



Managed ALEPH Services

Cover Story

Fill in the blank..."ALEPH is _____"

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Along with being the [SUNYConnect library management system](#), it is also a major focus for much of the OLIS staff. Initial implementations have been completed, but the software needs upgrading, "patches" need to be applied, dozens of campuses mean a steady influx of inquiries and support requests.

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In addition, a new pilot program offering managed ALEPH services has begun. Piloting this approach of turning over campus-based ALEPH management to OLIS experts are the following: Clinton, Niagara, Purchase, Rockland, Ulster and Westchester. OLIS staff members have visited all of these libraries with the exception of Clinton.

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"The initial process getting the managed services project underway was smooth, organized, and helpful," reported Karen Carney, Associate Librarian, Technical Services at [Ulster County Community College](#) (the other quotes that follow are also from Karen).

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During these visits information is exchanged on the campus' local policies and procedures that are to be implemented through the SUNYConnect LMS. "There was good follow-up on the part of the OLIS staff (i.e. Maggie Horn and Karen Gardner-Athey) to issues raised during the initial site visit."

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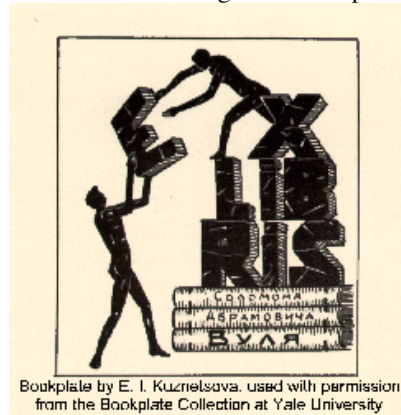
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After consultation with the library staff, OLIS is then taking over the day-to-day management and fine-tuning of the library management system. This can provide assistance to the library that might be struggling with maintaining the application.



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"It still seems too early to tell what all of the implications for the college and the library may be. Right now, having managed services will be very helpful during the transition to a replacement librarian due to my retirement. The project is helping to provide organized documentation and time tables, and it may relieve some training issues and pressures as a new librarian gets up to speed on ALEPH."



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The pilot program is geared to see whether this is a viable model. Implications regarding the workload involved in this approach, implications for OLIS staffing levels and overall costs and benefits around SUNY will be examined.

"Ulster's initial reaction is that if the pilot project stays this organized the transition to a managed services environment should go very smoothly."



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[SUNY Access to Databases](#)



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[Chancellor Ryan Resigns](#)

[Chancellor's Column](#)

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[New Collections](#)

[Managing Linking](#)

[SUNYConnect Updates](#)

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