcy
- **LOUIS Update** – Sara
  - HCR 129 and 150
  - LLN Commission
  - LALINC Executive Committee
- **PR for LOUIS** – Marcy
  - LOUIS Logo
  - Social Networking – Twitter, FaceBook, YouTube
  - Tshirts, mousepads, buttons from Ebsco
  - Executive Overviews
  - LOUIS webpage redesign including Partners and Documentation
- **Symphony**
  - SirsiDynix Update – Lisa Witteman
  - Bootcamp Refresher – Cathy
  - Other training needs – mini sessions before each SA meeting - Cathy
  - Site Visits - Cathy
  - Reports
    - Rebuild Text – should you run it more often? NSULA runs it once a week.
  - Acquisitions
  - Serials
  - Cataloging
    - AL22 – 856 tag increase? Google indexing? Cathy and Natalie
    - Reordering tags - Lisa
  - eLibrary
    - Permalink options in system.env – Lisa
    - Forgot My PIN - Marcy
  - Circulation
    - New Security Policy on moving away from shared PINS - Lisa
  - Misc Discussion
    - Symphony Usage Statistics - Bron
    - Symphony and Windows 7 - Bron
    - Disaster Recovery Test – discuss dates – Marcy
    - Beta Server Update - Cathy
- **Listservs – what’s available** - Marcy
- **Electronic Resources** -
  - LALINC Electronic Resources & Collection Development Committee update: OED, etc...-Sara
  - LNAU and Newspapers –Cathy
  - Pay to Play - Zee
- **EDS Update** – Lisa
  - Research and Development Committee will be reviewing for recommendation to purchase
  - Customizations
  - Full loads vs adds, updates, deletes (ECAT, shadowed, discarded, etc.)
  - Authentication
System Administrator Meeting Agendas

- EBSCOhost administrator accounts
- Feedback will be requested/required

- **ILLiad Update** – Bron/Zee
- **LOUISiana Digital Library Update** – Zee/Marcy
  - Usage Statistics - John

- **EZproxy** - Lisa
  - Running EZproxy for just a few databases and not all
  - PINS – upper/lower case

- **LUC 2011** – Marcy
  - Change in times and number of concurrent sessions
  - Commissioner Jim Purcell will be the Keynote Speaker

- **Miscellaneous** - Marcy
  - System Administrator List of Responsibilities – revisions needed?

- **Next System Administrators meeting date?**

- Adjourn
Surveys Conducted by LOUIS and Member Libraries

BRCC Test Survey                          October 5, 2012
Trial Database Evaluation Survey, Frazar Memorial Library  October 5, 2012
Librarians' Trial Database Evaluation Form  October 10, 2012
BRCC QEP Presentation Survey              October 13, 2012
LALINC IL Survey 2012-2013                 October 31, 2012
McNeese English Survey                    November 7, 2012
BRCC Student Survey Fall 2012              November 26, 2012
BRCC Library Survey for Faculty Fall 2012  November 29, 2012
LRC Student Worker/Tutor Survey Fall 2012  December 3, 2012
System Admin Meeting, Jan 17, 2013, RSVP   January 8, 2013
Survey for Members of the LDL              January 16, 2013
Survey For Non-Members of the Louis Digital Library  January 16, 2013
2013 LOUIS Symphony Sharing Sessions North/South Interest Survey February 25, 2013
2013 LOUIS Symphony Sharing Sessions North/South RSVP April 8, 2013
EBSCO Discovery Service (EDS) Webinar Evaluation April 16, 2013
LIBS 101 Textbook Survey                   April 22, 2013
LOUIS Website Visitor/Usage Survey         May 1, 2013
LwL: "Search & Browse Results in eLibrary and Workflows" May 1, 2013
Lyrasis Peter Murray webinar               May 8, 2013
CONTENTdm Statists webinar by Christian Sarason May 21, 2013 May 22, 2013
AtoZ Load and EDS Usage                    May 27, 2013
2013 LOUIS Symphony Sharing Sessions South Evaluation June 24, 2013
Sys Admin RSVP                            June 26, 2013
Learning with LOUIS: "An Overview of LOUIS" June 27, 2013