

Briefing Paper

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| SUBJECT | Implementation of Bonus+ September 2016 – February 2017 |
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Background

BONUS+ is a resource-sharing initiative of the Library Management System company iii, which enables unmediated borrowing by students and staff of member universities who can access over 7 million books from participating university libraries within Australia and New Zealand. The ANU Library uses iii's Sierra as its in-house library management system. As a user of Sierra, ANU Library is eligible to join the Bonus+ consortium for resource sharing with other iii Sierra and Millenium university libraries throughout Australia and New Zealand.

The ANU Library was approached in June 2015 by the University Librarian of the University of Newcastle Library, this library hosts the position the Bonus+ Project Manager and the Newcastle Bonus+ Coordinator also helps out with training. The proposal was looked into, and ANU Library came to the conclusion that at this particular point in time the implementation costs were too high for the benefits that we would gain. During the following year, Bonus+ was raised a number of times, by members of the consortium and by Roxanne and myself when we were talking with iii representatives. The focus of our discussion was on the price of the module and the work required to implement the module. The ANU Library was already a user of one of the INN-Reach products, ArticleReach and had obviously had experience in setting up an INN-Reach module in the past.

Throughout 2016, with Roxanne and I using the dripping tap effect, iii agreed finally to a reasonable price for what is known as the INN-Reach Bonus+ module in September 2016.

Following the sign off of documentation and the payment of the invoice for the module, the ANU Library started working on the implementation process in September 2016.

Implementation process

The first step for the ANU Library involved setting up an Implementation Working Party. My role with BONUS+ continued with this group and I was joined by Mark Huppert (Project Manager and ANU Sierra expert), Vanessa Galloway (who became the ANU Library Bonus+ Coordinator as she was acting in the Chifley Library User Services Coordinator role), Chris Williams (Circulation expert), Paul Pretor (bibliographic records expert), also part of the team but unfortunately on sick leave for most of the process was Julie Arnold (Document Delivery expert) and the team consulted with Glyn Shepherd (ITS and Sierra network support person) as required.

Basecamp was set up by iii in September 2016, the first webex was on Wednesday 30th, and the Implementation Team started to get to know via phone calls and emails - Christine Haggstrom and Julie Hamman from iii and from the University of Newcastle which houses the Australasian support staff for BONUS + Monica Condon and Katie Wilson. These staff help with the implementation process, the training of staff at the place of installation and offer help and support in many ways.

There were some issues from the kick-off with this project as the timeline that suited the ANU best was not workable for iii, therefore there was some negotiation of the timeframe. The existing process for implementation was a 10 -12 week schedule which from the beginning was being forced into a 10 week timeframe, this we were repeatedly told was achievable as the implementation schedule had been worked through on a number of occasions and shortcuts were known. Go live date was December 7th 2016.

Right at the start of the process, 30th September, Monica in her role as Australasian BONUS+ Coordinator requested the ANU site code from iii. She cited in her email the previous two sites implemented – University of Tasmania and AUT (NZ) - both required two site codes, 9tasm & 9tas0 and 9aut0 & 9aut1. The ANU codes of 9anu0 and 9anu1 were agreed on. These codes are sent out via Monica to all of the Australasian BONUS+ sites in order for them to get their sites ready to include the new BONUS+ site at the ANU Library.

Decisions were required as to the types of resources that ANU Library would make available via BONUS+, mainly open shelf print resources. Videos, DVD's and other formats were excluded as were print serials. Reference items and Reserve items were also excluded. Paul Pretor and Mark Huppert then started creating files of these records that were exported through to the iii support team.

Alongside this, ANU Library needed to prepare for a visit from Monica and Katie who were to undertake onsite staff training. Preparation for this activity started early in October and the week of the 21st November was allocated as the timeframe for the training day.

By Friday 21st October the ANU site code was causing issues, it was noted by Julie Hamman that as ANU Library was already using 9anu0 for INN-Reach ArticleReach. The implications of this remark were not fully realised until much further down the track.

Paul Pretor and Mark Huppert aided by Glen Shepherd worked away behind the scenes preparing the bibliographic data to be sent through to iii, and also working on the development site to ensure that they understood the required setting changes that were to be undertaken.

Local infrastructure work was minimal. As requested by iii, ANU Information Technology Services (ITS) made the Sierra server ports 443 (patron validation), 5020 (record loading) and 6601(circulation transactions) bi-directionally available through the ANU firewall to the BONUS+ central server in Newcastle.

Several Sierra system settings needed to be changed to accommodate the BONUS+ INN-Reach Sierra module. This required a few iterations as the Implementation Team thought this through locally and clarified our understanding with iii and BONUS+ staff.

ANU Library set up new, targeted Sierra system rules for borrowing from and lending to the BONUS+ consortium in accordance with BONUS+ standards.

As well new patron type categories were added in Sierra these triggered the application of the BONUS+ loan rules. We blocked some categories of ANU material so that they were ineligible for BONUS+ use. The blocking was implemented on the BONUS+ central server in Newcastle. The provision of a translation table to BONUS+ allowed mapping of our material type codes to those used in the BONUS+ central server. Also added were locally new location codes representing all the BONUS+ member libraries. A required set of BONUS+ circulation status codes were also locally implemented. This required re-purposing some local codes by replacing them in local records.

The creation of two new templates for generating item paging and transit forms was undertaken. These forms assist ANU and BONUS+ staff to properly direct material to borrowers and return them to lenders. Mailing and contact addresses were supplied to the BONUS+ website for each of our five branches. Details of our barcode scheme, an ANU logo and the ANU IP address ranges were also supplied.

Hyperlinks to the BONUS+ request form in the ANU public catalogue screens were inserted. These hyperlinks only appear during unsuccessful searches, offering users a chance to pursue their search in the BONUS+ catalogue and borrow BONUS+ material.

The screenshot below shows the tasks iii expected INN-Reach member libraries to undertake -

New INN-Reach member library tasks

Tasks to be completed by staff at the library that is joining an INN-Reach system.

- ☐ Complete INN-Reach profiling worksheets and upload to Basecamp
- ☐ If not hosted, open the following firewall ports bi-directionally between your Millennium/Sierra/Encore servers and the INN-Reach central server: 443 (patron data validation), 5020 (record loading and error reporting), and 6601 (INN-Reach circulation transactions). If your INN-Reach consortium uses Pickup Anywhere, ports 4465 and 4470 are also required.
- ☐ Add required INN-Reach codes (locations, itypes, item statuses, and ptypes) to your Millennium or Sierra system.
- ☐ Add INN-Reach Circulation Parameters (Loan Rules, Loan Rule Determiner Table, Patron Blocks Table) to your Millennium or Sierra system.
- ☐ Contact the Coordinator/Manager of your INN-Reach system to arrange training, access to listserv/website, etc.
- ☐ If necessary, contact the designated courier for your INN-Reach system and work with them to set up delivery services.
- ☐ Identify another library in your INN-Reach consortium to assist with testing and local procedure questions.
- ☐ Complete Innovative provided INN-Reach training.
- ☐ Complete INN-Reach Consortium provided INN-Reach training, if applicable.
- ☐ Work with testing partner library to test/practice INN-Reach functionality.
- ☐ Visit testing partner library to observe INN-Reach procedures/practices.
- ☐ Update Millennium logins and initials or Sierra user accounts for INN-Reach.
- ☐ Create Millennium or Sierra Notices jobs for INN-Reach paging slips/lists.
- ☐ Configure INNREACH Web Option in Millennium or Sierra for pass-through searching from WebPAC.

BONUS+ training was agreed to and it was to take place on the 23rd November, a room was booked, lunch ordered and participants sent a meeting in their diaries.

A visit to ANU by Monica was confirmed for the week of the 17th October. She was accompanied by Liz Cornally. Creating the ANU profile would be the main purpose of the visit.

In early October, Mark Huppert reconfirmed that he would be on leave from 22 November – 7 December, restating that he expected that the main technical parts of the project would be completed by that date. iii replied that they could not see any major issues arising because Mark would not be onsite. The 27th October was the target date for the completion of the ANU profiling.

Mid October the issue of the ANU site codes was discussed again by iiiii staff, as they were altered the central database administrator in Australia about the 9anu0 and 9anu1 codes.

The profiling sheets were distributed as were the overview worksheets and all was on track for the visit by Monica and Liz.

At this stage ANU Library made some decisions concerning

- who would use BONUS+ from our end – academics and post-graduate students (including PhB's). External borrowers, Alumni and undergraduates (were originally included but removed prior to ANU Library going live) excluded.
- types of material for loan - only open shelf print monographs, mainly those of low use. With the exclusions in place ANU was contributing 1,035 million titles to the BONUS+ consortium.

Post the Monica/Liz visit profiling sheets were completed and sent to iii.

By the end of October, administration tasks were being undertaken, e.g. ordering of the bookstraps and additional postage packs in readiness for the approaching go live date

On 3rd November Mark Huppert questioned iii about a Sierra update that had to be undertaken before the installation of BONUS+, Sierra 2.4, we had not previously been told that we would have to upgrade Sierra before going live with BONUS+. This update period was in the exam period for ANU which caused some additional issues for our users.

Downtime was expected to be around 45 minutes. iii informed us that this upgrade would allow INN-Reach BONUS+ and INN-Reach Article Reach to peacefully co-exist. If we did not go ahead with the update then BONUS+ installation would be delayed until 2017. As we were keen to move to using BONUS+ we went ahead with the update.

An issue with re-labelled itypes being received by iii caused a delay in early November. This led to the following information being sent through by iii to ANU Library the next day –

We have recently learned of a problem with record contribution for Sierra Release 2.2 and 2.3, for systems that are sending records to more than one central server- like ANU will be as you join BONUS+ (because you are already part of ArticleReach Direct).

“Basically, the issue is that the system does not honour the profiling that we put in place to control record contribution based upon location codes for the second central system, which needs to be different for ArticleReach Direct vs. BONUS+.

This problem is fixed in Sierra 2.4, which went into general release on October 12.

We request that you upgrade to Sierra 2.4 as soon as possible, so Julie can proceed with contribution of records from ANU to BONUS+. Release Notes and additional details can be found via the Innovative Supportal (there's an announcement about Sierra Release 2.4 on the opening page, along with to the Release Notes section of the site).

Please let us know when you will be able to upgrade to Sierra 2.4.”

We were told approximately 45 minutes, this then stretched to two days with a requirement of a preparatory phase, with 45 minutes required for the last phase. Due to ITS requirements and permissions for staff to be on the network after ordinary working hours the update was unable to happen on the 4th November. Eventually all the required permissions were covered off and the update was completed on the 8th November.

There was a local administration issue which had to be worked through. A change control procedure was required to be expedited within the ANU ITS Directorate as the notification had been extremely short. The Director of ITS was required to sign off the emergency change.

From: Glynn Shepherd
Sent: Friday, 4 November 2016 3:38 PM
To: Mark Huppert <Mark.Huppert@anu.edu.au>
Subject: FW: Approval Emergency Change CHG0001333 Scheduled for 4/11/2016

Just got to see if the prep phase will finish on time !!!

Glynn

Hi Darren,

This is approved on the condition that Roxanne has indicated that this is a priority, and she is aware of the risks.

Kind Regards,

Karen Hill
Director

20th November, the first Library to respond that the ANU site code - 9anu0 – already existed in their system, and what should they do about this hit the iii Customer Supportal. The response back to Basecamp by iii was that

“The local Innovative server code (“9anu0”) can be left in place, if it is already in their branch location table. It will not cause any problems for anyone (beyond causing a little confusion at this point, for which I apologize!). We have found that only the INN-Reach agency code (“9anu1”) is required in this table for INN-Reach circulation purposes, so we wanted to minimize the work of adding the extra code for the other BONUS+ libraries.”

Additional settings previously agreed to by the Australasian BONUS+ group were suppressed in the setup for the ANU Library.

All ANU Library postal addresses were updated ready for entry into the BONUS+ system.

An issue was raised about books that would be required for Reserve and how the ANU Library could stop these items going out on loan just prior to the books being request for Reserve by academics. ANU Library did not adopt the Newcastle 7 day rule. Vanessa Galloway suggested ANU Library have an additional item code for all branches that excluded them from BONUS+. Items would have a temporary code applied at the end of semester when short loan items were going back to general loans. Drawing on previous experience these items were expected to be on short loan the following year / semester, however until they actually went into short loan they had the new code attached, but retained their normal loan rules. Codes are 1La, 1mz, 1ch, 1ha, 1ia. A list would need to be run every 18 months to change these items back to general loan codes (if they were no longer required for Reserve).

At the ANU the ability for patrons to use the self-check machines for BONUS+ items was not agreed to, the items are treated like Document Delivery items and can only be picked up within a Library during staffed library hours.

November 21st we were informed that Liz had resigned leaving only Monica to undertake the training at ANU. Training took place on 23rd November onsite at ANU where it was discovered that the patron barcodes were not working. Further training by distance was to be setup later in the following week – but only if the patron barcodes were working. On the 24th November we were still experiencing issues with the patron barcodes and test patron records and ANU Library staff were feeling very unsettled about BONUS+ as they were not able to undertake transactions and have positive results. A decision was taken to postpone the Go Live date from the 7th to the 14th December. iii staff were desperately seeking the reasons why ANU requests were not going where they should and we were not receiving other library requests properly. Additional training was postponed yet again until 7th December where the systems failed once again. .

By the 8th December, the following message came from Christine at iii -

As promised, I spoke with Julie about where she is in the process of updating the configuration to associate all of the ANU location codes with the 9anu0 agency code for BONUS+, to determine whether location codes other than "bn" should now be behaving as expected. And they should.

So, if you want/need to do so for training or testing, you can feel free to change the location codes in the test item records (and bib records) to a Chifley (or other library) location code. Make sure to adjust the location code in the bibliographic record as well as the item record. As long as the location codes you select have been profiled to be contributed to BONUS+, this change will be reflected in the BONUS+ catalog and you will be able to test with the new location codes in place.

Testing began in earnest and sometimes things works. Yet another go live date loomed and on the 12th December Vanessa sent the following message -

"I have just spoken with Heather Jenks, and we have decided that due to unresolved issues we will not be going live with BONUS + on Wednesday 14th December 2016. We propose to go live on Wednesday 11th January 2017."

A project check in meeting took place on the 10th January, 2017. On the 5th January Newcastle noted that there were still issues with paging slips. Training continued during this time and part two of the training was finally successful. A partial launch of BONUS+ took place on 11th January, and the ANU Library went live as a requesting BONUS+ Library.

iii staff carried on working through the issues that continued to plague us -

"Monica, I saw that you had created `extpat_9anu.html` on the BONUS+ central server, for customizing the LDAP prompts for ANU. This file was not being used, because the site code for ANU is actually 9anu0. I copied `extpat_9anu.html` to a new file, named `extpat_9anu0.html` for you.

As of right now both the LDAP authentication prompts and the "local" patron authentication prompts are appearing for ANU in BONUS+.

Monica, do you recall how you removed the local patron authentication prompts for Deakin? They are the only other site using LDAP where I only see LDAP prompts. As far

as I can remember (and in my investigation today), we don't have a built in option for offering only the LDAP prompts, for a specific site."

And more happened on the 11th January ...

"I'm not sure who did it, or when, but it looks like, for Deakin, someone set up some CSS to hide the display of the regular patron login information when Deakin patrons authenticate to place requests in BONUS+. Since there is no system setting on the INN-Reach central server to turn this part off and only display the LDAP option, library by library.

Since ANU staff indicated, yesterday, that they only wanted to offer LDAP authentication for BONUS+, what I did was to use the code in extpat_9deak.html to create another version of extpat_9anu0.html, for ANU.

The "class="loginarea-deak"" piece near the top of the file, along with this section, near the bottom:

```
<style type="text/css">
<!--#libpat {display:none;}
.loginarea {display:none;}-->
</style>
```

Seem to be the key. But there were also some differences in how the table rows were defined, etc.

I don't think there should be any problem with using the same loginarea-deak class for ANU, as this is simply a stylesheet thing (referencing an element in styles.css) and is not really tied to Deakin, as far as functionality goes.

The file named extpat_9anu0_both.html, which I left on the BONUS+ server, is the one that includes both login options, as you originally had in extpat_9anu.html, in case you ever need that again. Or you can just delete.

I also retested, and requesting with the LDAP test credentials I have still worked after I made this change.

Hope this all makes sense. And that you are okay with my adjusting the files on the BONUS+ **central server!**"

On 12th January it was noticed that only 1 search options for ANU library users was turned onto allow BONUS+ to work, this was Testing carried on for ANU as a supplier.

An email on 20th January from iii alerted ANU staff to a couple of issues –

“During this time, on the 19th January, the operating system Redhat 6 was updated. This caused a lock out of the staff client and some anxious moments for all as iii worked through a number of issues.

I see that the ANU OS upgrade yesterday involved an IP address change for the ANU Sierra App server.

It looks like the new IP address is 130.56.60.86?

Julie Hamman and I have asked the Innovative team who worked on your OS upgrade to check to make sure that they have made all the changes required to allow INN-Reach connections between the BONUS+ central server and the ANU server to work with the new IP. As of about an hour ago, Julie and I were still seeing the old IP address in a few places related to INN-Reach. Julie adjusted some of these things herself, but there may be some underlying files that need another look by the team who worked on the OS upgrade for you.

If it seems like transaction messages are not flowing as expected between the BONUS+ central server and ANU today, it could be that some additional work is required for INN-Reach, for setup for the new IP.

Also...

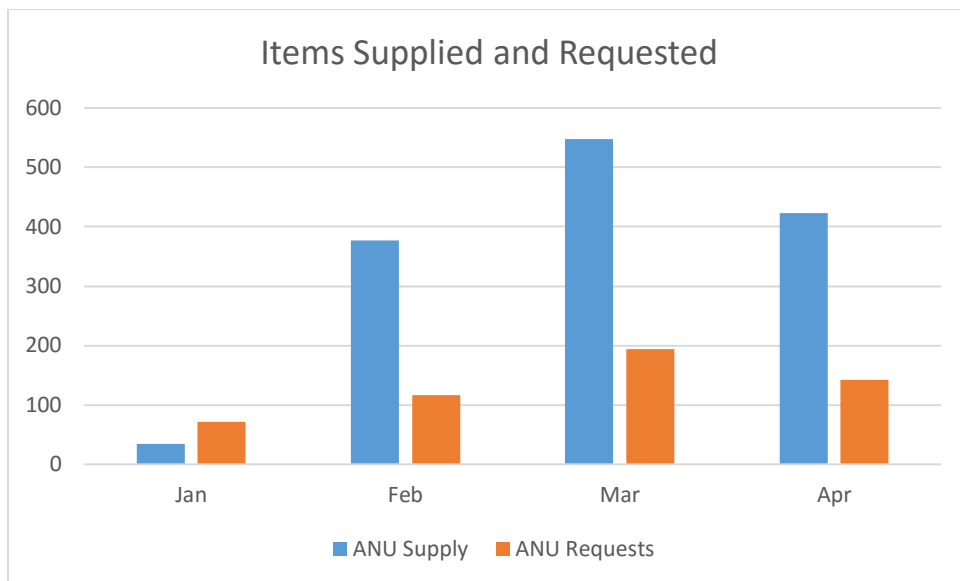
Did ANU staff alert Monica about the new IP address? She may need to ask the UON IT Services staff to open the required ports to the new IP on the BONUS+ central server firewall.

And the ports that ANU had opened for the BONUS+ central server IP (134.148.29.100), for the old IP, must also be open to the new IP on the ANU side (ports 443, 5020, 6601). **I’m guessing that** ANU staff automatically did this, but I figured I would mention it, just in **case.”**

ANU was hoping that by 1 February we would achieve a go live date for supplying BONUS+ requests and with the testing on the 20 January running smoothly our hopes were high.

With no further issues, we achieved the above go live date and since then the ANU Library has been an active participant in the BONUS+ consortium.

As indicated in the table below, since going live on the 11th January 2017 ANU has supplied more items than it has requested, with our lending and borrowing ratio being consistently above 1. In total, ANU staff and post graduate students have borrowed 524 items, and ANU has supplied 1,382 items to the consortia.



ANU Lending and Borrowing Ratio

Jan 0.47

Feb 3.25

Mar 2.82

Apr 2.98

Summary and lessons learned

As Mark Huppert commented one lesson learned is a point that's taught in courses on training and supervision. When you're told something, repeat it back to test your understanding. Of course that only works if the person who gave you the information understood it properly themselves.

In this project (and future ones), ANU Library go over each set of system changes and say to the vendor "We think xxx means yyy and therefore we need to do zzz". Is that correct?

There were some misunderstandings and missteps. Could we have avoided them?

In hindsight the ANU Implementation team realise that -

- iii staff lacked experience implementing INN-Reach on a system with pre-installed ArticleReach. The latter explains why we had to do an unscheduled Sierra update with Karen Hill's intervention.
- We were required by iii to undertake an unplanned upgrade to Sierra 2.4 in order to run ArticleReach and Inn-Reach BONUS+ simultaneously
- Being required to update Sierra to version 2.4 on very short notice in the middle of semester two caused additional issues for the project. We had to request an exception to the usual change control procedures from the Director IT.
- Newcastle had a key experienced BONUS+ support manager leave before our implementation was completed without an equal replacement.

- This made the delivery of the training difficult, plus the technical difficulties with the training created a negative barrier by the ANU Library staff to BONUS+
- The iii implementation documentation was incomplete, lacking explanations for all the required system changes.

However the use of Basecamp was excellent, it is a great communication tool which is easy to use and it kept all of the project team members in both Australia and the USA informed.

The ANU BONUS+ Implementation Team would like to thank the iii staff who serviced BaseCamp and Monica Conden for her support throughout the process. Due to circumstances beyond her control, Monica was required to give a much higher percentage of her usual work day to the ANU Library during this implementation and she carried out these additional tasks with much grace and good humour. Many members of the University of Newcastle Library staff helped out with the various training activities and were truly thankful for their collegial input.

The end result for the ANU Library is that the INN-Reach BONUS+ module was implemented, with a delay of 2 months. With BONUS+ going live at the beginning of Semester 1, 2017 there was not a lot of promotion or marketing carried out at the ANU Library, however ANU staff and Postgraduates managed to find the service and it is being used.