First Library in the Middle East to Adopt WMS

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Image source: http://www.oclc.org/community/WMS/WMS_community_map.en.html
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About AUS

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

- Approx. 6000 students
- 92 nationalities
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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: First day on job
- December 2014: ILS proposals
- February 2016: Went live with WMS
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Arabic Language Cataloguing & Searching
Arabic language cataloguing & 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
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Arabic Cataloguing: 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

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<th>Time (Sharjah)</th>
<th>Sunday</th>
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<th>Tuesday</th>
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- Phone support is difficult
- Rely on online support
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TOPdesk

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

Example of an article we can find:
"Retiring from the Family Business: The Role of Goal Adjustment Capacities" (Family Business Review 24, no. 4 (2011): 292-304)

Example of an article we cannot find:

Since ArticleFirst is an OCLC product, can you forward them my request to index the issues of Family Business Review from 2012-present?

Thanks,
Veronique

Action
24-11-2016 05:22 PM [GMT +1:00] John, Je:
Dear Veronique,

Your call 11811920 has been closed. Please read below for actions that have been taken.
- Many thanks for letting me know.
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Community Center

- Discussions
  - Crowdsourced troubleshooting

editions and search results

siangton@nwcinwa.edu Posted Feb 07 2017, 10:16 AM
Could someone please share where we stand with displaying the "most current locally-held" edition in Discovery search results?
I've been looking around and seeing a lot of discussions, etc., but I Read More

"This search record cannot be retrieved at this time"

Jolene Posted Sep 01 2016, 9:27 AM
"This search record cannot be retrieved at this time"
This message is supposed to appear (according to some release notes from OCLC) "when an unauthorized user tries to access restricted information." Read More

New Patron Data Format

Janet Williams Posted Feb 03 2017, 3:30 PM
I received a notification from OCLC stating they are changing their Patron Data Submission form and I needed to sign up for a Product Update Meeting on Feb. 15. But Read More
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Community Center

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

Suggested Enhancement

Enhancements

3 Product Team Update: (29 February 2015)

Thank you for the suggestion. As indicated in the request, searching for call numbers is available by using indexes, but we are aware that not all users possess this knowledge. Currently, the indices of popular indexes are included as searchable, but the WorldCat Discovery team is evaluating which indexes are included in the drop down and looking into ways to expose more indexes to users to enhance their search ability.

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

Requested: 20 October 2015 Last Modified: 29 February 2015

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 the patron to virtually browse the collection if they knew a general call number area which interests them.

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

Resolution
Jan 30, 2017, 11:12 PM
4 Our patrons and staff would love to have this feature added. However, the search would need to normalize the spaces and punctuation in the call number.
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Community Center

- Training
  - Videos and webinars
  - Discover new workflows

Ordering eBooks in WorldShare Acquisitions

WorldShare® Acquisitions
Ordering eBooks in WorldShare Acquisitions

Member Education, OCLC

If you are unable to view the tutorial on this page, click here to view it as an MP4 format.
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Updating Cloud ILS’s in an “Always On” Global Environment
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Updating Cloud ILS’s: 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

• Localise downtimes
  – e.g. North American maintenance window AND EMEA maintenance window
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Updating Cloud ILS’s: Advantages

• Functionality constantly improving
  – Arabic transliteration, Searching course reserves, etc.

• No effort, no 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
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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
Thank you!

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