

Moldovan Universities

Library Information System
Discovery & Delivery

Implementation Description

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1. Introduction

The implementation process of Library Information System (Aleph) and Discovery & Delivery (Primo) is an interactive and collaborative effort between Ex Libris and the customer. The purpose of this document is to define the relation between customer's and Ex Libris tasks and activities, and to define the professional services that will be provided by Ex Libris during the project and after the switch to production (STP herein after) with Aleph and Primo until switching to regular support according to the maintenance agreement.

2. Project management

Ex Libris will assign a project manager who will manage the project in coordination with the customer. Customer will assign a project manager who will manage in time fulfillment of all tasks which requires customer's involvement according to the overall project plan. The Ex Libris project manager will create a project plan which will become the overall project plan after coordination with and confirmation by the customer's project manager.

Ex Libris tasks will be managed according to Ex Libris implementation procedures and implementation practice. Ex Libris will assign a project team which consists of Aleph and Primo consultants and the project manager. The team will be supported by Ex Libris Technical Services and Development if required.

Customer shall as well build a project team. There will be one project manager and one project team for all 7 libraries. Beside the project manager, systems librarian and system administrators shall be part of this team. System librarian should be familiar with library workflows and will act as library experts. In addition they will perform setup customization which requires basic Unix knowledge – including vi –XML/XSL and partially HTML knowledge for adaptation of print forms and user interface adjustment (if necessary). System administrator needs to be familiar with Unix, backup procedures and facilities and Oracle database administration.

Ex Libris project manager will offer and manage project according to the overall project plan and needs.

Ex Libris project manager will issue once a month a report that will include:

1. Updated project plan of Ex Libris tasks.
2. Status of all Ex Libris tasks and professional services.
3. Status of all outstanding issues related to Ex Libris tasks and professional services.

4. Action items related to Ex Libris tasks and professional services that should be taken by Ex Libris or the customer

Customer's project manager will review those reports and will add necessary information concerning those tasks which needs to be performed by the customer and will confirm the final report.

Ex Libris project manager will also function as contact person to Ex Libris Development and Ex Libris Professional Services and Support departments.

3. Server Environment & Installation

Ex Libris will install and configure Aleph and Primo production and staging environment whereas the customer should take the responsibility of procurement, installation and management of the hardware and operating system of the servers, storage devices and all network components according to Ex Libris requirements.

Ex Libris will perform the installation on customer's production and staging systems. Installation consists of Aleph and Primo application, Oracle and all software components that are not included in the installation of the operating system but required by Aleph or Primo.

The installation will be done remotely from one of Ex Libris offices. Ex Libris will access the servers via direct telnet or ssh. The customer will open all required ports and will provide Ex Libris all passwords that are required for the installation.

The installation includes basic setup to make Aleph and Primo operational in customer's environment. The basic setup is mainly on setting proper permissions, passwords, assignment of proper values according to customer's environment, configuring various environment variables and system components (like file systems and directories, IP addresses, hostnames and port numbers of customer's servers and network components, and alike).

After installation Ex Libris will perform Ex Libris standard installation tests using Ex Libris test data.

During the implementation process, Ex Libris will maintain all the software installed by Ex Libris, including software upgrades and installation of service pack and hot fixes (patches) as will be required.

The customer will maintain Aleph and Primo production and staging environment as defined above (hardware, operating system(s) and network), excluding the maintenance of the software that was installed by Ex Libris.

The customer will also perform system and database backup according to customer's backup policy and according to Ex Libris ad-hoc requests.

Upon STP, Ex Libris will update Aleph and Primo software to its most recent relevant version released by Ex Libris, and update accordingly all other software components that were installed by Ex Libris as required by Aleph and Primo.

After STP, Ex Libris services will be according to Ex Libris maintenance and support agreement that will be executed according to the standard support methodology. Customers are responsible for the ongoing system maintenance including running version upgrades and implementation of Service Packs and hot fixes (patches) issued by Ex Libris.

4. Training in Romanian

In parallel and in correlation to Aleph and Primo implementation progress, Ex Libris will provide onsite training sessions to the central customer project team and to customer trainers and IT personnel. Ex Libris will perform one round of training sessions. Additional training sessions for the libraries staff will be performed by the customer trainers themselves.

The number of participants per training session should be limited according to Ex Libris standard training requirements (Aleph application training: up to 12 participants; Aleph system librarian and system administration training: up to 8 participants; Primo Backoffice training up to 8 participants.)

The training will be given in customer's premises, and customer should prepare the infrastructure required for the training, including projector, flipcharts, white board and workstations (PCs) connected to customer's network for hands-on training. Some training may require also connection to the internet and/or to Ex Libris servers located in Ex Libris offices. Ex Libris project manager will coordinate the training and will provide customer with the training requirements in advance.

5. Staging and Production Environment

Customer's implementation environment will include a staging environment and a production environment.

The implementation of Aleph and Primo will first take place in the production environment. After the system setup will reach final stability the staging system will be installed including the customer's setup prepared on the production server. The staging environments will be used for training and testing of setup modifications and enhancement before applying these modification and enhancements in the production environment.

After STP, customer will maintain and synchronize both environments.

6. Ongoing Support and Consultancy

Ex Libris has allocated man/days for ongoing support and consultancy services to customer during the implementation process, in addition to the man/days allocated by Ex Libris to accomplish successfully Ex Libris predefined tasks and activities.

Support and consultancy to customer in performing integration and system tests before STP are included in this man/days allocation. However, please note that Ex Libris estimation doesn't cover the actual system tests or integration work. This should be carried by customer.

7. Aleph and Primo Implementation

Implementation approach – phases and duration

Before the implementation process gets started the customer will purchase and prepare the required hardware for installation of standard Aleph and Primo and involved 3rd party products.

For steps and time schedule of the implementation please see the separate project plan.

Aleph Setup

Aleph installation includes installation of Aleph demo libraries populated with demo data and adjustment of the setup of these libraries to customer's environment.

“Aleph library” is an Ex Libris terminology for an entity that includes an Oracle user that is used to store a set of related data tables, and a Unix directory that includes (in sub-directories) all configuration tables and Unix files related to this set of data. An Aleph implementation includes one or more Aleph bibliographic libraries to store the bibliographic data, one or more Aleph administrative libraries to store administrative data like records with information of the physical items (copies), patrons information, circulation information, acquisition information and alike, and other Aleph libraries as are required for the running the system as will be explained in the training.

Aleph demo libraries are used mainly for sanity tests after Aleph installation or Aleph software update, for demonstrating Aleph functionality and testing new functionality, and as a template for the setup of customer's Aleph production libraries.

In order to apply setup according to the customers needs Ex Libris will provide Aleph questionnaires. Aleph questionnaires are set of documents that explains the main and basic Aleph terminology and concepts; and in the light of these terminology and concepts a series of questions about the legacy system structure, legacy data and workflows. There is a general questionnaire that deals with the global structure of the system and a separate questionnaire for each of the main modules of the system. Every questionnaire item corresponds to an Aleph setup table or an Aleph setup parameter table or Aleph function.

The questionnaires should be completed by customer system librarians as fully as possible within a given time frame.

After receiving the completely filled Aleph questionnaires Ex Libris will create (“open” according to Ex Libris terminology) the set of customer Aleph libraries.

The opening of customer Aleph libraries will include the copy of the setup of the appropriate Aleph demo libraries to customer Aleph libraries, mandatory modification of the setup such that that it will suit customer Aleph libraries. In addition the initial configuration according to customer information provided in Aleph questionnaires will be applied by Ex Libris

The complete and final Aleph setup will be achieved by performing activities related to the following phases:

- (a) System configuration and customization will be performed by Ex Libris based on the filled Aleph configuration questionnaires and (if necessary) additional detailed information provided by the customer. The customization consist of more detailed adjustment of module configuration, set up of reports, services and print outs. Web OPAC customization is not necessary because Primo will be used as a front end to the users.
- (b) Final system adjustment applied as an outcome of the final functional tests performed by Ex Libris.

Aleph Data conversion, Loading and Indexing

The data types that will be extracted from customer existing system and converted and loaded into Aleph will be delivered in an agreed exchange format and consists of bibliographic records, holding records and administrative data.

Customer takes the responsibility in extracting the data from their existing system in well formatted exchange format.

The bibliographic data files will be converted by Ex Libris to files in an Ex Libris specific load format for bibliographic data, known as Aleph Sequential format. Aleph sequential file is a flat text file where each bibliographic record is a consistent well defined set of consecutive lines, with a consistent well defined line structure.

The converted data will be loaded by Ex Libris in a well defined order, using dedicated Aleph utilities. The loading process includes de-duplication of bibliographic records and final full indexing.

Aleph administrative data will be delivered in an agreed and described exchange format. The customer will provide all information and documentation that Ex Libris will need to analyze the data and to convert it to the Aleph structure.

Ex Libris responsibility is to convert the extracted data into a set of files that fits Aleph data structure and Aleph data requirements, load the converted files to Aleph database, create various Aleph system tables that are derived from the data, create the required links among the records, and create all standard Aleph and customer defined indexes as will be defined in the Aleph configuration guides.

Data conversion process consists of one test load and one production load. Customer is responsible to test the data and the result of the conversion process carefully. A test report will be provided to Ex Libris as the outcome of those tests will be performed within the defined period according to the agreed project plan.

As part of the checking of the data, testing of Aleph functionality and setup is also involved. The data being converted may be using Aleph configuration tables, and this will define how Aleph then handles the data. An important part of data load checking is to make sure that Aleph “behaves” as customer is expecting. This testing, done over a period of time, not only verifies the accuracy of the data migration but also builds familiarity with Aleph functionality and reduces the amount of intense testing prior to STP, as well as providing a foundation of the required Aleph knowledge.

The final and full data extraction and load will be coordinated with the STP of Aleph. Customer’s acceptance of the data conversion and indexing prior to the final conversion, loading and indexing is required.

Primo-ILS Setup

The Primo-ILS setup is based on Primo standard interface which is part of the installation package. Ex Libris will analyze the customer’s Aleph system and will extract all necessary information to configure Primo institutional structures.

Customer will provide a logo in order to get this integrated in the Primo-ILS interface. Ex Libris will choose the colors of the interface in accordance with the logo and will apply proper css.

Ex Libris will present the setup to the customer during a Web session. The customer will be able to address minor changes which will be applied if this can be covered within the Primo-ILS approach. Those change requests may include adjustment of css file and interface changes which will be offered by Ex Libris.

Authentication will be implemented and configured based on Aleph using PDS functionality which includes SSO if required. Authentication against an external database (e.g. via LDAP or Shibboleth) is not included.

Primo Data Loading and Indexing

The data will be extracted from Aleph using standard Aleph publishing methodology. Data transfer between Aleph and Primo server should either be possible through NFS or via ftp. Provision of proper file exchange facility is part of the customer's responsibility.

Ex Libris will setup Aleph publishing and Primo initial and ongoing data load based on standard normalization routines. Those routines will be adjusted by Ex Libris to consider customer's Aleph data structure. Extensive pipe customization is not part of Primo-ILS approach.

Training

Aleph training consists of module/application training and knowledge transfer regarding customization and maintenance of the system. Sufficient training regarding all Aleph modules which will be used by the customer will be provided as part of the implementation process. In order to enable the customer's project team to test the data and the setup the training will take place after setup and test migration has been finished.

Primo training consists of back office training which will be provided onsite (2 days). System administration training is available as recorded session (Romanian language only) and can be viewed by the customer at any time during the implementation phase.

Ex Libris will provide one round of training sessions to the customer's project team and trainers. Additional training sessions for the staff of the libraries will be performed by the customer trainers themselves.

The training period is supposed to enable the customer project team to get familiar with Aleph and Primo in order

- to test the system during the test period
- to train the other staff of the libraries in handling Aleph and Primo
- to achieve necessary skills to perform additional customization and to maintain the system after switch to production.

Production preparation and switch to production

Prior to switch to production final test of the system will be performed when all configuration and customization activities have been finished. The test procedure and the test result will be documented and final adjustment will be performed by Ex Libris based on the test outcome of the tests documented in test reports. A formal acceptance will be signed after successful system test.

As soon as system setup and customization is completely finished and successfully tested Ex Libris will install the test system which includes transfer of the final setup.

Prior to switch to production the staff will be trained. This can be done either by the customer's project group or by external trainers.

For switch to production the former ILS application will be stopped and the data will be extracted and transferred to the production server by the customer. Ex Libris will run the final migration and will transfer the system to the customer. After final tests and proper backup of data and configuration, the production work with Aleph will be started.

In Primo Ex Libris will run data refresh procedure so that the switch to production is based on most recent data. Customer will add link to Primo to customer's homepage and will announce the new discovery tool to their users. As soon as the data refresh has been performed and the setup of the staging server is synchronized with the production setup Primo-ILS implementation is successfully finished.

Ex Libris will provide further support according to the maintenance agreement. During the first weeks after STP this support will be given by the Ex Libris implementation team and will then be switched to the Ex Libris Global Support Team.