Proposal: 6 + 2 Model for SLC ALMA Support

Slide 1: A very brief overview of SUNY Library support
Past support for ALEPH came from OLIS at no costs to the campuses
OLIS is moving to a more distributed model of support/OLIS is no longer structured to provide
full support to a library system
SLC will be providing transitional and ongoing ALMA / PRIMO support

Slide 2: Anticipated level of ALMA support needed
Prior to the Vanguard migration it had been anticipated that a 3+1 model would be sufficient
for the migration from ALEPH to ALMA, then for support over the next 3-5 years
The initial team has done an exemplary job of facilitating this transition
In addition to the 3+1 team, the ALEPH working group has assessed the state of need
throughout the SUNY system
Suffice it to say, we do not have the capacity within the SLC team to provide the level of service
necessary to allow the majority of campuses to be successful in the integration of ALMA into
their workflows

Slide 3: Proposed 6+2 model
This is the model that was close to being endorsed at the Spring 2018 meeting
The anticipated positions in this support model are as follows

Slide 4: 6+2 support positions

Slide 5: Shared LSP Director
- Coordinates management of shared LSP. Liaises with LSP Advisory Board and SLC Board,
  and coordinates activities among Working Groups, institutional libraries, support staff,
  and vendors
- Coordinates support and training activities related to shared LSP.
- Supervises LSP Support Specialists, ERM Program Manager, Discovery Program
  Manager, Resource Sharing Program Manager, Network Zone Coordinator, and
  Metadata Services and Resources Manager.
- Provides project management and planning support for Initiatives sponsored by SLC
  Executive Director and SLC Board
- Identifies areas where additional central support is advantageous, and develop Service
  Level Agreements and Models for institutions, clusters of institutions, or large groups to
  work together
Slide 6: ERM Program Manager
- Coordinates E-resources management for centrally purchased and widely held resources within the SLC, which includes SUNY Connect and other resources negotiated by the Commercial Products Committee.
- Coordinate gathering of relevant data regarding electronic resources in the SLC Network Zone, including usage data, cost per use, license information, overlap analyses, and other relevant e-resource management.
- Develop institutional capacity through training and technical support to enhance e-resource decisions using data.
- Provide support and serve as an ex officio member on the E-Resources Management Working Group and the SLC Commercial Products Committee.
- Facilitate support for the management and discovery of shared resources between SLC and collaborative networks of affinity groups within SUNY.
  - Examples are: managing and assessing DDA programs across multiple institutions, coordinating trial and subscription management for shared resources.

Slide 7: Discovery Program Manager
- Centrally manage Primo configuration for groups of SLC campuses.
- Serve as official support for Discovery Working Group, and support data harvesting or other support needed to ensure SLC discovery solutions are maintained and evaluated.
- Coordinate discovery strategies for SLC, and facilitate sharing of discovery customizations, functionality, and enhancements across the consortia.

Slide 8: Resource Sharing Program Manager
- Provide training and support regarding fulfillment functionality for libraries working either in their institution’s Alma or Network Zone
- Support Resource Sharing Working Group in documenting processes and policies related to functional areas
- Develop and assess initiatives related to resource sharing that will enhance effectiveness and sharing of resources across SLC.
- Use data to optimize resource sharing activities within SLC, and adjust resource sharing settings such as rotas.

Slide 9: Metadata Services and Resource Manager
- Provide training and support for libraries working either in their institution’s Alma or Network Zone in resource management.
- Develop and assess initiatives related to metadata management that will enhance effectiveness and sharing of resources across SLC.
- Develop and manage programs for sharing of staff or one institution managing another SUNY’s instance in resource management.
- Coordinate management of Network Zone bibliographic environment (physical and e-resources).
Slide 10: Network Zone Coordinator
- Coordinates Network Zone activities and configurations
- Oversees testing of monthly releases for both Alma and Primo. Tests new functionalities in the Network Zone
- Provides high level vendor management with Ex Libris. Work with Ex Libris to solve problems related to the SLC Network Zone
- Liaises with LSP Working Groups to develop and/or revise policies, procedures and best practices related to the Network Zone
- Communicates with all libraries (and Working Groups) regarding changes to the interaction between Network Zone and Institutional Zones
- Reviews areas for coordination of work in Network Zone and develop models, needs, and processes for functions in the Network Zone
- Represents SLC in ELUNA Working Groups and other committees
- Supports initiatives such as group e-resource purchasing through Network Zone.

Slide 11: LSP Support Specialists (Two Positions)
- Provide training and support for libraries working either in their institution’s Alma Institution Zone or Network Zone
- Help configure and minimally maintain Primo instances
- Develop best practices and train groups to use best practices in Alma and Primo
- Develop and provide training and workflow suggestions for modules and functionality that will be most relevant after go-live
  - Ex: Analytics and Complex ERM functionality
  - Acquisitions
  - Resource sharing
- Provide direct support to Training Working Group and other Functional Working Groups

Slide 12: What are the increased costs to campuses with this model?
Additional costs will need to be absorbed by campuses based solely on their need
3-tiers of need have been identified by the ALMA migration team

Slide 13: 3-tiers of support
1-Low level of support: Self Managed campuses
2-High level of support: Locally Managed Campuses
3-Highest level of support: Completely Managed Campuses

Slide 14: Increased costs per tier
Self Managed campuses: $0-2,000 increase per year
Locally Managed Campuses: $5,500 increase per year
Completely Managed Campuses: $7,250 increase per year
Slide 15: **Self Managed campuses:** Brockport; Upstate Medical; Stony Brook; Albany; Binghamton; Cobleskill; Oswego; Potsdam; Buffalo; Buffalo State; Oneonta; Geneseo.

Slide 16: **Locally Managed Campuses:** Dutchess CC; Schenectady CC; Jefferson CC; Nassau CC; Brooklyn Health Science Center; Empire State College; Fredonia; Orange county CC; Broome CC; Tompkins-Cortland CC; Plattsburgh; Alfred University – Scholes (Ceramics); Corning CC; College Environmental Science and Forestry; Alfred University – Herrick; Erie CC; Maritime; Old Westbury; F.I.T.; Morrisville; Onondaga CC; Optometry; Suffolk CC; Farmingdale; Hudson Valley CC; New Paltz; Mohawk Valley CC; Genesee CC; Jamestown; Cortland.

Slide 17: **Completely Managed Campuses:** Columbia-Greene CC; Clinton CC; Canton CC; Westchester CC; SUNY Poly; North Country CC; Rockland CC; Sullivan; Fulton-Montgomery CC; Alfred State; Monroe CC; Adirondack; Purchase; Ulster CC; Finger Lakes CC; Delhi; Cayuga CC; Herkimer CC; Niagara CC.

Slide 18: **Summary:** OLIS offset on 6+2 Model
OLIS has offered to provide a financial cushion during the transition to this more robust support model
Year 1 and 2 price increases would be covered by OLIS
Campuses would need to sign MOUs committing to assuming the price increases described earlier in the presentation

Slide 19: Questions?