

Public Services Council Meeting of January 26, 2021

10-11am

Attending: Nicole Brown, Michael Campos-Quinn, Ellen Dario, Beth Dupuis, Ann Glusker, Kristen Greenland, Lynne Grigsby, Salwa Ismail, Blake Lindsey, Mark Marrow, Susan McElrath, Yuko Okubo, Scott Peterson, Neda Salem, Patrick Shannon, Jami Smith, Dave Wong, and Guests: Jackie Gosselar, Corliss Lee, and Lisa Ngo.

Systemwide ILS (SILS) discovery and end-user outreach plans

Jackie Gosselar, Lisa Ngo, and Corliss Lee joined us to discuss key aspects of the SILS transition. ([presentation slides](#))

Overview. They reviewed the governance structure (including the [roster of UCB groups and people involved](#)) and timeline of the testing, training, and implementation plans. Currently we are at the early stages of testing. Changing from Innovative's Millennium to Ex Libris' Alma and Primo system will bring changes to all our workflows and many of our practices -- all UC borrowing will happen in Primo. These new systems will replace OskiCat, Melvyl, EDS (Start your search), SFX, and UC e-Links. You can keep up with these changes through several system-wide lists including [SILS news](#), [SILS confluence wiki](#), [SILS site](#) but also via the [SILS UCB Fact Sheet](#). You can also contact the lead of any of the UCB functional groups on the roster or if you aren't sure who to contact you can email ucbsils@lists.berkeley.edu.

Discovery. We will be using Primo VE. Primo VE will help you find UC Berkeley campus materials, NRLF and SRLF, materials at other UC campuses, digital collections materials from Calisphere, and items in the Central Discovery Index (which includes articles and more). Using Primo users will be able to do a known item search, topic search, find links to online items, make holds, request items via ILL from other UCs and RLFs. The new name should be confirmed by the end of January. "UC Library Search" is the proposed name after a process of reviewing several recommendations and aims to be clear to users about the scope of what this tool accesses. You can see some other UC Libraries to get an idea of the functionality (UCSC, UCI, UCD, UCR, and UCSB) and some consortia such as Orbis-Cascade Alliance, CSU, SUNY, and CARLI.

Outreach. A [systemwide group](#) is working on templates of instructional and outreach objects about SILS, and Corliss serves on that group. Then those templates will be customized for Berkeley by our [UCB team](#) (team 7). UCB team is considering which communication avenues to use to share this information. Their initial thinking is found at:

<http://ucblib.link/ucbsilsoutreach> The first press release is anticipated by mid-February for library staff and liaisons to share with campus users. Monthly messaging is planned as well as a website for users. The group also plans to host training sessions for reference and instruction staff about the interface. The first presentation (likely offered twice) is planned before mid-February. It is not a training; presenters will review the scope of SILS, make recommendations for what public service staff can do now (such as making a list of what materials need to be updated), what staff should wait on until further details are known (such as updating LibGuides with new links and information), what information to share with users, and how to ask questions. The group emphasized the importance of uniformity of messaging -- so we'll be discouraging people from writing their own blog posts, and encouraging people to draw from the templates developed by the systemwide group.

Questions raised by the UCB SILS group for input:

- What physical handouts might we need?
 - Keep the focus on the web site and digital materials as the top priority.
 - Message to instruct@ and refstaff@ to think about the physical handouts they and their units are responsible for updating; there may not be too many now but those will need to be updated to remove OskiCat and other systems going away.
 - Corliss and team to coordinate with Library Communications
- What physical signage might we need?
 - Suggest that we plan for a very minimal approach if at all
 - Wait until libraries reopen to see what we need and create temporary signage if needed.
- Are there other academic calendars and timelines that affect us?
 - Contact School of Business and School of Law. (Corliss and Jackie)
- What other topics would public services folks want to know?
 - Show people the interface which may make the greatest impact, even though the UC Library Search functionality and implementation may be a bit different
 - Perhaps reinforce that many things may change but we are still working on what the new system will look like (aim to have most answers by x date)
 - Perhaps share some of the types of things that may change - such as loan periods, perhaps poll the UCB functional leads for good examples