



IGeLU Conference 2014

Alma, “the Cloud” and the Evolution of the Library Systems Department

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Agenda

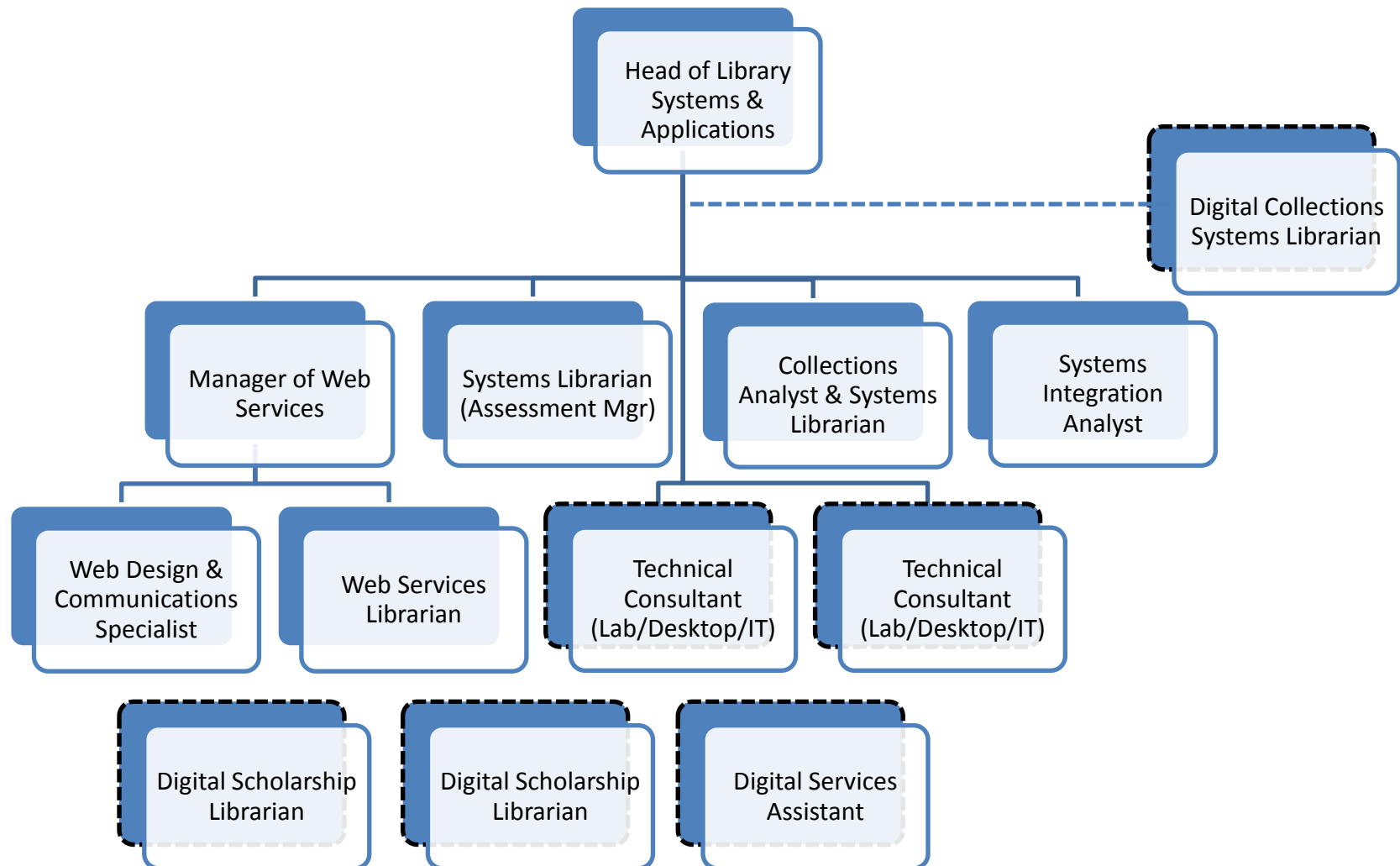
- Background:
 - About Boston College
 - BC University Libraries' Systems Department
- The BC Systems Timeline
- The BC “System of Systems”
- Changing Work from 1999 – 2014
- Distribution of Technical Responsibilities
- The “Clouds”
- Q&A

About Boston College

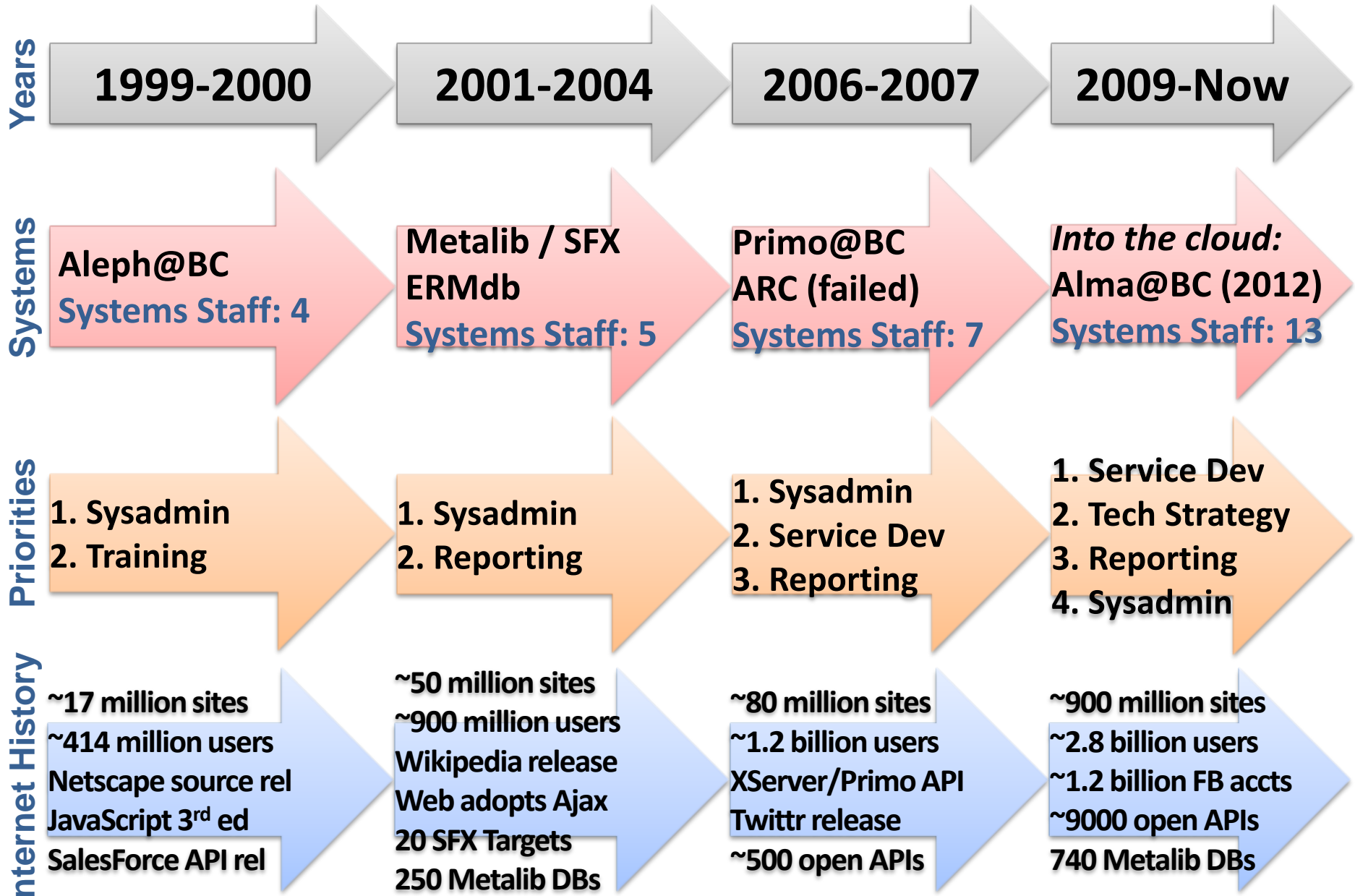
- Private, Jesuit Catholic University
- Chestnut Hill, Massachusetts
- 9,500 Undergraduates
- 4,500 Graduate/Professional
- 900 Faculty
- 8 Libraries; 3 million volumes; 740 online databases
- ARL Library
- Carnegie Classification: Comprehensive Doctoral/Research Institution with High Research Activity

The BC University Libraries' Systems Dept.

- 13 Staff Members (10 Professional; 3 Info Tech)

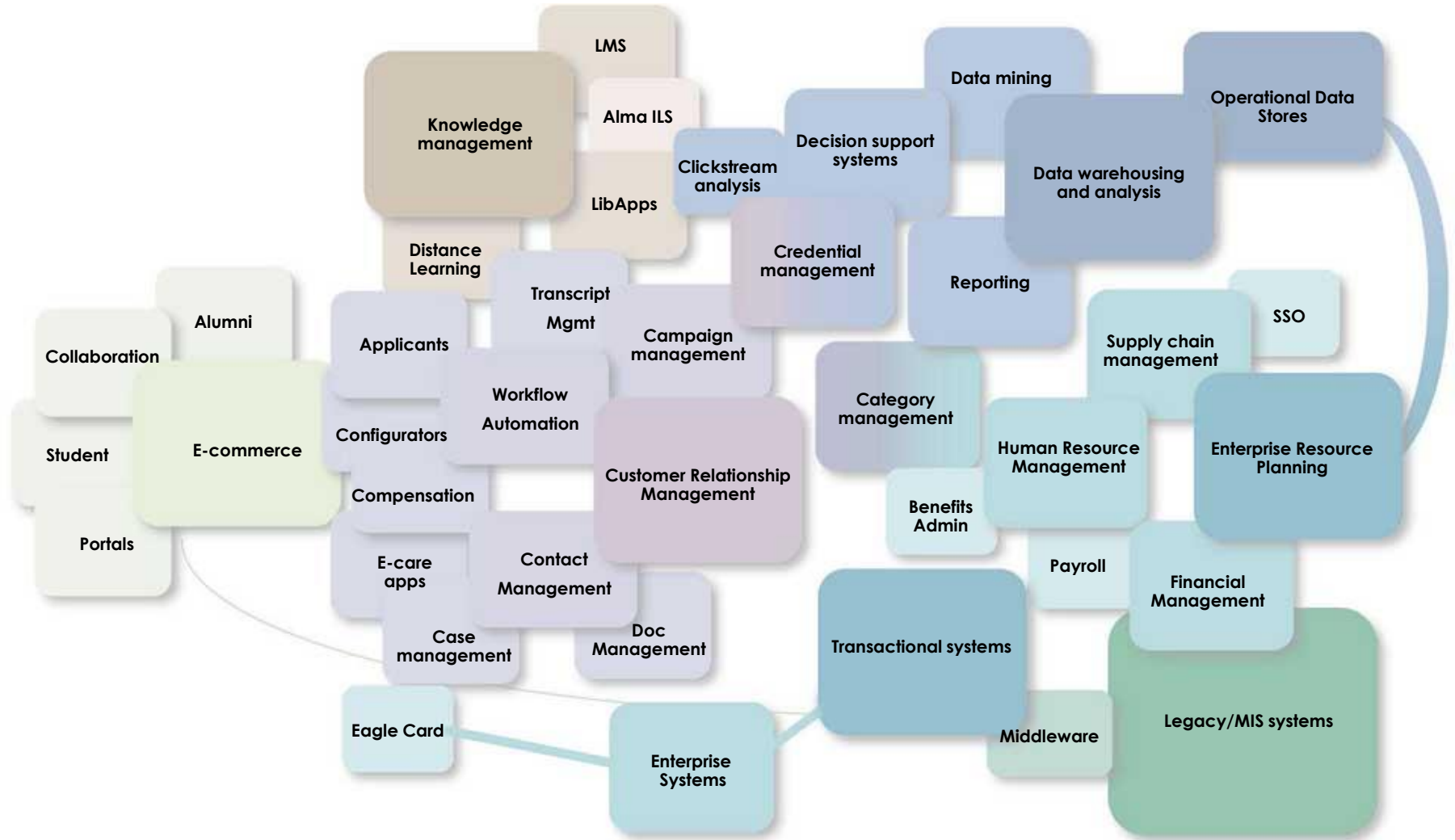


Boston College Library Systems Timeline



We Have Become a System of Systems

Over time BC moved from a mainframe-based administrative system (which included the ILS) to a massively complex system of systems. Effectively developing and implementing new online library services in this environment requires extensive collaboration.



Changing Work from 1999 – 2014

We went from focusing on...

- Aleph Support
 - Table Changes for Aleph/OPAC
 - ILS Service Packs / Hotfixes
 - Bib Data Indexing
 - Client Updates / Support
 - Troubleshooting
- Oracle Database Admin
- OPAC Customization
- Building Aleph SQL Reports
- Extracting Data for External Systems (Financial / OCLC / ILL, etc...)
- KB Updates / Maintenance
- Building and supporting ERMdb
- Building Library Web Site and Tools for End Users
- Talking about new technologies

To focusing on...

- Using data to power new dynamic, public-facing services
- Building reusable public (and staff) services using APIs and enterprise data
- Developing assessment tools
- Data access / data mining
- Tracking and responding to patron behavior
- Building library service integration tools for LMS and University systems
- Issue tracking / troubleshooting
- Alma / Primo configuration
- Collaboration on faculty and university projects
- Service level agreements. Cloud technologies.

Distribution of Responsibilities

Library Systems

*** Technology strategy ***

Assessment / reporting

App / interface / service dev

Sysconfig / troubleshooting

Integration / research projects

Online Library Services

BC ITS

Application infrastructure

Local cloud

Database admin

Backup / monitoring

Ex Libris & Others

App hosting

Upgrades / patches

Sysconfig / troubleshooting

Database admin

Backup / monitoring

“Cloud” vs. Local Applications @ BC Libraries

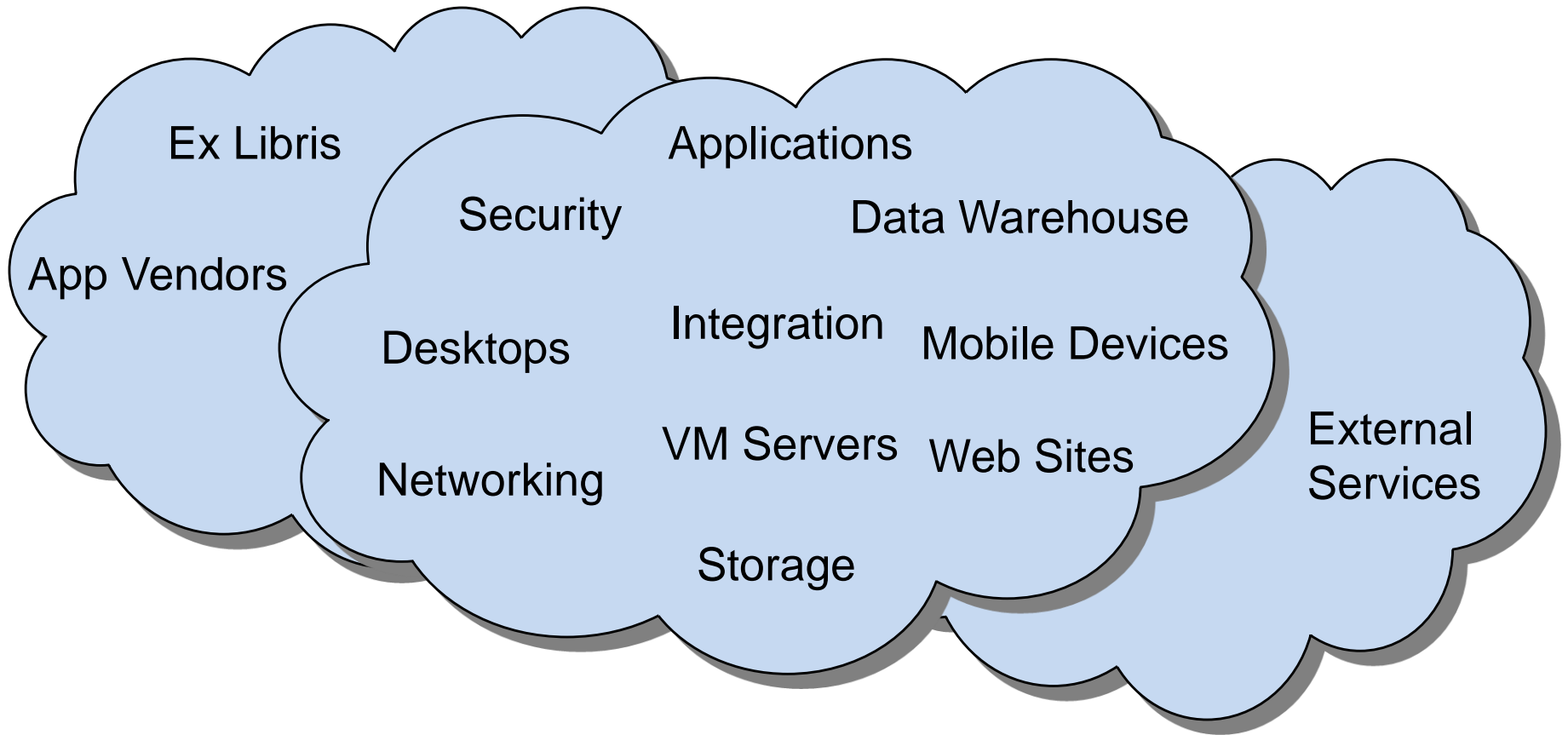
Cloud Applications

- Alma / UResolver
- Primo
- LibApps CMS (*In Development*)
- LibGuides
- Canvas LMS
- WorldCat Services
- Digital Measures (Faculty Activity)

Local Applications

- Metalib Federated DB Search
- Digitool
- LOCKSS (*Public Network*)
- MetaArchive LOCKSS (Private)
- Ultra: Born Digital Archiving Server
- **Local BC Cloud (Virtual Servers)**
 - EZProxy (*Prod & Test*)
 - Islandora Institutional Repository
 - ILLiad Interlibrary Loan
 - Confluence (*Wiki & Jira*)
 - Archivists Toolkit
 - Archives Space
 - OJS: BC Online Journals
 - 15 Web Application / Indexing & Reporting VMs

Many Clouds?



So the “clouds” help ...but there are risks

- **Security ceded to cloud provider**
 - Confidential data (how are they securing?)
 - Access control / authorization
 - Multitenancy and segregation of data
 - Software / VM exploits
- **Availability of software & services / Unplanned downtime**
 - What is vendor’s redundancy plan? Do they allow audits?
 - Can you ensure continuity of service when there is a problem?
- **Loss of control over your data & physical tech infrastructure**
 - Legal jurisdiction, local laws may influence access & security
- **Do you have access to backups / mirrored data?**
- **Ownership of your data (are you *sure* you own it?)**
- **Can you access your data in ways that match your needs?**
 - Can you get all of your data out when/how you need?
 - What if the vendor goes out of business?
- **Interoperability: How good is the API? Is it well-documented?**
- **Lock-in to service**
 - Can you move app if vendor makes changes you do not like?



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Questions / Discussion?

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