
ULMS Support Proposal from SJSU

February 2017

OVERVIEW

SJSU Library is proposing a support plan to assist in realizing the goal of a consistent technical environment, maximum efficiencies and superior usage of the ULMS system for all 23 campuses.

Since the beginning of the ULMS project, the need for additional positions to support the ongoing campus needs has been discussed amongst the CSU libraries and the Chancellor's Office. University System of Georgia, CARLI (Illinois) and FALSC (Florida) are a few examples of library consortia that share unified management systems and have established centralized staffing structures in place to provide ongoing support. It has been previously stated that the permanent CO staff supporting the ULMS in production will provide System Oversight, and oversee Discovery and ERM. This does not cover all of the areas that will need ongoing project support (see table below). The ULMS system in a production environment will need campus expertise along with CO expertise.

SJSU Library offers for consideration a proposal to provide the campus expertise to support the ULMS along with the CO staff. The capacity and expertise exists at SJSU to support the ULMS. For the past 3 years, SJSU Library has taken a leadership role in the planning, implementation, testing and governance of the ULMS project. This is reflected in SJSU's membership on the 5 Working Group Leads, the Implementation Team and the majority of the task forces as well as serving as one of three Vanguard campuses for Alma/Primo and Resource Sharing (see table below). This current level of support that SJSU is providing to the ULMS project, however, is not sustainable unless some of this work becomes a permanent responsibility reflected in position descriptions. Other campuses who have also provided significant resources to the project may feel the same.

This model provides economies of scale for the CSU libraries. Every campus may not have the capacity to have functional and system experts on staff in all areas of the ULMS. The intention would be a higher baseline level of support for all campuses and equitable distribution of automated efficiencies.

SJSU EXPERTISE

This table represents the areas that will require additional support when the CSU campuses are in production with Alma/Primo. The Lead Experts column reflects some of the expertise, but not all, that exists at San Jose to provide support. Experts would work closely with the CO and governance teams to determine support needs and to assist with implementing policy decisions.

Project Support	Lead Experts	Current Roles in ULMS Project
Analytics	<i>Data Management Coordinator</i>	Analytics Working Group (WG) Lead
Resource Sharing/Fulfillment	<i>Resource Sharing Manager** and Access Services Manager</i>	Access Services WG Lead, Resource Sharing Task Force
Acquisitions	<i>Technical Services Manager</i>	Chair of Acquisitions Task Force, Technical Services WG Lead,
Records Management	<i>Technical Services Manager, Systems Analyst, Head of Cataloging</i>	Technical Services WG Lead, Systems WG Lead, Cataloging Task Force
Systems/Programming	<i>Systems Analyst</i>	Systems WG Lead, Chair of Illiad/Alma Integration Task Force, Chair of Import Profiles and Normalization Rules Task Force
Training	<i>All</i>	Providing CSU and Local Training
ERM*	<i>Electronic Resources Coordinator</i>	ERM Task Force
Discovery*	<i>Information Technology Services Manager</i>	Chair of Discovery Working Group
Oversight of SJSU Support	<i>AD of Technology and Information Resources</i>	Implementation Team, Campus Project Manager

* Function is covered by CO, but SJSU also has expertise

***Resource Sharing Manager* would be a new position hired to support CSU Resource Sharing in the ULMS

NEXT STEPS

If COLD is interested in exploring this further, SJSU can address more detailed functional support. An agreement would be negotiated between COLD and SJSU Library.