Voyager to Alma Migration: Stories from the field

SSHELCO
March 31, 2016
The Six Stages of an Integrated Online System Project

1. Elation and exuberance.
2. Confusion.
3. Disaster.
4. Search for the Guilty.
5. Punishment of the Innocent.
6. Distinction for the Uninvolved.
What This Session Is

- Obligatory Intro
- How to Hit the Ground Running
- Optimizing with Alma
- A Look at Implementation
- Data Prep
- And We're Live!
- Final Thoughts
What This Session Is Not

• Not about Change Management
• Not about Significant Emotional Events
• Not about marketing or P.R.
• Not about evaluating services
• Not Alma instruction
Who We Are

- Engineering, applied sciences university
- CARL → Voyager → Alma
- One campus
- One library
- 20 staff
- 7000 patrons
- 600,000 Voyager bibs (pre-migration)
- 70 Voyager Library Locations
- 100 Voyager Item Types
Our Migration Timeline

• Contract Signed April 2014
• Mines Project Manager & Team Assigned
• Pre-Implementation April - December
• ExL Team Assigned Dec 2014
• Kickoff Jan 6 2015
• Implementation Jan - May
• Go Live June 4 2015
Alma Core Values

• The LMS influences if not determines Services
• Manages services, both internal and external
• Designed from the ground up for E-Resources
• Unified metadata and services management
• Exception-based workflows: think automation
• Close working relationship between inventory management, services, and discovery...
How to Hit the Ground Running
Get Ready

• Organizational setup
• Preparation and cleaning of data
• Identify learning resources
• Grounding of staff
• Setting goals and expectations
Get Set

- Get your team(s) in place (including external IT)
- Start reviewing and reading the documentation
- Learning Center online trainings
- ELUNA/IGELU sites for presentations
- Evaluate workflows, practices...
- ...and core business functions
- Data Cleanup Evaluation and Plan
- Set migration priorities/goals
- UStat*
ASAP Establish Your Scope

• ILS (Voyager; incl ACQ, CR), SFX migration
• Authorities
• Libraries, Locations, Circ Policies configuration
• External system integration (SIS/SSO etc.)
• Already familiar with Cloud approach
• Reserves, ILLiad, RAPID
• EDI, Worldcat, Connexion
• Primo
ASAP Define Your Approach

- It takes time to understand new concepts
- Takes time for ExL to understand your data
- Takes time to adjust to semantics changes
- Beware “I did it this way in Voyager”
- Adopt a solution-oriented, pragmatic focus
- Scrutinize your existing practices and workflows; identify areas to improve and areas of inefficiency
ExL Pre-Implementation Docs

• “Getting Ready for Alma and Primo Implementation”
• “Technical Requirements for Alma and Primo Implementation”
• “Alma Integrations with External Systems”
• “Electronic Resource Handling in Alma Migration”
ExL Migration Docs

• Voyager to Alma Migration Guide
• SFX to Alma Migration Guide
• Alma Migration Considerations for Consortia
• Testing Acquisitions Data Migration to Alma
• Testing Fulfillment Data Migration to Alma
• Testing Resource Management Data Migration to Alma
• Alma Go Live Check List
Other Resources

• Alma-L Listserv
• Online Trainings
• Limited ExL help during pre-implementation
• ExL Project Team during Migration
• Alma Sandbox (described in the Getting Ready document)
• Developers Network
Identify Your Tools

• Salesforce
• Meetings; conference calls
• Email; Listservs
• Basecamp
• WebEx
• Local Tools to facilitate communication
  – Shared calendars
  – MS Project
  – Google Hangout, Skype, etc.
  – Spreadsheets. Lots and lots of spreadsheets
Optimizing with Alma
How is Alma Different

- Unification, Simplification, Consolidation
- New concepts, terminology, approaches
- Exception-based workflows (automation)
- Unified metadata & services management
- External and internal services
- E-resources design from ground up
- Optimized workflows with shared data and services promotes collaboration, efficiencies
Optimizing Workflows - ACQ

- Purchasing
- Receiving
- Activation
- Invoicing
- Fiscal Period Close
- Funds and Payments
- Trial Management
- New Models of ACQ built in (Shelf-ready, etc.)
MATEI-CHESNOIU, MONICA, 1954-
RE-IMAGINING WESTERN EUROPEAN GEOGRAPHY IN ENGLISH RENAISSANCE DRAMA.
BASINGSTOKE PALGRAVE MACMILLAN 2012
EARLY MODERN LITERATURE IN HISTORY.
Optimizing Workflows - Fulfillment

- Circulation Desk Operations
- Physical Item Requests and Moves
- Course Reserves
- Work Orders (manage physical item processes)
- Patron communications
- Booking functionality built-in
- Resource Sharing (ILL) built-in
<table>
<thead>
<tr>
<th>Patron Group 1 [Ugrads]</th>
<th>Terms of Use (loan/req/etc)</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Patron Group 2 [Grads]</td>
<td></td>
<td>Terms of Use</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patron Group 3 [Fac/Staff]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patron Group 4 [nonaffiliates]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Optimizing Workflows – Resource Management

- Creating Sets, Running Jobs
- Metadata Editor
- Cataloging Templates
- Importing Records in Batch
- Normalization
- Electronic Resources linked to CZ
- Automate as much as possible
Automated Workflows

<table>
<thead>
<tr>
<th>Status</th>
<th>Profile name</th>
<th>Profile description</th>
<th>Profile Type</th>
<th>Contributed by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>AEX Authority Loads - LCNAMES</td>
<td>Load LCNames authority records from LTI</td>
<td>Authority</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>AEX Authority Loads - Subjects</td>
<td>Load AEX subject authority records from...</td>
<td>Authority</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>Colo State Electronic Profile - Added Records</td>
<td>Colorado e-publications from multiple ag.</td>
<td>Repository</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>Colo State Electronic Profile - Replaced Records</td>
<td>Colorado e-publications from multiple ag.</td>
<td>Repository</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>Electronic Collection Import to Create Records</td>
<td>Importing existing records and adding po.</td>
<td>Repository</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>ETD Profile</td>
<td>Portfolios that are CSM theses and disses.</td>
<td>Repository</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>GP Electronic Import with Portfolios</td>
<td>Adding records with holdings for electo.</td>
<td>Repository</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>GP Missing Import with Holdings</td>
<td>BIBs + GPMising HOLDINGS</td>
<td>Repository</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>GP Physical Import with Holdings</td>
<td>BIBs + HOLDINGS</td>
<td>Repository</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>GP Physical Import with Holdings NON-PUBLISHING</td>
<td>BIBs + HOLDINGS NON-publishing</td>
<td>Repository</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>GP Physical Import without Holdings</td>
<td>BIBs w/o HOLDINGS</td>
<td>Repository</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>GP Physical Import w/o Holdings NON-PUBLICATION</td>
<td>BIBs w/o HOLDINGS NON-publishing</td>
<td>Repository</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>GP Physical MMS Import without Holdings</td>
<td>MMS Import w/o HOLDINGS</td>
<td>Repository</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>GP Physical MMS Import w/o Holdings NON-PUBLISHING</td>
<td>MMS import w/o HOLDINGS NON-publishing</td>
<td>Repository</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>Initial Authority - LCNAMES</td>
<td>Loading authority records for first time.</td>
<td>Initial Authority</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>Initial Authority - Subjects</td>
<td>Load initial authority records for subje.</td>
<td>Initial Authority</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>Load Bib Records without order information</td>
<td>Load Bib Records without order informa...</td>
<td>Repository</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>Map import profile</td>
<td>Imports from OCLC - primarily maps</td>
<td>Repository</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>Maps website records</td>
<td>Import website records from OCLC</td>
<td>Repository</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>MARCIVE Monthly Loads - Added Records</td>
<td>Loads of U.S. government documents catal...</td>
<td>Repository</td>
<td></td>
</tr>
</tbody>
</table>
Optimizing Workflows – Systems

- Integrated and unified interface
- Modularity and extensibility
- SaS (Software as Service)
- Cloud-based
- Old tasks (backups, logging-debugging, upgrades, etc.) go away
- New tasks emerge
- APIs (?)
- New systems role more human/organizational
How is Alma Similar to Voyager

• Tri-partite Inventory Records
• Separation into “subsystems” (my word):
  – Resource Management
  – Fulfillment
  – Acquisitions
  – Systems Administration
• Although subsystems are tightly integrated
How is Alma Different

• No clients!
• No ODBC!
• Integrated and inclusive
• Cloud-based
• Metadata and services combined
• Integrated third-party external systems
• Role-based staff permissions (very flexible!)
• All you need is a web browser
How is this Migration Different

• Because Alma is different
• Your library is different
• Your data are different
• Your campus is different
• Ex Libris Project Management (Yay!)
• P2E conversion (E-Resource Management)
• Test data migration before final data migration!
The E-Resource Challenge
A Look at Implementation

Work In Progress
Alma Implementation Overview

Getting Started
- Organizational Planning
- Current Workflows Review
- Data Preparation
- Getting Ready Kit Review

Implementation & Project Management
- Define
  - Kickoff Meeting
  - Project Plan
  - Project Status Calls
  - Analysis Meeting
  - Access to Sandbox
  - Alma Training
  - Test Load and Configuration
- Build
  - Access to Alma Production & Primo
  - Functional and Data Review
  - Functional Calls
  - Onsite Workshop
  - Go Live Readiness Checklist
  - Library Staff & Certification Training
  - Cutover
- Deploy
  - Go-Live
  - Functional & Project Status Calls
  - Post Go Live Consultancy
  - Alma Health Check
  - Switch to Support

Life in Production
- Support Helpdesk & eServices
- Best Practices Sharing
- Value of Investment (VOI) Analysis
- New Releases & Roadmap
- Continuing Education

Customer Support & Success Teams

Handoff from Sales to Project Team

Customer Education

Recurring
Onsite
Our Five Months

• Weekly schedule for prerecorded online trainings and calls/Q&A
• Access to Sandbox provided along with trainings
• Implementation, Migration, Configuration Forms, P2E file
• Test load / production environment delivered midway -> Data testing and feedback (Primo, too!)
• Onsite configuration meeting/training after Test Load
• Migration Form (again!)
• Primo / Alma 2\textsuperscript{nd} and Final Load Testing followed by:
  • Cutover Activity
  • Go Live
• Health Checklist; Switch-To-Support; RIP Voyager
## Migration Form

<table>
<thead>
<tr>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Alma Location Name</td>
<td>External Alma Location Name</td>
<td>Use in Location Mapping Table</td>
<td>Electronic Location?</td>
</tr>
<tr>
<td>2</td>
<td>UNASSIGNED</td>
<td>UNASSIGNED</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>3</td>
<td>Acquisitions</td>
<td>On order - You may place a hold</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>4</td>
<td>UNUSED</td>
<td>Boettcher</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>5</td>
<td>Front Desk</td>
<td>Front Desk (Floor 2)</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>6</td>
<td>UNUSED</td>
<td>CircRestricted</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>7</td>
<td>Collection Management</td>
<td>Collection Management</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>8</td>
<td>Colorado Room</td>
<td>Closed Storage - See Front Desk</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>9</td>
<td>GovPubs Media Cabinet</td>
<td>U.S. Government Publications Media</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>10</td>
<td>UNUSED</td>
<td>GP CDROMN</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>11</td>
<td>Colorado GovPubs</td>
<td>Colorado Government Publications</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>12</td>
<td>GovPubs Microfiche</td>
<td>U.S. Government Publications Microfiche</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>13</td>
<td>GovPubs Missing</td>
<td>Missing - See Government Public Library</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>14</td>
<td>GovPubs Office</td>
<td>See Government Publications Library</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>15</td>
<td>GovPubs Reference</td>
<td>U.S. Government Publications Reference</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>16</td>
<td>GovPubs Stacks</td>
<td>U.S. Government Publications Stacks</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>17</td>
<td>UNUSED</td>
<td>IDS</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>18</td>
<td>Internet</td>
<td>Internet Access</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>19</td>
<td>Journals Browsing</td>
<td>Latest in Browsing Room</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>20</td>
<td>UNUSED</td>
<td>JRNLS C</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>21</td>
<td>Journals Stacks</td>
<td>Journals Collection (Floors 1 &amp; 1M)</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>22</td>
<td>UNUSED</td>
<td>JRNLS HSV</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>23</td>
<td>Reading Room with a View</td>
<td>Reading Room with a View</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>
## Configuration Form

**Please enter your policies below**

1. **Institutional Policies**
   - **Default Values**

<table>
<thead>
<tr>
<th>Column1</th>
<th>Column2</th>
<th>Column3</th>
<th>Column4</th>
<th>Column5</th>
<th>Column6</th>
<th>Column7</th>
<th>Column8</th>
<th>Column9</th>
<th>Column10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
<td>Y</td>
<td>Recallable?</td>
<td>Loan Length</td>
<td>Loan Period</td>
<td>Requested Item Length</td>
<td>Requested Item Period</td>
<td>Recall Length</td>
<td>R</td>
<td></td>
</tr>
</tbody>
</table>

2. **Institutional Policies & TOU**

<table>
<thead>
<tr>
<th>Column1</th>
<th>Column2</th>
<th>Column3</th>
<th>Column4</th>
<th>Column5</th>
<th>Column6</th>
<th>Column7</th>
<th>Column8</th>
<th>Column9</th>
<th>Column10</th>
</tr>
</thead>
<tbody>
<tr>
<td>FACULTY</td>
<td>GRADSTUS</td>
<td>N</td>
<td>N</td>
<td>60</td>
<td>Days</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>GRADSTUS</td>
<td>FACULTY</td>
<td>N</td>
<td>N</td>
<td>50</td>
<td>Days</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>VISITORS</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>0</td>
<td>Days</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>LIMITED</td>
<td>FACULTY</td>
<td>N</td>
<td>N</td>
<td>3</td>
<td>Days</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>UGRADSTUS</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>3</td>
<td>Days</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Health Checklist

Alma Health Checklist

Please note that some checks in this list may not be relevant to your library. Their importance for the Health Check depends on your needs and preferences.

An asterisk (*) indicates that the check may involve an external integration.

<table>
<thead>
<tr>
<th>Library Activity</th>
<th>Yes</th>
<th>No</th>
<th>NA</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Are you able to place an order (manually and/or via EOD)?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are you able to execute “Order now”?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A</td>
<td>B</td>
<td>C</td>
<td>D</td>
<td>E</td>
</tr>
<tr>
<td>------</td>
<td>----------------------------</td>
<td>----------------------------</td>
<td>----------------------------</td>
<td>----------------------------</td>
</tr>
<tr>
<td>1</td>
<td>12662-csr</td>
<td>portfolio</td>
<td>2</td>
<td>86833-csr</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**P2E Spreadsheet**
<table>
<thead>
<tr>
<th>Alma Function</th>
<th>Alma Component</th>
<th>Integration Name</th>
<th>Short Description</th>
<th>Required</th>
<th>Ex Libris Best Practice</th>
<th>Customer Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acq &gt; Vendor &gt; EDI</td>
<td>External System &gt; Finance</td>
<td>Export Orders (PO)</td>
<td>Alma assigns invoices that are purchased and sends them to any EDI service.</td>
<td>False</td>
<td>False</td>
<td>EBSCO data Emailed Steve Feb 23 regarding the Invoice and POL match and we went over this during the AI . Advise EBSCO that you are moving to Alma and, if possible, get a test invoice in the Alma form.</td>
</tr>
<tr>
<td>Acq &gt; PDA</td>
<td>Acquisition (PDA)</td>
<td>Electronic Data Interchange (EDI)</td>
<td>Purchase orders – When invoices are placed and if EDI is needed.</td>
<td>True</td>
<td>True</td>
<td>BJR: Required for GoLive. New EDI data collection takes time. Need to get those duty specific in future.</td>
</tr>
<tr>
<td>Import Profile</td>
<td>Access is monitored by the vendor. Used for updating bibliographic records.</td>
<td>Required if currently used.</td>
<td></td>
<td>False</td>
<td>False</td>
<td>BJR: Required for GoLive. New EDI data collection takes time. Need to get those duty specific in future.</td>
</tr>
<tr>
<td>WebService</td>
<td>Funds (WS)</td>
<td>PO Lines (WS)</td>
<td>Alma provides a set of Web services for PO Lines.</td>
<td>False</td>
<td>False</td>
<td>BJR: Required for GoLive. New EDI data collection takes time. Need to get those duty specific in future.</td>
</tr>
<tr>
<td>Import Profile</td>
<td>Vendors (WS)</td>
<td>Alma provides a set of Web services for Vendor.</td>
<td></td>
<td>False</td>
<td>False</td>
<td>BJR: Required for GoLive. New EDI data collection takes time. Need to get those duty specific in future.</td>
</tr>
<tr>
<td>Import Profile</td>
<td>Remote</td>
<td>Repository Import</td>
<td>Used for loading bibliographic records. This configuration.</td>
<td>False</td>
<td>False</td>
<td>BJR: Required for GoLive. New EDI data collection takes time. Need to get those duty specific in future.</td>
</tr>
</tbody>
</table>

Customer is testing. Reviewed Rep Import (P, E and EOD) during weekly call as well as at WOD going to use EOD for now.
# Cutover Spreadsheet

## Cutover Plan

<table>
<thead>
<tr>
<th>Step</th>
<th>Percent Complete</th>
<th>Name</th>
<th>Duration</th>
<th>Start Date/Time</th>
<th>Finish Date/Time</th>
<th>Pre-Req</th>
<th>Customer Contact</th>
<th>ExL Contact</th>
<th>Responsible</th>
<th>Mines Assign</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0%</td>
<td>Pre-Cutover activities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.1</td>
<td>0%</td>
<td>Install AutoExtract package(s) (Aleph, Voyager and Verde) and Deploys ILS AutoExtract package with the filled-in test load migration form in order to generate an upgraded baseline migration form for cutover</td>
<td>2 hours</td>
<td>1-May-15</td>
<td>1-May-15</td>
<td>2.5 weeks prior to technical freeze</td>
<td>Customer Contact Name</td>
<td>ExL Imp. Contact Name</td>
<td>Customer (or ExL Migration if product is ExL hosted)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ensure Aleph/Voyager/SFX/Verde servers have prerequisite disk space. Note: For ExL hosted Aleph, Voyager or Verde customers, ExL will perform this step and provide the generated migration forms.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.12</td>
<td>0%</td>
<td>Provide updated/filled-in migration inputs to ExL project team – ExL project team will update CRM with: 1. Draft Migration form (green valid cover page) 2. Draft eResources P2E (final P2E provided/used in step 2.1.7)</td>
<td>1 day</td>
<td>15-May-15</td>
<td>15-May-15</td>
<td>10-14 days prior to technical freeze</td>
<td>Customer Contact Name</td>
<td>ExL Imp. Contact Name</td>
<td>Customer</td>
<td>Lisa N is the Lead and responsible for P2E and Migration Form; Patricia, Heather, Laura help Lisa is the Lead, Patricia, Heather, Laura help</td>
<td></td>
</tr>
</tbody>
</table>
### Our Internal Cleanup Spreadsheet

<table>
<thead>
<tr>
<th>PROJECT</th>
<th>STAFF ASSIGNED</th>
<th>SIZE OF PROJECT</th>
<th>ANY REPORTS/LISTS NEEDED</th>
<th>EXPECTED DATE OF COMPLETION</th>
<th>COMPLETED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Database - Collection Management</td>
<td>LisaN/Patricia/Pam</td>
<td>?</td>
<td>Reference Missing had only two BIBs. These were given to Lisa D.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deal with all the &quot;Missing&quot; Locations and the stuff in them (cleanup)</td>
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<td>?</td>
<td>Reference Missing had only two BIBs. These were given to Lisa D.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Removing 0359 (CARL)</td>
<td>LisaN/Patricia/Pam</td>
<td>50,000-600,000 records</td>
<td>BIB NUMBERS BY LOCATION</td>
<td>9/15/2014</td>
<td>x</td>
</tr>
<tr>
<td>Removing 014 CARL Number</td>
<td>LisaN/Patricia/Pam</td>
<td>400,000 records</td>
<td>Laura’s MFHD report</td>
<td>11/30/2014</td>
<td>x</td>
</tr>
<tr>
<td>Remove 029 (from all)</td>
<td>LisaN/Patricia/Pam</td>
<td>500,000+ records</td>
<td>Laura’s BIB report</td>
<td>11/19/2014</td>
<td>x</td>
</tr>
<tr>
<td>Remove 229 (from all)</td>
<td>LisaN/Patricia/Pam</td>
<td>450,000 records</td>
<td>Laura’s MFHD report</td>
<td>11/19/2014</td>
<td>x</td>
</tr>
<tr>
<td>Changes 050 indicators to 00 in all BIBS</td>
<td>LisaN/Patricia/Pam</td>
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<td>Splitting E/P records</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Thesis records</td>
<td>Christine B.</td>
<td>100-700</td>
<td>Laura’s BIB report</td>
<td>10/31/2014</td>
<td>x</td>
</tr>
<tr>
<td>Thesis records that are mixed</td>
<td>Christine B.</td>
<td>500-700</td>
<td>Laura’s BIB report</td>
<td>10/31/2014</td>
<td>x</td>
</tr>
<tr>
<td>Lincoln Land Institute Policy</td>
<td>Christine B.</td>
<td>?</td>
<td>Laura’s BIB report</td>
<td>11/15/2014</td>
<td>x</td>
</tr>
<tr>
<td>Lincoln Land Institute Policy</td>
<td>Christine B.</td>
<td>?</td>
<td>Laura’s BIB report</td>
<td>11/15/2014</td>
<td>x</td>
</tr>
</tbody>
</table>

### Notes

- [X] indicates completion.
- [ ] indicates not completed.
- Some tasks require further investigation or verification.
Analytics Training

• WebEx Training Session (not on-site)
  – Mines had multiple attendees
  – ExLibris trainer was excellent, with very relevant material

• 2 days:
  – Day 1 – Strategies and techniques for using Alma to perform record batch work, data cleanup, etc
  – Day 2 – Analytics reporting

• Training occurred in the middle of our Implementation

• It’s pretty fun!
Set Your Day One “Go Live” Priorities

• Successful Data migration from
  – ILS (bib data, users, active loans and fees)
  – SFX Knowledge Base
• Configuration
  – Libraries, Locations, Policies simplified & functional
• Integration with critical external systems
  – SIS (Student Information System)
  – Metadata (OCLC, etc)
  – Authentication, Integration with Primo
• New Services? Do you have *Alma Aspirations*?
New Service

Library Fines
New Service
Data Prep
Data cleanup

• Keep focused on what is migration related
• Consult the Implementation Guide
• Use Alma-L
• Define your scope: ILS, SFX, PCI, ERM
• How’s your patron data?
• Got missing/lost/stolen materials?
• Find “problem” areas like OTF/CR/etc.
• Vendor cleanup if migrating ACQ
• See my ELUNA 2015 presentation
Appendixes

The following appendixes provide some additional information to help you prepare for your Alma and Primo implementation.

Appendix A – Fulfillment Simplification

When you prepare for your Alma and Primo implementation, it is important to develop a simplified and maintainable physical fulfillment policy. As part of your implementation, your fulfillment policy setup preferences are solicited based on the best-practice recommendations of the Ex Libris Alma and Primo project teams.

While in your current ILS system, it is likely that the biggest drivers for fulfillment policy are granular item-level tags (item status/item policy) and user group matrices. In Alma and Primo, fulfillment policy is primarily driven by physical location and user group. That is, the concept is that items are often grouped and shelved physically together in locations which circulate similarly (open stacks for regular circulation,
Simplify!

• Don’t necessarily convert your legacy system loan rules into Alma rules...
  – Start fresh!
  – What User Groups do you REALLY need?
    Consolidate similar loan types.
  – Default Institutional Loan Policy
    • Advised to set default loan policy as NO CIRCULATION so in case anything slipped through the cracks it would not circulate.
      – We would rather something NOT circulate that should instead of allowing something TO circulate that should not
Fulfillment Simplification @Mines

• Four location types ("Fulfillment Units")
• Four patron group types
• < 20 Item Types
• You can set up exceptions to rules based on various parameters including item type.
• We do have some exceptions but not many; the advice is to keep them few in number
Appendix B – Optional Data Preparations

As you prepare for migration to Alma and Primo, Ex Libris recommends that your institution take advantage of the opportunity to perform some data clean up. While completely optional, undertaking some data clean-up efforts will improve the migration process and provide the best possible outcome as you make the transition to Alma and Primo.

The following are a number of recommendations that we have gathered during the past several years. Not all of these cleanups must be done now – many can be done in Alma later.

- Bibliographic, holdings, and item data
  - Fix bibliographic records that do not have a 245/title
  - Clean up chronology and enumeration (item/issue description) for serials as Alma uses these when sorting issue-level requests.
  - Identify links pointing to existing source systems that are migrated, so that they can be removed or updated, if necessary.
  - Identify and delete duplicate Bibs.
  - Identify and re-barcode any duplicate or unintentionally empty item barcodes.
  - Consolidate multiple holding records for identical item copies for the same location/call number.
  - Assign a value for empty collection/location for items/holdings, if applicable.
Print/Electronic Inventory

• The P2E job converts holdings from your old ILS that “looked” like print to real electronic holdings.

• Anything not mapped as part of the P2E process will go into Alma as print and can't be changed to electronic. It needs to be deleted and created anew as electronic.

• Duplicate ILS/SFX records are to be avoided.
Electronic Inventory is Different

- Linked ebook and ejournal packages with Community Zone
- Part of Central Knowledge Base (CKB)
- Data stream actively managed by Ex Libris and book vendors/publishers
- Metadata and Services are integrated
Electronic Inventory is Easy

• In Alma, using the CZ, we don't have to go the vendor's site anymore and manually retrieve records to load into Alma, and we don't have to retrieve monthly lists of deleted records and remove them from Alma manually.

• Instead, we configure the Alma CZ collection as an **auto-active collection** -- Ex Libris interacts with the vendor, adds new titles and removes deleted titles to the Alma CZ collection automatically.

• For a lot of our electronic resources, we can simply activate the Alma CZ collections and have a high degree of confidence that the current titles in those collections will be discoverable in Primo. And the timeliness will probably be at least as good as we achieved when we were retrieving monthly records from the vendor site.
What? Me Worry?

- If we're worried that some of the Alma CZ MARC records are extremely brief we have a sort of safety net in **Primo Central Index**.
- For many of our electronic resources (like Gale, for example) PCI provides much deeper indexing than is typically available in MARC record fields.
- When there are problems: work with support
What matters?

- Locations and Location Types
- Patron Groups and Group Types
- Item/Material Types
- P2E Preparation: separate Bibs
- Print: Bib/MFHD/Item records requirement
- Policy Simplification
- UStat (this is changing to on-board Alma)
- Surprise! Re-Authorization project prior to kickoff and deletion of local authority records
What we did

• Reports! Lots of Reports!
• Duplicate barcodes/Duplicate OCLC
• Bibs with mixed print/electronic holdings
• Delete expired patrons/purge old fines
• SFX Duplicates removed from Voyager
• Bad PO cleanup
• OTF cleanup
• Some itemization (on-going post-migration)
• Multiple Voyager databases
<table>
<thead>
<tr>
<th>PROJECT</th>
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<td>x</td>
<td>x</td>
</tr>
<tr>
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<td>?</td>
<td></td>
<td></td>
<td>x</td>
</tr>
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<td>Laura’s MFHD report</td>
<td>11/30/2014</td>
<td>x</td>
</tr>
<tr>
<td>Remove 029 (from all)</td>
<td>Lisa/N</td>
<td></td>
<td></td>
<td>11/15/2014</td>
<td>x</td>
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<td>11/19/2014</td>
<td>x</td>
</tr>
<tr>
<td>Splitting E/P records</td>
<td>Pam/ChristineB</td>
<td>?</td>
<td></td>
<td>11/30/2014</td>
<td>x (one problem records remains as per SK)</td>
</tr>
<tr>
<td>*****Thesis records</td>
<td>Christine B.</td>
<td>500-700</td>
<td></td>
<td>10/31/2014</td>
<td>x</td>
</tr>
<tr>
<td>*****NAP Titles that are mixed</td>
<td>Christine B.</td>
<td>~200</td>
<td></td>
<td>11/15/2014</td>
<td>x</td>
</tr>
<tr>
<td>*****Lincoln Land Institute Policy</td>
<td>Christine B.</td>
<td>Few???</td>
<td></td>
<td>11/15/2014</td>
<td>x</td>
</tr>
<tr>
<td>*****AAPG records for many series</td>
<td>Pam/LisaN</td>
<td>~200</td>
<td>Report to identify bibs</td>
<td>11/15/2014</td>
<td>x</td>
</tr>
<tr>
<td>*****Morgan &amp; Claypool</td>
<td>Pam</td>
<td>handful</td>
<td></td>
<td>9/30/2014</td>
<td>x</td>
</tr>
<tr>
<td>*****Serial dual records (SPX and unique)</td>
<td>Steve</td>
<td>?</td>
<td></td>
<td>11/30/2014</td>
<td>LG: On hold until January</td>
</tr>
<tr>
<td>Thesis print records with inconsistent holdings/items for microfiche</td>
<td>Christine B./LisaN/Beth</td>
<td></td>
<td>Report by Location (THESFICHE), also COLOROOM and CIRCESK - All should be THESFICHE (with h MICROFICHE) and Per., Loc. - Thesis Microfiche and Item Type - Thesis Fiche</td>
<td>10/31/2014</td>
<td>x</td>
</tr>
</tbody>
</table>
What we didn’t

• Missing item records
• Enum/Chron
• Lost Books
• ACQ
• Reserves were a mess
• We didn’t ask enough questions
Data Load Surprises

• Be prepared for surprises
• “Best migration ever” fantasy (nope!)
• “Technical Migration” status shock
• Importance of first (test) data load
• Alma versus Primo
Primo

- Either you have it already or you don’t
- Either way you pretty much start from scratch
- Document existing Primo thoroughly
- Be prepared for (more) surprises
- Separate data testing and checking required
- You’ll have an ExL Primo migration manager just like your ExL Alma manager
- &showPnx=true
And We’re Live!
On Day One

• Remember your earlier set priorities
  – Make sure what needs to loan can loan (even if for the wrong loan period)
  – Make sure what does not loan will not loan
  – Make sure blocks can be overridden to account for configuration mishaps
  – Elevated Role Permissions; many people need to be able to override for Day 1 that might not usually need to override several months after Go Live (like student workers)

• Any show-stoppers?
Calendar Conniptions

• Be patient grasping the concepts of Hours Management in Alma.

• Hours
  • Set up regular open hours first (i.e. 7:30 – 23:59)
  • Exceptions are the complicated part. If you shorten your operating day you would expect to adjust your days hours like such: 10:00 – 18:00 (wrong!)

• If you have an exception like this then you actually have to add two exceptions for one day to show the CLOSED times that you would normally be open; like this:
  • 7:30-10:00 // 18:00-23:59
TOU Terrors

• Fulfillment (Circulation) bewildering at first
• Implementation Guide says: Simplify
• In practice implementation is complex
• Alma is exception-based workflows rather than exception-driven
• Configuration is a challenge; you will get through it!
Printing in the Cloud

• Say Good-bye to printing as you know it:
  – Receipt Printers are obsolete in Alma

  – Printing is handled as emails.
    • Must have email enabled printers
    • or setup intermediate facilitator to handle printing
      – i.e. Microsoft Outlook or other client with rules

  – One printer per circulation desk requirement
    • Can be issues when multiple workstations are not
      immediately located to shared printer
    • You may have to rethink your current setup and workflows
      to account for the way Alma handles printing
Alma Authentication

• Login authentication via your institutional identity management system.
• This is a good thing! Really!
• But it may prove challenging.
• Alma is role driven. Permissions may need tweaking. Don’t stress.
Desk Dementia

• To compound confusion with roles, you must select The Desk that has the roles for the department that you are working from.
• Minimizing the number of Desks prevents the need to switch, and improves workflows.
• We started out with several Desks, now have basically one Desk.
Reserves Redo

- Started from scratch due to bad data in Voyager
- Lack of best practices and policies/procedures
- Wanted usable and useful data
- Primo scoping issues that may be partly resolved by recent Alma enhancement
- We’re still actively working on this
Choose Your Battles

• Unless you have staff devoted 100% to this, there is very little time built in to the 5-month implementation window for setting up non-critical 3rd-party integrations

• We continue setting ours up, including:
  – Alma – SAP integration (transferring invoices, returning vouchers)
  – Alma – Banner integration (sending holds & fines to Bursar)
  – Alma – ILLiad
  – Alma – Implementation of Shelf-Ready, EOD
Integration Profiles and S/FTP

- End-user authentication
- Patron Loads
- Self Check / Online payment
- EDI orders
- Primo publishing
Admin Certification

• In-depth online training for Alma administrators
  – Mines has three staff who are certified
• 4-weeks:
  – Week 1 – User management (~3 hours videos)
  – Week 2 – Fulfillment (~10+ hours of videos)
  – Week 3 – Resource Management (~6+ hours videos)
  – Week 4 – Review & Exam
• Training occurs near the end of 5-month implementation
• Once certified, staff are allowed access to the full Alma configuration
Last Minute Tweaks and Twists

- Patron loading
- Ongoing record loading
- EDI invoice loading
- Spine label printing
- User accounts
- Notices/letters
- Work orders and their departments
- Requests
- Initial Analytics reports
- Primo tweaks
CSM Priorities Post-Migration

- Certification
- Label Printing
- EDI for Orders
- Approval Plans
- Shelf-Ready
- Course Reserves
- E-Packages management/Activation
- Continued cleanup (technical migration status)
- Work Orders (We didn’t understand them)
Final Thoughts

That's A Wrap!
Lessons

• Cloud environment adjustments
• We Wish: Premium Sandbox
• Managing Monthly Releases
• Printing changes
• Test environment – use it!
• Get “I.T.” other central resources involved ASAP
• Keep a cool head and stay focused
• New levels of cooperation/collaboration
• Discuss and clarify Show-stoppers ongoing
• Set Day One Requirements early on
Ultimately

• Must consider that implementing Alma is almost a “4-in-1” process:
  – ILS system (Alma)
  – Link Resolving (Alma Link Resolver)
  – Discovery Layer (Primo)
  – Knowledgebase (Primo Central Index)

• It is a lot of work, but you are in good hands with your ExL Implementation Team
Rules to live by

• KISS
• Keep Calm And Carry On
• Beware the weeds
• Prioritize (you can’t do it all)
• No migration is perfect
• No data are perfect
• RTFM (& understand what you read)
• Be kind and grateful
Meanwhile...

- Library services continue
- People still have other jobs besides Alma
- Keep your old ILS going
- Other change is inevitably occurring
- Life goes on
The Editor’s Interview with Laura Guy, Alma Migration Project Manager

What is Alma?

In April 2014 the University signed a contract for the Library to migrate to Ex Libris “Alma,” a state-of-the-art, cloud-based Library Management System. Alma is a uniform and consolidated environment that unifies metadata and services management. It helps eliminate wasteful or unnecessarily resource-intensive practices and provides for greater optimization of workflows. Alma frees up staff time to focus on the mission of the campus and offers increased levels of service and assistance to patrons. In addition, Alma’s cutting edge management of e-Resources provides a far more comprehensive access to full-text. Alma’s seamless integration with our discovery platform makes finding the most appropriate materials easier and faster.

What features in Alma are improvements over the previous system?

What other universities/institutions use Alma? Does this help our connectivity within the library world?

Hundreds of academic institutions around the world use Alma. Hundreds more are in the queue to migrate, including the University of Denver. Recently Northwestern, Edinburgh University, the University of Connecticut, the University of Wisconsin System and Oklahoma State went live on Alma. Alma provides a robust resource sharing functionality that is available...
10 Months In

• Expert Optimization Service
• Rethink workflows
• Work Orders Do-over
• New Services
• Automation, shelf-ready, maybe DDA
• Labels
• Course Reserves problems
• And we are still configuring
Thank you!

- lguy@mines.edu
- Repository URL