First Library in the Middle East to Adopt WMS

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American University of Sharjah
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About AUS

- Private, non-profit university
- Founded 1997
- American-style
  - Taught in English
  - US accreditation
  - Coeducational
About AUS

- Approx. 6000 students
- 92 nationalities
About AUS Library

- Over 140,000 items
- Over 200,000 ebooks
- 50 online databases
- 27 staff, including 10 professional librarians.
Migrating to WMS

- September 2014: I started job
- December 2014: ILS Proposals
- February 2016: Went live
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Arabic Language Cataloging & Searching
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Arabic language cataloging & searching

● At AUS:
  ○ Almost 4000 Arabic titles
  ○ Arabic Heritage a required course for all students
  ○ Master of Arts in Arabic/English/Arabic Translation and Interpreting
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Arabic Searching

Arabic script prominently displayed
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Language Filtering

Arabic Ismaili manuscripts: the Zähid ‘All Collection in the library of the Institute of Ismaili Studies

Language: English
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**Language Filtering**

<table>
<thead>
<tr>
<th>Oldings</th>
<th>Root</th>
<th>Predominant Language</th>
<th>All Languages Associated with the Item</th>
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</thead>
<tbody>
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<td>2830057351789</td>
<td>#eng</td>
<td>ara</td>
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<tr>
<td>006 ##</td>
<td>#</td>
<td>#</td>
<td>#</td>
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<tr>
<td>007 ##</td>
<td>cr#cnul</td>
<td></td>
<td>unuuu</td>
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<td>$a NZ1 $b 12043803</td>
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<td>040 4#</td>
<td>$a NST $b eng $e pn $c NST $d OCLCQ $d YDXML</td>
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<tr>
<td>OCLCQ $d LOA $d YDX</td>
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</tr>
<tr>
<td>041 0#</td>
<td>$a eng $a ara</td>
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<td>#</td>
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</table>
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Arabic Cataloging: Transliteration
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Receiving 24/7 Customer Support
Receiving 24/7 Customer Support

● Different time zone
  ○ 9 hours ahead of OCLC Headquarters (Dublin, Ohio)
  ○ 4 hours ahead of UK Support (Sheffield, UK)

● Different work week
  ○ Sunday - Thursday
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Different schedules

<table>
<thead>
<tr>
<th>Time (Sharjah)</th>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
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<td>2:00 - 8:00</td>
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<tr>
<td>8:00 - 12:00</td>
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<td>12:00 - 17:00</td>
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</table>

**Sharjah (UAE):**
- Red: Phone support is difficult
- Blue: Rely on online support

**Sheffield (UK):**
- Blue: Rely on online support

**Dublin (USA):**
- Green: Rely on online support
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TOPdesk

- Calls go to OCLC Support-UK
- Very helpful
- But takes time to get a response
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Community Center

● Discussions
  ○ Crowdsourced troubleshooting
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Community Center

- Enhancements
  - Ratings from other librarians
  - Direct communication with product team
  - Often leads to real improvements

Suggested Enhancement

Enhancement Request:
Addition of Call Number Search in WorldCat Discovery
Requested by: Picry

Requested: 20 October 2015  Last Modified: 29 February 2016

Description of Enhancement
Add "Call Number" to the list of options for searching in the drop-down menu of the advanced search screen.

Issues Enhancement Will Resolve
Currently there is no intuitive way for general users to "browse" the collection by entering a call number. This option would allow for the patron to virtually browse the collection if they know a general call number area which interests them.

Current Workaround
Users must now enter "*nu*" before the call number they wish to search. This is not generally known to library patrons (and few staff members).

Resolution

Users must now enter "*nu*" before the call number they wish to search. This is not generally known to library patrons (and few staff members).
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Community Center

• Training
  ○ Videos and webinars
  ○ Discover new workflows
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Updating a Cloud ILS in an “Always On” Global Environment
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Updating a Cloud ILS: Timing Issues

- Usual WMS maintenance window
  - Sundays 00:00 - 06:00 EST
  - Sundays 09:00 - 15:00 our time
  - Disrupts our busiest work day
Possible Solutions

- Alternate downtimes
  - Inconvenience libraries equally

- Localize downtimes
  - Americas, EMEA, and Asia-Pacific have their own downtimes.
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Updating a Cloud ILS: Advantages

● Functionality constantly improving
  ○ Arabic transliteration
  ○ Searching course reserves

● No effort, no financial cost
Patron Privacy in the Cloud
“Maybe it recognizes what so many big companies are learning. There is no safety behind the firewall.”

Patron Privacy in the Cloud

- **Pre-WMS**
  - Data stored on local servers
  - AUS’s IT Department managed security

- **WMS**
  - OCLC manages security
  - More staff/resources to dedicate to security
Airplane: Seems riskier, actually safer

Car: Feels safer, but actually much more dangerous
As little data as possible

- Weekly patron load from Banner (student information system)
  - Remove addresses
  - Remove phone numbers
Conclusion

● Cloud advantages > disadvantages
● Proud to be 1st WMS library in the Middle East
● AUS is promoting WMS in the region
Questions?

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