Better together

Joining hands to improve library services

:Human cooperation at ICC
New normal in old practices

Naomi Galor, Reichman University

IGELU Conference, Cardiff, 2022

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Better together

WHO?

WHAT?

HOW?

What next?

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- Who am I?

- Reichman University (RU)

- ICC – Israeli College Consortium

WHO?

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Who am I?

- **My name is Naomi Galor**

- **Librarian since 1994. Cataloger, reference librarian, library systems coordinator at RU (IDC, Herzliya), since 1998.**

- **Member of the steering committee of the Israeli College Consortium since 2004**

- **Member of the 1st steering committee of the Israeli Ex-libris user group (MELI) during 2004-7 and again this year.**

- **Member of the Israeli Alma working group, member of the general Alma UX working group.**

- **Happily married to Yair, and have 3 lovely sons**

- **Hiker, singer in a choir, peace activist.**

Harmony, equality, sharing, and cooperation

are my values in life.

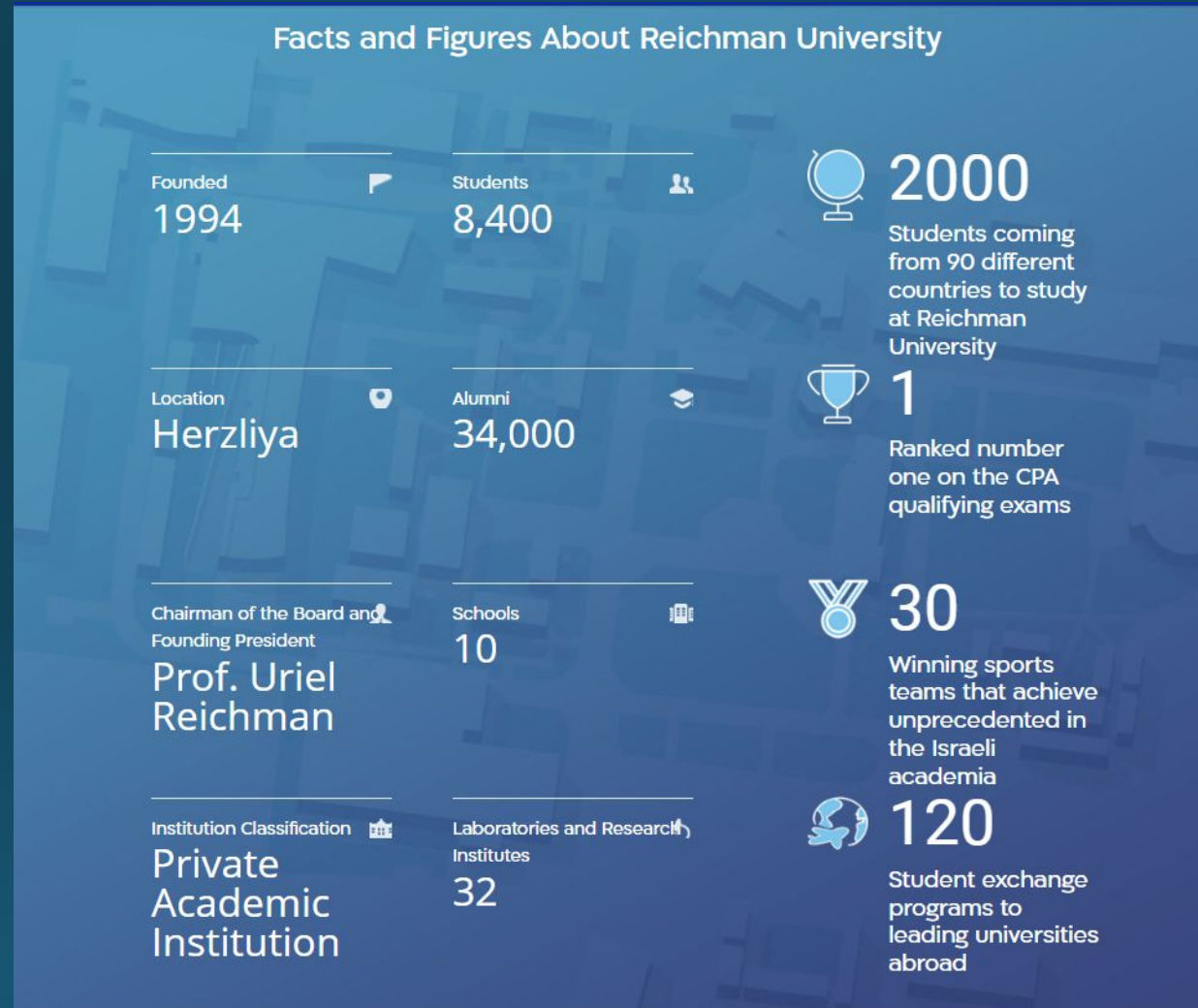**Reichman University** The Marc Rich Library

Reichman University

- **1994** - Founded by Professor Uriel Reichman under name: The Interdisciplinary Center, as the first private academic institution in Israel.

- **2021** - Became University and changed the name to Reichman University.

- 10 schools of various disciplines, dozens of programs, undergraduate and advanced degrees, many research institutes.

Main goal: Academic study with practical, hands-on training

Main vision: Leadership and social responsibility

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Reichman University : Facts and Figures

Facts and Figures About Reichman University

Founded
1994

Students
8,400

Location
Herzliya

Alumni
34,000

Chairman of the Board and Founding President
Prof. Uriel Reichman

Schools
10

Institution Classification
Private Academic Institution

Laboratories and Research Institutes
32

2000
Students coming from 90 different countries to study at Reichman University

1
Ranked number one on the CPA qualifying exams

30
Winning sports teams that achieve unprecedented in the Israeli academia

120
Student exchange programs to leading universities abroad

ICC

- **2004** - Israeli College Consortium, a group of 48 different libraries in Israel, was founded.

- **2005** - ICC implemented Aleph in the unique model of SAS Software as a System + Outsourced Solution

- **2012** – Started implementing Primo

- **2016** – Alma early adaptors

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ICC Today

45 members:

Different types of institutions:

- Size, disciplines, degrees, languages

Various EXL products:

- 19 Alma (7 in process), 35 Primo, 25 Aleph, 5 leganto

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- What is the "library new normal"?

- What is my focal point?

WHAT?

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?What is the new Normal in Libraries

Recent key points of change:

Content

Services

Digital

Environment

Management

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Human cooperation in a digital world

My focal point:

Old practices of continuing cooperation between libraries:

The Israeli College Consortium (ICC)

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Libraries and Cooperation

COOPERATING WITH THEIR COMMUNITIES, THEIR CUSTOMERS

COOPERATING WITH OTHER DEPARTMENTS WITHIN THEIR INSTITUTIONS

COOPERATING WITH ONE ANOTHER

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- ICC course of action and services

- Joint projects

- Cooperating with MELI

Case studies:

  - Alma implementation
  - Corona times
  - Languages

HOW?

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ICC Course of action

- **Managed and coordinated by**:
  - Doron Zemer, Mateor consulting company
  - Olga Merzin, Library director of The Max Stern Yezreel Valley College) and Head of ICC steering Committee
  - Committee of delegates from ICC libraries

- **Voluntary membership**

- **Regular bimonthly meetings**

- **Joint seminars and training sessions**

- **Ad-hoc committees for different decisions**

ICC services and benefits

- **Economy of Scale**

- **Representation of ICC members**

- Ongoing service review

- Handling service exceptions

- Managing Consortium resource pools

- Providing ongoing technical, IT expertise and Project management services

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Joint projects

- **Joint projects of migration to Alma**

- **Joint project of integrating Alma with SIS**

- **Joint projects for Hebrew and Arabic issues**

- **Joint data analysis/audit of Aleph**

- **Free ILL/RS between ICC members**

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Alma Implementation in ICC - Timeline

2018

2

2017

2022

4

In process

2023

3

Planned

4

Pioneer institutions: group implementation

3

Separately

2019

4

Change in implementation plan

2021

1

2020

2

Brave libraries: implementation during covid

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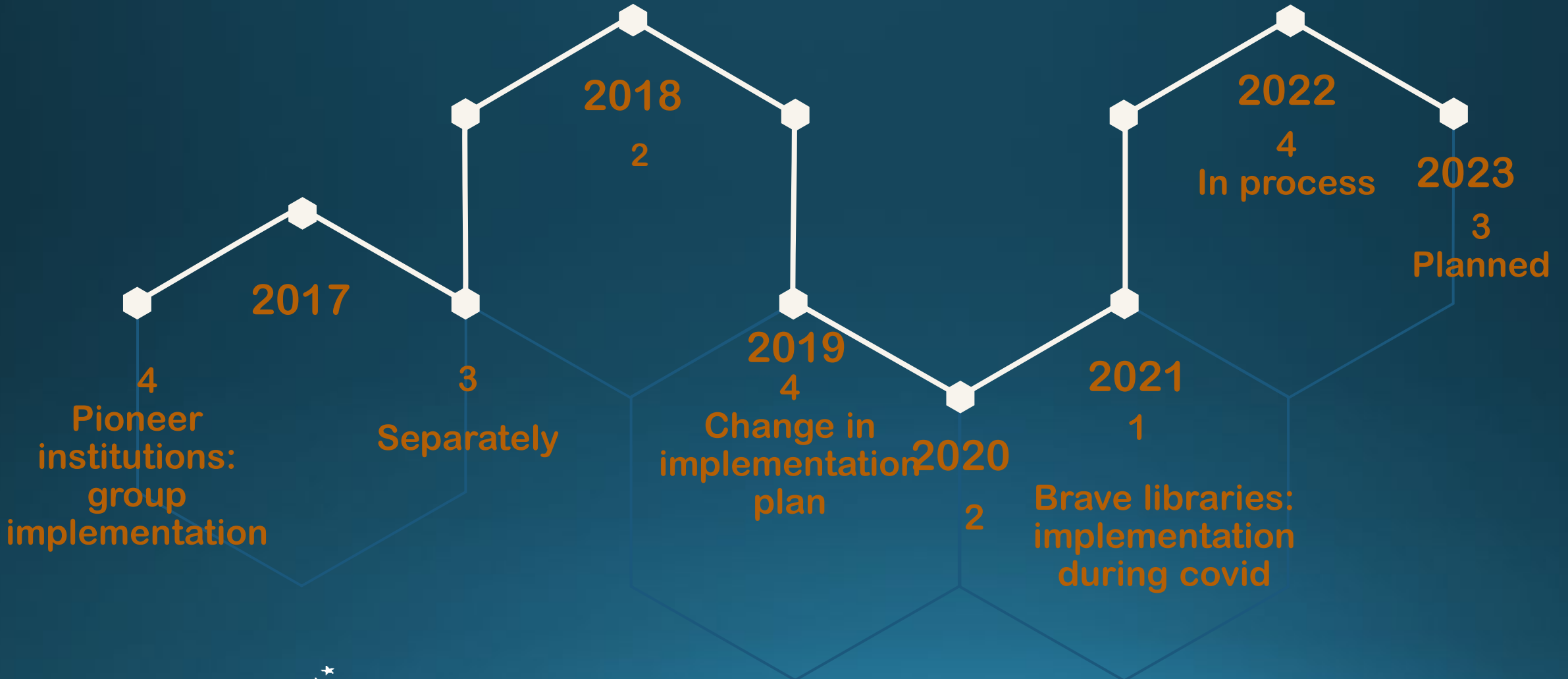
Alma implementation as a case study
Facts and Figures

2016 ALMA Early Adaptors ("pioneers")

- The Interdisciplinary Center, Herzliya (Reichman University)
- The Max Stern Yezreel Valley College
- Oranim College of Education
- Shenkar - Engineering. Design. Art

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Alma implementation: Problems and rays of hope

Prior to the implementation

- **Lack of qualified human resources**

- **Lack of understanding how to prepare the data and the differences between Aleph and Alma workflows**

- **Bad communication re the integrations with other systems: between the IT dept, libraries, providers.**

- **No documentation in Hebrew**

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Alma implementation: Problems and rays of hope

During the implementation

- **Communication problems with Exlibris teams**

- **Coordination issues with IT dept.**

- **Different size, needs and resources of the libraries in the group**

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Alma implementation: Problems and rays of hope

After the implementation

- Quick move from implementation to support

- Unfinished issues

- Problems with integration with other systems – mainly SIS. Systems (Rashim, Beit Hashita)

- Abandoned workflows

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Alma implementation: Rays of hope

- Cooperative and helpful implementation team

- Help and support from ICC managerial team

- Acquaintance and friendship

- Physical distance

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Alma implementation: Insights and course of action

Insights

- **Cooperate and support each other**

- **Help the next groups of libraries in the migration process**

- **Need to change implementation program**
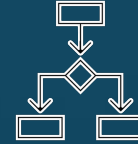
Course of action

- **Meetings with EXL representatives**

- **Experienced librarians help others:**
  phone calls, emails and personal guidance
  Creating an Aleph - Alma dictionary

- **Change of Alma implementation process**

- **Thinking of other alternatives**

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Cooperating during Covid time

The general situation:

fear, uncertainty, changes of policies online instruction.

Solution in all the world:

Cooperation in the race for vaccination

In the Academic world:

Cooperation between libraries, departments, vendors

seat zoom
lockout students
fear number of students
change of policy
uncertainty covid
online class
faculty
course
online instructions
library

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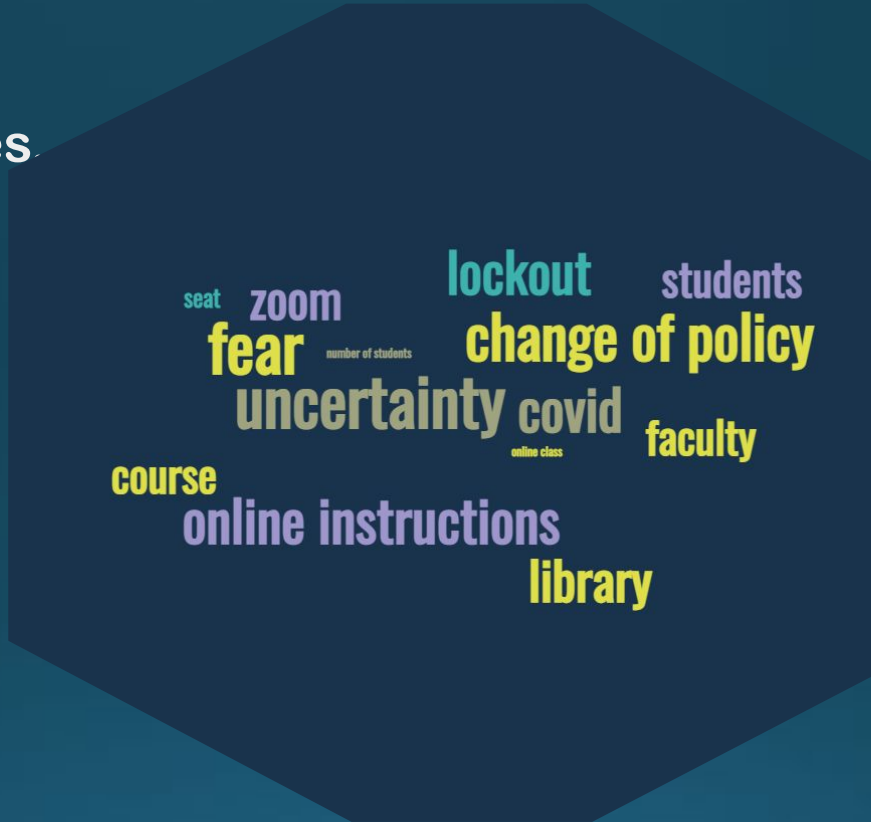
Situation in ICC libraries

Differences of human and digital resources between ICC members:

- Personnel
- LMS
- E-resources
- Digital tools
- Management

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Solutions at ICC

- **Support groups of ICC members**

- **Support group of library managers forum**

- **Sharing ideas:**
  - **library policies in times of corona**
  - **Tips on technical solutions for online instruction and reference services**

- **Sharing materials**
  - **Scanning articles**
  - **Free RS between colleges and Universities**

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Cooperation with MELI

MELI membership and working groups

ICC members benefits

- **Training sessions and conferences: Face to face and online**

- **MELI Cooperation with Exlibris, NLI (**National Library of Israel**), MALMAD, (**The Inter-University Center for Digital Information Services**)**

Cooperation re language issues: Hebrew and Arabic

The situation:

- Languages issues in Users' and patrons' interfaces (Alma, Primo): translations, directionality, etc.

- Problems in data retrieval (Primo, CDI)

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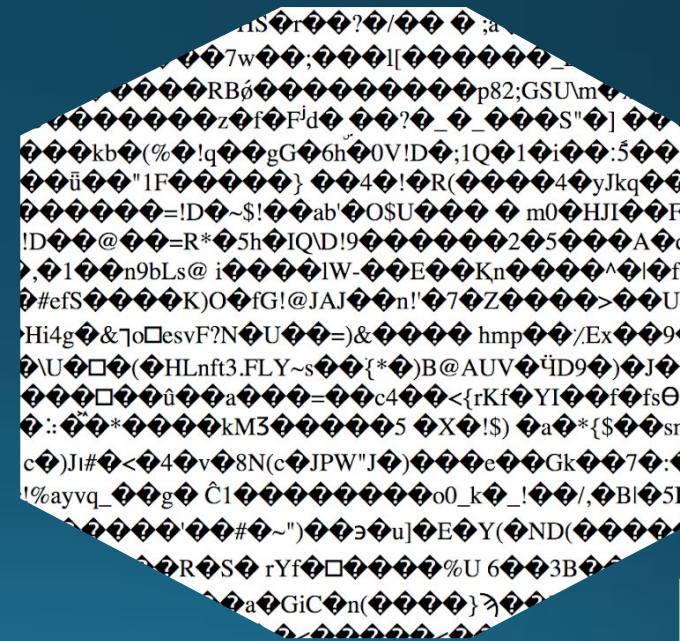
Cooperation re language issues: Hebrew and Arabic

ICC involvement in finding solutions:
(**Through MELI PWG, ICC meetings and independent initiatives)**

- Opening of cases and collection of examples

- Participation in interface check ups and solutions tests

- Participation in special translation projects

- Alma Arabic interface, Primo terms in Arabic

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Cooperation re languages issues: Hebrew and Arabic

Initiations of new projects

- **Translation of Hebrew articles to Arabic**

- **Building a collection of articles from Academic journals in Arabic**

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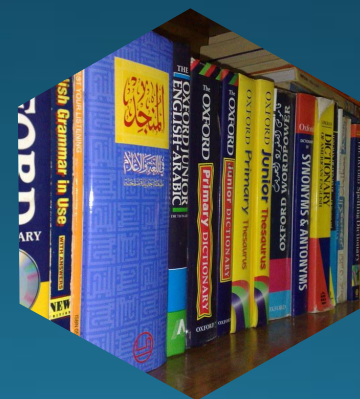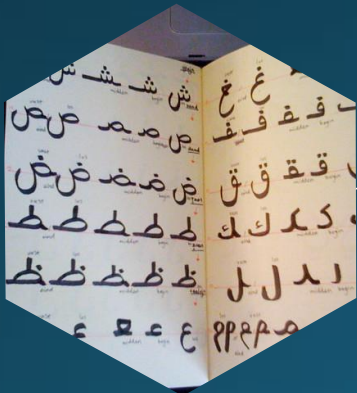
The Future of ICC cooperation

What next?

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The Future of ICC cooperation

- Continue helping each other and sharing ideas

- More cooperation with university libraries

- More cooperation with MELI working groups and initiatives

- Encourage more ICC librarians to participate and get involved in MELI and IGELU WG.

- Risk of splitting ICC to EXL and non-EXL users

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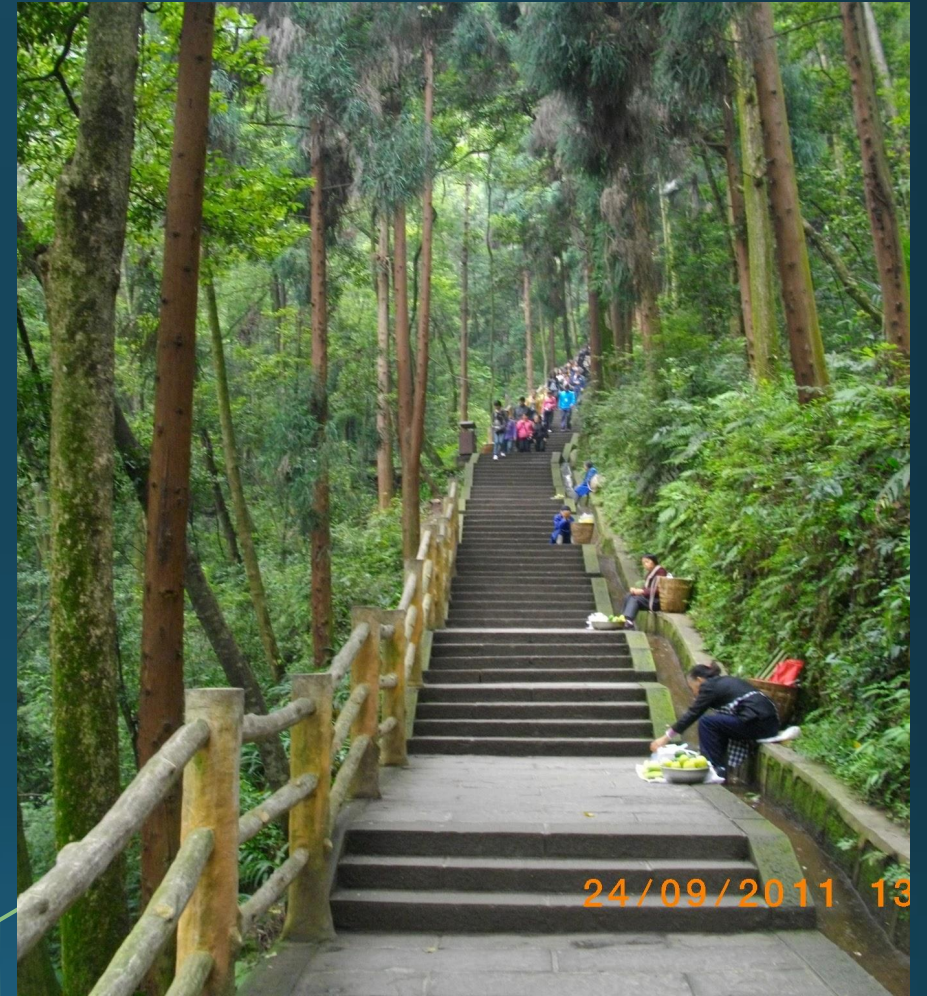
Thanks

I wouldn't have been able to give this lecture without the
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- My Library team at Reichman University, and especially, Miri Apel, Library director my colleagues Zohar Fort, Rina Saper and Hadas Meiri

- Lynne Porat. Head of MELI steering Committee

- Olga Merzin, Library director of The Max Stern Yezreel Valley College) and Head ICC steering Committee

- Rachel Zeitun, Director of Talpiot College library, and coordinator of the Colleges directors Forum

- Doron Zemer, Mateor consulting company

- Nina Keren David, Exlibris

- Orna Shahaf, library director Kibbuzim College of Education, Samira Mahamid, library director, Western Galilee Academic College, Amal Abd El Rachman, David Yellin Academic College of Education, Dr. Shereen Masarwe, Al Qasemi College, Ruth Assiskovitz, Library director deputy, Sapir College

- Yair Galor, my life partner

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I wish more cooperation will exist in other areas of our life, between various social, ethnic, religious or political groups and between countries 🙏