

Our first visit was on April 22, 2013 at the Standley Lake Library. It is one of 10 libraries in the Jefferson County Public Library System (JeffCo) which is located in the Denver, CO area. We met with Kathy Halloran and Cynthia Wilson. Kathy works in Information Technology and Cynthia works in Acquisitions. Jefferson County is having severe budget problems and was getting ready to implement a new service model within the next few weeks or months.

JeffCo's ILS system is developed by Innovative Interfaces (iii) out of Emeryville, CA. They are a development partner with iii which means they get the software long before the bugs are out of it. They are what you call an "alpha" tester rather than a "beta" tester. This does not mean they "go live" with the alpha product but they do go live before most other libraries. They have been "live" on Sierra, the latest iii product since June, 2012.

Users group is very active and iii offers an annual conference.

One of the questions we asked them was if staff and/or customers could see the marc record in their catalog. They said that the marc record is not available in Encore, their newest catalog but it is still available in the "classic" catalog. They still run both catalogs as they have not been able to wean customers from some of the features in the classic catalog. Whatever system MLS chooses, we do not plan to offer an "old" catalog and a "new" catalog.

iii started as an ordering system so that is a pretty strong portion of the system.

Selection decision is made by selectors; Cart from vendor (B&T, Ingram, Midwest, etc.) is created; Brief order record from vendor cart downloaded via OneClick or hand-keyed by Ordering staff. Electronic orders sent to most vendors. Confirmation emails returned. Shipment arrives with packing list and paper invoice. Shipment verified against packing slip. Electronic invoice received online. Shipment approved against electronic invoice. Invoice sent to Business office for payment.

JeffCo is part of the county operations so they do not pay their own invoices. They use a product called "Output Vouchers" which is a product of Innovative and works seamlessly with certain campus Business Software. A specific vendor that they mentioned was "Banner." Banner is currently owned and developed by Ellucian and is developed for a student or campus environment.

The county uses JPEdwards software for their accounting. JP Edwards was a company started in Denver that had a friendly merger with PeopleSoft. PeopleSoft was then acquired by Oracle in a hostile takeover merger but Oracle decided to keep the JPEdwards name on certain versions of the software.

JeffCo has four FTE MLS catalogers, 1.5 FTE paraprofessionals and two database maintenance staff that maintain the cataloging database. They outsource much of their processing but have a lead processor and 3 or 4 hourly processing staff. Their materials budget is \$3.2 million and they have about 215 employees. They are having significant cutbacks due to funding.

At this time, all materials receive some level of cataloging. They attempt to do full cataloging on everything. A few categories receive minimal cataloging. They do not have uncataloged material such

as mass market paperbacks. There is an on-the-fly function available in the system (designed to create a brief record of some sort for un-cataloged material), but they do not use it.

They use dumb barcodes which are sent to the vendors for pre-processing new materials prior to shipment. The system does allow for generation of barcodes at the point of receiving or as items are added, but they have not used this function.

Select websites are listed in the catalog. They no longer actively catalog websites. They do load records for websites that come from the State Publications Library.

For subscription databases, a record for the database as a whole is listed in the catalog with a link in the 856 to the database. Certain databases have individual records reflecting the content of the database (OneClick Digital).

They receive emedia records from Overdrive, OneClick Digital, 3M cloud library, etc. Records are loaded as a batch into the catalog. There is also a module called Media Manager that allows for embedding images or sound/video files in the MARC record.

Cataloging staff can download records from WorldCat by batch or record by record.

A product called InnView allows for searching the LC authority files and easily downloading authority records and directing the authorities into the correct index. There is also an automated authority control program that updates headings in the catalog overnight. There is a headings report function that can be used to identify blind references, first time use, duplicate authorities, etc. Authority control includes global change authority

All author, subject, genre and title indexes allow for cross references.

Cataloging system tracks a created date and the date of the last update for a record. It is possible to track which staff member entered/updated a record for the last five updates.

Materials show up in the catalog at the point of downloading or keying a brief bibliographic record into the database at the point of ordering. Patrons may begin placing holds as soon as the record is loaded.

Some materials are ordered priority when demand can be anticipated. If demand builds after the item has been ordered (holds build), the item is prioritized at the point of receiving. The holds are at the bibliographic level. Once the item is cataloged and processed, the hold is attached to the item record at the point of check-in. Items are routed to appropriate agency from their service center.

Staff at JeffCo told us that holds (reserves) can be placed at the item or bib level and that this choice is under local control, not the control of the vendor.

They did say that iii has a customer suggestions module called "Recommend." However, they do not feel that it works very well so they do not use it. They have to manually place the first hold for a suggested title. They send customers an email that goes to all other customers telling them that they can now place a reserve. There is no true link for the customer for recommending titles.

JeffCo floats almost all of their collections and iii has a floating collection module. System looks at where an item is checked in and based on established parameters decides if it should stay or be sent to another location (collection balancing). Since they use floating collections, their budget is only divided by format, audience and collection area, not by location. This is because the materials won't necessarily stay at the loaning location anyway. They still maintain an owning location with a pocket location but they've stopped doing that labeling. It seems to work pretty well. There are mechanisms that help self balance the distribution and these are under local system level control, not at iii.

They are changing their weeding procedures due to change to floating collection; reports available from "Decision Center" function of ILS can provide information on circulation, turns, etc. They can obtain a list of items received and waiting to be cataloged that have holds waiting. They have a ratio for reserves/holdings but it doesn't work very well. It doesn't track as well as they'd like. They are going to start using the Decision Center, which is not quite out of development mode and they really like it so far. It provides collection maintenance reports. According to Innovative's website, Decision Center isn't fully released (will be shipping in June) but they should be demonstrating it at ALA this summer.

JeffCo's system also uses a 3<sup>rd</sup> party product for their holds (reserves). It is called JasperSoft. I am not really sure how this works and will be requesting more information because I think they may just use it for reporting as that's what it appears this product does when it is researched.

They said that Innovative used to do development just to get a new customer as part of the purchase. However, since they have been purchased by an equity partner, they do not know if they still do this kind of development. However, they said to **be sure and put EVERYTHING you want in the RFP.** You can always negotiate down but it's nearly impossible to negotiate up.

The Sierra deployment has spread iii pretty thin so it's hard for them to know if there are noticeable changes due to the ownership. Jefferson County has had a long-standing relationship and that works pretty well. If you're down and not functioning you get very good service.

Innovative has been doing one large update per year to their software. They also said that there is direct SQL access to large amounts of the tables. There is a "light" circulation client coming that will be web-based only but it will only contain bare circulation functions. The current interface is a Java client interface. Sierra holds tremendous amount of promise greatly due to the open architecture.

For Jefferson County to change ILS vendors they estimate it would cost them \$2.5 million.

iii's promise to be better with 3rd party integration so for example, Right now they don't have a print reservation system but they may in the future

JeffCo allows customer initiated ILLs and Innovative does have an ILL separate module. It works similar to the Holds component. Customers make a request themselves, then the ILL staff process it. This module hasn't been updated in ages; it's not a high priority for iii. A question comes up asking them if they've looked in the Catalog or InnReach (an ILL product developed by Innovative). Once the request is entered, it goes to "pending" and the ILL staff checks the request before sending it on to an outside

library. They said there are some limitations because fields are set up by the “old” OCLC system. Items can circulate through regular process; item number is attached but it is a virtual item that disappears when checked in.

Can only accept credit cards on Express for payment.

JeffCo hosts their ILS on their own servers. A term you may see a lot in the future is “Saas” which stands for Software as a Service. This means that the company hosts the software completely and you just access it through the “cloud” or the Internet. Sierra is just such a product; you can buy your own hardware and host it yourselves or you can just use it as SaaS. While there are benefits to SaaS, you have to make sure you have communications lines to support it and that the person that is provide the software also has the resources to support it without affecting your response time at your peak times of business. At this time, MLS plans to host whatever system we purchase ourselves as we are much more comfortable with the robustness and reliability of our own network.

We did find out the Innovative did initially tell JeffCo that one server was enough to host both their application server and their database server. When they started using it, it was not. So, we know in advance that we will want separate servers to run the applications and the database. Innovative does have a “cloud” backup with Sierra. This means that they will back up your system and data through the cloud for you. We do like this idea as it does help provide us with Disaster Recovery (DR) in the event of a disaster because our information is both backed up and stored offsite so that you will have your data even if your building is totally destroyed.

JeffCo uses Syndetics Solutions for the enhanced content in their catalog which is the same thing we use now for cover images, summaries of content, etc. There are several companies that provide this service now so that is another decision we will have to make as the ILS vendor doesn’t actually provide this information in the catalog. You can subscribe to one of the services through them or continue the subscription you already have and they will help you integrate it into the catalog.

JeffCo also allows for customer self-registration. They have separate forms for students and adults. Once again, this is a separate product for them, not part of their ILS System although I believe Innovative does offer it as part of their system. JeffCo requires the customer to come in and verify their address within three weeks or their card will be deleted from the system. They allow the customer to place reserves and I believe they allow them to use eMaterials since they are returned automatically.

JeffCo does use the Spanish version of iii’s catalog. They said they do experience problems with the diacritics. They also said they will be using Encore mobile which is a mobile version of the newest catalog that has been developed by Innovative.

They did say that even though Innovative has been purchased by equity partners rather than being privately owned, their individual interactions are still fine. They have experienced some slowness in response lately but they believe that is because Innovative is very busy moving as many customers as possible to Sierra and do not have enough staff to handle the workload.

Two other technical items are that to be able to use SIP2 to communicate with things such as our sorters, etc., we will need to purchase SIP2 licenses from Innovative and their requirement is one SIP2 license per connection. You also can make your own self-checks work with their software at some level but there will need to be some development done using their PatronStatus API.