

## ODIN SERVICES SUMMARY August 23, 2011

### Library Management System Software

- ALEPH 500 Library Management System, (vendor Ex Libris Ltd.)
  - Cataloging
  - On-line Public Catalog ("Classic" original ALEPH 500 interface)
  - On-line Public Catalog UFind ("Discovery" new interface)\*
  - Interlibrary Loan
  - Circulation.
  - Serials Control
  - Acquisitions and Fund Management
  - Vendor Reports
  - Custom Reports \*\*
  
- Access control to North Dakota On-line Library Resources \*\*\*
  - Access within the library to licensed databases without login.
  - User access from home to licensed database using library barcode.
  - EZproxy access option.
  
- ODIN web site to provide support documents and help for library staff
  - Provides library specific links for librarians.
  - Provides database links specific to library or library user.
  
- Training and documentation:
  - ODIN staff provides initial training for your library staff.
  - ODIN staff provides ongoing refresher training, as needed training, on-line recorded training sessions specific to the ODIN configuration.
  - Access to all vendor documentation by way of the vendor's documentation portal. (Documents that contain proprietary information restricted to ODIN library staff with a valid username and password.)
  - Access to all ODIN created documentation on the ODIN web site.
  - Access to documentation that is shared by other ODIN libraries. It can be helpful to see the work processes used by other ODIN libraries.
  
- 24 x 7 operation of the system. (There is some time reserved for scheduled system maintenance if needed).
  - The public catalog is available even when the library is closed.

- Many licensed databases are also available. Access to these is managed by ODIN. Your library users can use their own library barcode and password to access these materials 24x7.
  - The ODIN web site; <http://www.odin.nodak.edu> provides a portal to your libraries available resources. The web site recognizes your library users barcode as belonging to your library and presents material appropriately. Authorized librarians at your site can post news that is presented to your patrons.
  - A new interface has been added to the ODIN library system (in the summer of 2009) bringing a fresh and modern look to the public catalog. Public library users in particular will probably find this new interface user friendly. See the new interface at: <http://ufind.odin.nodak.edu/> or search it from our web site. (The original public interface continues to be available.) You can put a link on your library web site linking directly to your ODIN library catalog.
  - A problem tracking system (called Remedy) for your librarians to report issues. This system reports problems to the ODIN staff and is recorded in a database so that it does not get 'lost' in a blizzard of email. ODIN staff work with your library on problems and record solutions in the database when the problem is resolved.
  - System upgrades are done by ODIN staff. The ALEPH library management system software is regularly improved by Ex Libris. ODIN installs ongoing fixes and improvements to the system. At approximately an annual frequency ODIN staff make major 'version' upgrades to the library system software. This assures you that the software will remain up-to-date.
- Hardware and software maintenance.
    - ODIN maintains both Test and Production servers for the ALEPH system. These are large high performance computers sized to sustain the operation of many ODIN libraries.
    - ODIN regularly renews the hardware that is the foundation of its services. This has been done without any additional costs to the ODIN libraries. This 'refresh' is built into ongoing annual costs.
    - Hardware categories are: servers for both production and test systems, disk, backup tape robots and networking infrastructure.
    - Computing facilities are provided by UND.
    - ODIN maintains web servers to provide communication and documentation for ODIN libraries.
- Backup and Recovery; ODIN shares computer center facilities at the University of North Dakota with both NDUS and UND.
    - Shared power backup and power generator infrastructure provides for non-stop operations.
    - ODIN is supported by NDUS and UND professional staff who provide expertise for non-stop backups and for any recovery from those backups should they be required.
    - ODIN shares a large "disk farm" with NDUS and UND allowing ODIN to use technically superior hardware and software at a lower cost.
    - ODIN benefits from the hardware expertise at the UND computer center when cooperating in shared hardware configurations like disk and backup facilities.

- Personnel to support your library staff and the operation of your library.
  - Configuration assistance.
  - Training; both initial and ongoing.
  - Training materials as online video tutorials for viewing when you need it. \*\*\*\*
  - Problem resolution. ODIN staff will assist you with the resolution of day-to-day problems that may not be familiar to your librarians.
  - ODIN staff is familiar with library operations and consult with you regarding setup of circulation policies. They also will assist in making changes in existing policies or other issues related to managing your library and other issues that may arise.
  - ODIN staff maintains web services for your librarians and for your users. This includes the Public Catalog and the web site that provides a portal for your public users and support information for your librarians.
  - ODIN staff has expertise in the background operations that your library requires to function. Keeping background indexing jobs running, setting up and monitoring batch jobs such as courtesy overdue and overdue letter creation, monitoring the logs generated by everyday operations and using them to solve problems as needed.
  - Administration of library support operations.

New services planned:

- Active Directory login (for NDUS library users).
- Text message (SMS) delivery of library notices such overdue book or requested book is available.
- Mobile Device access is being developed and tested as of August 2011.



- \* UFind public catalog interface: Available for use by libraries December 4, 2009.
- \*\* Custom Reporting: Significant additions to reporting done by ODIN staff. (2006)
  
- \*\*\* Authgate upgrade: Access control to databases was significantly updated to provide dynamic links to database titles belonging to the user's library. (2009)
- \*\*\*\* Drupal based web site: ODIN web site using Content Management System. Provides delivery of ODIN support information to libraries tailored to their campus/library. (2009)
- \*\*\*\* Video training sessions for staff are on the ODIN web site. Video training sessions for library users are on the ODIN web site. (2010)
- \*\*\*\*\* EZproxy as option for NDUS libraries (2010)