

OLIB provides software as a service (SaaS)

For nearly two decades OLIB has served a wide range of health, education, government and corporate libraries with software that satisfies their library management needs. The OLIB product team prides itself on offering a high standard of customer service and support, and a close working relationship with its users; an essential consideration when choosing to outsource the application hosting and maintenance of such a vital part of your operation. With the arrival of OLIB Web, library management moves fully to being ‘software as a service’.

Overview

‘Software as a Service’ is the term used to describe a model of software deployment where an application is hosted as a service and provided to customers across the internet. By eliminating the need to install and run the application on your own servers, ‘SaaS’ alleviates the burden of software maintenance.

With the launch of OLIB Web, OCLC can now provide a completely hosted solution, removing any requirement for the library to maintain software at their site.

OLIB Web provides all of the staff management functionality, currently available via its client-based staff interface, across the internet. There is no client software to be installed on library PCs, staff can just click on the browser in any location at any time.

Offering choice

By introducing an option to have your service remotely hosted, OLIB has broadened the range of scenarios a library may wish to consider when implementing their management system. Libraries can choose to outsource all technological issues to OCLC and not have client software running on their workstations. This would also remove the need to run third-party client software, like Citrix.

Or, libraries may wish to run a mixed economy of Windows client and browser-based staff functionality which could be determined by the nature of the staff function or by the location of the staff. This is also possible with OLIB.

”We are keen to promote flexible working to our staff, and having an interface that staff can access from home will help us achieve this.”

Jenny Toller, NHS South West

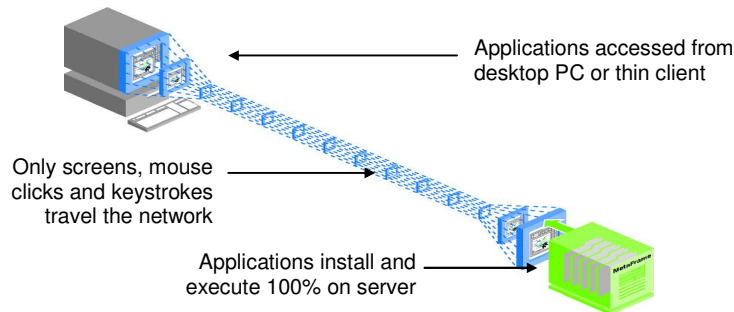
Benefits

OLIB Web is a natural choice for many libraries with differing needs.

- It aids smaller library environments, where resources are at a premium and internal IT support is restricted.
- It benefits larger multi-site environments where the flexibility of the web as a platform for services is highly desirable.
- It sustains the library’s bid for a functionally rich system at a cost within reach of most small to medium-sized libraries.
- Flexible working for staff is just a browser click away - staff are no longer tied to their workstations.

Library management that can truly be called “software as a service” is here with the arrival of OLIB Web. See overleaf for more information on our hosting operation.

For more information on OLIB and OLIB Web, contact uk@oclc.org.



Overview

OCLC offers a hosting option for OLIB, meaning we take full control of the running of your system. From our secure hosted environment in Leeds in the UK, experienced professionals can provide either a working day or 24/7 operation of your service. Equipment is accessible only via keycard access to a restricted subset of personnel.

Should assurance be needed, the service can provide a facility for system monitoring for both your application and the network it is running on. And a data backup and restoration service are also available as standard.

The managed service includes the installation of upgrades to the application software as recommended by OCLC. Application development is conducted in the development labs of OCLC. Once new software releases have been fully quality assured, upgrades can be applied via a staging server.

Whether you choose a standard OCLC package or a bespoke design our applications are backed up by an ongoing support service of the highest quality. Each customer has an annual support contract with OCLC to cover ongoing assistance with the day-to-day use of the system.

Our consultants are industry or technical specialists with extensive product knowledge, enabling them to provide application and technical advice you can rely on.

Benefits

The hosting option offers itself as the right solution for libraries for many reasons.

Scalability The hardware environment is designed to meet the loading estimates of the most onerous of applications with significant contingency to spare. The architecture is designed to provide very high additional scalability with low incremental cost.

Flexibility The architecture provides a high degree of flexibility in the services offered. All system components are standardised and standard operating systems are used.

Resilience The deployment architecture provides high resilience to any component failure. Network connections, power supplies and computing services all have redundancy built in.

Disaster recovery planning A sophisticated data backup facility providing long-term disaster recovery for the most risk averse organisations.

Service level visibility The overall service level management framework provides for detailed quarterly reporting and reviews.

For more information on OLIB as a hosted solution, contact: uk@oclc.org

“Our hosting team are experienced professionals running applications for organisations ranging from single site corporate information centres to national library services.”

Mary Ann Thapa, OCLC Services Manager