Report to the Louisiana Board of Regents
On the Management and Operation of
LOUIS: The Louisiana Library Network
July 1, 2016 – June 30, 2017

Executive Overview

Interagency Agreement Number LOUIS-FY 15-17 / LSU proposal 42032

For twenty-five 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 as LOUIS delivers value: equitably, collaboratively, and cost-effectively.

LOUIS, a collaboration among Louisiana’s academic libraries, was established in 1992 and strives to ensure that Louisiana’s academic libraries are the premier source for authoritative information to support the research, teaching, and learning needs of faculty and students; foster an environment of communication, cooperation, and collaboration within the state; identify, evaluate, and implement state-of-the-art information technologies; be a leader in providing library information services and a model of collaboration.

LOUIS is governed by the LOUIS 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 and parish libraries. 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 services and purchases for academic libraries. In 2017 alone, LOUIS purchased over $44 million worth of services and resources on behalf of Louisiana’s academic libraries for $4.46 million, a savings of over $40 million. Since 1992, LOUIS has saved the state of Louisiana over $368 million. Additional savings are a result of LOUIS acting as the purchasing agent for subsets of libraries’ selective purchases.

Via this service, LOUIS purchased approximately $4.7 million worth of resources for these subsets for $2.6 million. A savings of over $2 million. All total, in 2016 LOUIS initiatives saved the state of Louisiana and all institutions in higher education more than $42 million. Savings continue to increase as libraries ask LOUIS to negotiate more on their behalf.

A central support staff of 9 FTE located in Information Technology Services at LSU reports to the LOUIS Executive Board for operational and strategic direction and the LSU Chief Information Officer for administrative direction. The LOUIS central staff is in place to execute the will of the Board. Based on recommendations from LALINC interest groups, 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 153 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. While membership fees do rise due to the market, members support paying membership fees due to the exemplary level of service provided. A list of services and resources is provided at the end of this summary.

LOUIS staff are advocates for academic libraries as well as all library communities by working with the Board of Regents, the Louisiana Library Association (LLA), the LLA Legislative Committee, and LLA Lobbyist, the Division of Administration, the Department of Education, the State Library, public libraries, and various regional and national communities.

The LALINC / LOUIS 2013-2016 Strategic Plan 2015 Report was published in October 2015 and can be found on the LOUIS webpage and the link is provided below. A Strategic Plan Task Force was created and is working on the next plan.

The LOUIS Executive Board requires LOUIS staff to support three main initiatives: an Integrated Library System (ILS), Interlibrary Loan (ILL) and Electronic Resources (ER). Many additional services make up each of the three main services.

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

A. Maintain, support and manage the Integrated Library System
B. Negotiate statewide licenses for and provide access to electronic resources
C. Maintain and support Interlibrary Loan software
D. Maintain and support an integrated search and URL resolver

An additional Regent contract has resulted in LOUIS initiating a new service:

E. Affordable Learning LOUISiana

LOUIS has also developed a media campaign to:

F. Promote LOUIS statewide and nationally

In support of all initiatives, and in conjunction with the contract requirements, the following is a list of major activities completed by LOUIS during the past year. LOUIS was successful in licensing, maintaining and supporting the following services and activities.

A. Integrated Library System (SirsiDynix Symphony, e-Library, Workflows, BLUEcloud Campus)
   a. Continued to research, design, and implement library technologies to build a Library Services Platform (LSP) using current partnerships and software to produce dynamic next generation solutions
   b. Supported, upgraded and enhanced SirsiDynix Core ILS products - Symphony WorkFlows staff client, e-Library online catalog for end users, and Symphony Web Services
   c. Continued implementing SirsiDynix BLUEcloud products for member libraries as requested, ex. BLUEcloud Cataloging and BookMyne
   d. Arranged for several site visits with all interested sites to do hands-on training for BLUEcloud Analytics
   e. Implemented Syndetics Content in e-Library, Enterprise and EDS for all LOUIS Symphony ILS sites
   f. Continued to work with the SirsiDynix SaaS team to streamline processes for server side upgrade tasks, new product installations, and other server side processes
   g. Worked with members to troubleshoot and correct authentication issues due to incorrect or outdated links in MARC data
   h. Migrated remaining member libraries to the LOUIS automated processes for managing holdings management MARC records from EBSCO
1. Coordinated users group meetings, webinars and various training
2. Attended and presented at COSUGI and various other conferences
3. Actively participated in SirsiDynix’s Strategic Partner Program helping to define future functionality of the Symphony system
4. Continued to promote the SirsiDynix e-Learning portal for online courses
5. Performed data cleanup for sites as needed
6. Hosted 2 System Administrator meetings
7. Addressed 490 FootPrints incidents related to the Library Services Platform
8. Negotiated SirsiDynix migration, implementation and maintenance pricing for Loyola College of Law in New Orleans
9. Participated in BLUEcloud Circulation pilot testing with LSU Law Library
10. Negotiated pricing for Symphony authority processing for BPCC, Nicholls, NSULA, SUNO, UHCNO, ULL, ULM and UNO
11. Implemented Symphony authority processing services for BPCC, Nicholls, SUNO, and UHCNO
12. Negotiated pricing for BLUEcloud eRM for ULL
13. Negotiated and purchased SirsiDynix’s Enterprise Discovery solution in an effort to updated the e-Library catalog that has been in operation with LOUIS sites for 17 years
14. Arranged for and participated in Symphony Web Services and Enterprise Development training for LOUIS staff and interested System Administrators
15. Secured Symphony pricing for BPCC, Nicholls, SUNO, and UHCNO
16. Worked with SirsiDynix to implement an online payment service for UNO with ProPay
17. Worked with SirsiDynix to implement the Symphony SIP2 interface for McNeese State University for self-check services
18. Participated in Enterprise Discovery trails with Delgado Community College, Delta Community College, Louisiana State University, Louisiana State University at Alexandria, Louisiana State University Law Center, Nicholls State University, Xavier University of Louisiana, and the University of Louisiana at Lafayette
19. Began work with LOUIS staff and member libraries to launch a self-assessment project to help better understand the use of ILS and Discovery technologies and to gauge overall satisfaction with these technologies
20. Launched an RFI process for ILS and Discovery products
21. Arranged face-to-face meetings LOUIS staff and member libraries with ILS and Discovery vendors that serve academic libraries
22. Arranged for live product demonstrations of ILS and Discovery products and worked out details for streaming and recording for those who could not attend in person due to limited travel budgets
23. Professional acknowledgement of LOUIS at COSUGI 2016:
   - Several SirsiDynix customers queried LOUIS staff about the migration to SirsiDynix’s SaaS, cloud hosting.
   - Xavier reported that “everyone I met knew all about the LOUIS consortium”. Many praised Mark Witteman, from LOUIS, as he is well respected in the community as a previous SirsiDynix employee and frequent listserv poster.
24. Awards presented to LOUIS staff and LOUIS users at the conference:
   - SirsiDynix presented the LOUIS Consortium the Community Connector Award for continuing to support technology solutions for academic libraries in Louisiana, providing learning opportunities for member libraries, and going above and beyond with open communication and continuing professional development.

B. Electronic Resources

a. Eighty-three scholarly electronic resources (academic journals, full-text and abstracts, citation databases, etc.) via twelve provider partners were licensed for all LOUIS members
b. Forty-four scholarly electronic resources (academic journals, full-text and abstracts, citation databases, etc.) via nineteen provider partners were licensed for various subset of LOUIS members

c. Negotiated new pricing for all electronic renewals at an average 4% uplift for the year

C. Interlibrary Loan (OCLC Atlas ILLiad borrowing and lending)
   a. Supported OCLC Atlas ILLiad, the interlibrary loan system
   b. Supported 20 members’ use this service
   c. Hosted LOUIS ILLiad User Group Meetings for in-person and remote attendees
   d. Provided customization services
   e. 108 ILLiad Footprints
   f. Supported 38,920 Borrowing Requests
   g. Supported 22,743 Loan Requests
   h. Supported 6,593 Document Delivery Requests

D. Integrated Search and URL Resolver (EBSCO Discovery Service (EDS), Holdings Management, LinkSource)
   a. Consulted with member libraries to tweak settings in EDS and Holdings Link Management
   b. Consulted with members to integrate EDS into campus websites
   c. Collaborated with EBSCO, SirsiDynix and member libraries to begin the roll-out and testing of patron empowerment features in EDS
   d. Collaborated with EBSCO, SirsiDynix and member libraries to begin the roll-out and testing of integrating library holdings content into EDS
   e. Partnered with LOUIS sites and EBSCO to continue to enhance the Holdings Management with MARC service integration into the catalog
   f. Partnered with LOUIS sites and EBSCO to continue to enhance EDS to meet their needs
   g. Partnered with LOUIS sites and EBSCO to continue to enhance the Holdings Management with MARC service integration into the catalog. In early 2017 LOUIS switched to weekly loads and now manages the loads for 31 sites.
   h. Provided customization services for extracts and webpages
   i. Continued management of nightly extracts to populate the Discovery system more efficiently
   j. Negotiated pricing and scope for a new EDS faculty portal as a means for delivering a discovery solution for electronic content for courses

E. Affordable Learning LOUISiana
   a. Supported a Curriculum Driven Acquisitions (CDA) program with EBSCO’s YBP to streamline acquisitions of faculty assigned eTextbooks
   b. Acquired an Evidence Based Acquisition program with approximately 5000 titles for 47 member libraries
   c. Presented program goals and outcomes at the Regents sponsored E-learning conference
   d. Provided statewide librarian-focused training for Open Access and Open Education Weeks
   e. Customized existing e-library system to provide a portal for students to discover library-owned eTextbooks
   f. Deployed an Open Textbook Network training program for 60 librarians and 120 faculty
   g. Presented program outcomes at Senate and House Education Committees
   h. Presented program outcomes at Regents Spring Forum
   i. Presented program outcomes at E-Learning Forum
   j. Presented program outcomes at ICOLC Conference, Jacksonville, FL
   k. Presented program outcomes at Open Education Conference, Richmond, Virginia
   l. Interviewed for KPLCTV in Lake Charles, Louisiana

F. Promote LOUIS statewide and nationally
   a. LOUIS participated in the LSU Libraries Open House in October 2017
   b. LOUIS continues to promote all efforts and activities through various social media accounts:
i. @louislibraries Twitter – 345 followers; 893 Tweets; impressions and engagement increase each month

ii. @alearningla Twitter - 43 followers; 116 Tweets; listed on 5 Twitter lists; impressions and engagement increase each month

iii. LOUIS Libraries Facebook – 620 likes; post reach averages between 100-300 viewers per post; while actual engagement (likes, shares, comments) has increased over the last year, engagement averages less than 100 per post.

iv. Affordable Learning LOUISiana Facebook – 67 likes; post reach averages between 70-100 viewers per post; while actual engagement (likes, shares, comments) has increased over the last year, engagement averages less than 15 per post.

v. Google+ - 8 followers; 8.77K views for the last quarter; local search views total 5,765 for the last quarter and have generated 48 total clicks for our website, Google maps directions, and phone calls in the last quarter.

vi. Instagram – 65 followers; 62 posts; post reach and engagement is not significant at this time because it is our least used account, as most of our user community is on Facebook and Twitter

vii. Vimeo & YouTube – LOUIS has migrated all webinar and tutorial videos to Vimeo and YouTube platforms. We primarily use the Vimeo platform for website embeds and sharable links. We’ve had a total of 3,341 views with 1,724 viewed to completion. LOUIS will next conduct campaign drives among members to increase followers and engagement

viii. LOUIS has committed to continuing to increase exposure through campaigns, mentions, tagging, and hashtagging via all current social media accounts

ix. LOUIS has also committed to increasing engagement with our users and partners through social media channels over the next year

x. LOUIS will continue to investigate new platforms and methods to increase exposure and engagement at all levels

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

- Developed and implemented Regents EBook Initiatives
- Developed and implemented the Affordable Learning LOUISiana initiative
- Advised and Reported to LALINIC Executive Board
- Advised and Reported to Louisiana Board of Regents
- Successfully created, invoiced and collected $3.712M in membership fees
- Updated each sites Participation Summary Report with FY16 data
- Updated LOUIS Savings Since 1992
- Updated What Is LOUIS executive level document
- Closed 1015 FootPrints Incidents
- Managed 534 KnowledgeBase documents (278 Public/256 Internal)
- Managed WordPress webpage software
- Managed Numara FootPrints incident reporting and Knowledge Base software
- Communicated with members using email, listservs, and social networking tools such as Twitter, Facebook, YouTube, LOUIS website, and the LOUIS Lagniappe Newsletter
- Maintained all administrative content (documentation, partners, databases, software, financial)
- Hosted LOUIS Users Conference for 184 attendees
- Hosted 6 Learning with LOUIS (LwL) sessions with 159 attendees. These webinars are uploaded to Vimeo & YouTube, and are viewed remotely after the webinar has ended (see previous section).
- Hosted 2 Symphony Sharing Sessions
- Hosted a week long Open Access Event
- Hosted a week long Open Education Event
- Established the LOUIS Users Conference Committees
- Arranged User Group Meetings for ILLiad
- Conducted 17 site visits (Northshore, Xavier, SLU, Loyola, ULL, BRCC, RPCC, McNeese, LSUE, LSUA, LSUS, Delgado, LSU, LSU Law, LaDelta, ULM, Sowela)
- Targeted specific training to insure all resources and services are used and properly understood
- Collaborated with 3 LALINC Interest Groups (Technology, Information Literacy, E-Resources and Collection Development)
- Collaborated with all LALINC Executive Board discussions and Membership Meeting
- Hosted the Alexandria Summit listserv for participants of the Alexandria Summit Meetings on faculty and educational governance.
- Participated in SirsiDynix Strategic Partner Program listservs and webinars
- Participated in all LALINC Executive Board meetings
- Participated on all Task Forces, Working Groups, and Interest Groups
- Participated in Louisiana Library Association (LLA) Legislative Day
- Enhanced the LOUIS website with functionality and appropriate content
- A LOUIS staff member served on the EBSCO Academic Advisory Board
- A LOUIS staff member was appointed to the EBSCO User Group Board
- A LOUIS staff member served on the 2017 COSUGI Executive Board
- The LOUIS Executive Director and Interim Executive Director worked with the LLA Legislative Committee President, State Librarian and LLA Lobbyist on a committee to research affordable learning and virtual library options, HCR 80.
- LOUIS was served as an Academic Ambassador to SirsiDynix
- Working with the Resource Sharing Task Force to define and implement an automated solution for the LALINC reciprocal borrowing card
- Partnered with UNIX server administrators in the areas of disk space management, security, backup and recovery, and operating system maintenance
- Initiated 9 press releases (SD 1; EBSCO 3, BoR 1; Xavier 2; OLLHC 1; KU 1)
- Participated in LSU Libraries Open House
- Participated in the Louisiana Library Association Conference
- Published four LOUIS Lagniappe newsletters (link below)

LOUIS Leadership: http://www.louislibraries.org/about/leadership
LOUIS Task Forces: http://www.louislibraries.org/communities/task-forces
LOUIS Interest Groups: http://www.louislibraries.org/communities/interest-groups
LOUIS Webpage: http://louislibraries.org
LOUIS Members: http://www.louislibraries.org/libraries
LOUIS Technology: http://www.louislibraries.org/technology
LOUIS Services: http://www.louislibraries.org/services
Site Participation Summary Reports: Go to http://www.louislibraries.org/libraries, choose a library, and click “Download Report”
LOUIS Brochure: https://issuu.com/louislibraries/docs/e-brochure2013