

January 2015

To Central Library Consortium Member Libraries:

The past year (2014) was full of exciting changes for the Central Library Consortium (CLC).

In April three new members went live with the CLC. The Bexley Public Library, London Public Library and Upper Arlington Public Library were simultaneously migrated from three different library management systems. Since they joined, the new members have shared over 350,000 items with the consortium. The migration went smoothly thanks to the hard work and dedication of the new members. Hats off to all the staff that were involved in the migration project!

Early this year we were excited to welcome Kelly Hock to the CLC staff. For 14 years, Kelly worked in a variety of roles for the Columbus Metropolitan Library, most recently as the system analyst for their Finance and Human Resources system. We are thrilled to have Kelly as part of the CLC and she has been a wonderful asset as the consortium has grown over the past year.

It was fulfilling to re-connect with all CLC member libraries in 2014 on our first ever roadshow tour. The tour allowed the CLC staff to visit twelve member libraries and discuss the history of the organization and the types of products and services that are offered through the CLC.

This year we also explored the best ways for our members to communicate with the CLC and with their peers. To make it easier to submit HelpDesk tickets, we migrated to a new HelpDesk system and reduced the number of fields required to enter a ticket. We launched a new mailing list software that allows self-service signup and features improved archiving and searching. We also restructured our advisory committees. The committees are more focused, with at least two in-person meetings each year and chairs appointed to two-year terms.

There were certainly some unexpected surprises in 2014, too. Polaris Library Systems, the company that produced the software CLC uses, announced that they had been purchased by a competitor, Innovative Interfaces Incorporated. Since the announcement, there have been significant changes to the company's management structure. We will continue to monitor and report on any significant changes in the library automation marketplace. However, the CLC still receives a similar level of day-to-day support for our Polaris installation and the software continues to be developed and improved. In December of this year, CLC upgraded to newly released Polaris 5.0 which included the LEAP staff web client.

I encourage you to review the entire list of Key Accomplishments for 2014. We look forward to building on our platform of shared services in 2015 to provide patrons in the Central Ohio area the most effective use of library resources.

Thanks for another great year!

Wes Osborn
Executive Director of Information Technology
Central Library Consortium

CLC's Key Accomplishments for 2014

Added three new members to the consortium

- Performed the migration in four months, our fastest migration ever
- Members were migrated from three different ILS vendors
- Majority of migration tasks were performed by CLC, migrations completed on schedule
 - No onsite Polaris staff were present for the migration, saving on migration costs
- In addition to ILS migration, also migrated London's firewall management and email service to CLC

Expanded CLC's relationship with member libraries

- Expanded to four staff members to better support member libraries
- Visited twelve member libraries on a "roadshow" tour of CLC's history, services, staff, goals and Action Plan
- Restructured and streamlined CLC's advisory committees
 - Approved new committee chairs for two year terms
 - All committees met at least twice in person during the year
 - Three committee chairs attended the national PUG conference on behalf of CLC
- Installed new mailing list / forum software (Discourse)
 - Self-service subscription to email lists, no longer requires opening up a HelpDesk ticket
 - Modern web interface available for reading, searching archives and posting
 - 192 current subscribers, 1,600+ posts and over 58,000 messages sent to subscribers in 2014
- Launched a new HelpDesk platform, reduced categories and required fields to make ticket entry easier
- Rewrote the Disaster Recovery and Technology Plans

Key technical accomplishments

- Upgraded to Polaris 5.0, which added several new features and fixed some outstanding bugs
- Migrated to the latest versions of Microsoft products
 - Performed HyperV host and domain controller migrations to Server 2012r2 without downtime
 - Migrated to SharePoint 2013 and streamlined/rebuilt CLC's SharePoint site
 - Transitioned all CLC hosted email accounts to Exchange 2013
 - Migrated all core Polaris servers to Server 2012r2 and SQL 2014
- Moved to MailChimp's Mandrill delivery service for sending email notifications
 - Created an automated method for handling bounced email notices
 - Used Mandrill & Twilio to improve SMS notification delivery, this eliminated a local server
- Built new dial-in service using Twilio, moved CLC's 877 dial-in service from CallFire to Twilio
 - This consolidates our telephony services under one provider
 - Added new "remember me" functionality when calling from the same phone number
 - Outbound calls can now move to a dial-in session without re-entering account barcode
- Began using Microsoft Azure for some key cloud services
 - Offsite database backups
 - Hosts our CLC Chat service redirect
 - Hosts our system outage text messaging alert service

Continued CLC's leadership role in the Polaris / Innovative Users Groups

- Two staff attended the IUG meeting in Detroit in April
- CLC staff attended the PUG conference; presented two sessions and moderated another session
- Hosted the fourth Ohio Polaris Users Group meeting, had the largest audience in attendance yet with over 80 people attending including several from surrounding states
- CLC was one of two test partners Polaris 5.0 Beta, which included the new leap staff web client. CLC filed over 100 reports during the six week beta period