

CASE STUDY



The mission of the Naval Postgraduate School (NPS) is to provide relevant, quality graduate education and research primarily to support the US Navy and Marine Corps, the mission extends to other US Armed Services, allied nations, and to the broader defense/national security communities.

Challenges

With limited resources to dedicate toward managing and implementing an OpenURL server and software solution and managing content and user interfaces, NPS wanted a link resolver that would demand little from library and IT staff.

Solution

SFX offers customers a great deal of latitude in customizing its look and feel, particularly in the use of display logic to fine-tune the way that results are presented to SFX users. The library has plans to add more customization, but has so far largely used the templates provided by Ex Libris and by the NPS Web Content Management System.

SFX Supporting the Academic Mission of the Naval Postgraduate School

The Naval Postgraduate School (NPS) is not a typical university graduate school. Although the School's mission is to provide relevant, quality graduate education and research primarily to support the US Navy and Marine Corps, the mission extends to other US Armed Services, allied nations, and to the broader defense/national security communities. The NPS student body is composed of active-duty officers of the US uniformed services; officers and national security-related civilians from more than 66 allied nations; and a select group of civilian employees from local, state and US federal government agencies. Roughly 1700 full-time students are in residence at the Monterey, California campus; an additional 700 are distance learners. 500 faculty—99% of them PhDs—and 300 staff members make up the NPS academic community.

NPS is accredited by the Western Association of Schools and Colleges (WASC) and awards both Masters degrees and Doctoral degrees from its four graduate schools of Business and Public Policy, Engineering and Applied Sciences, Operational and Information Sciences, and the School of International Graduate Studies.

Supporting the academic mission of NPS is the Dudley Knox Library. The Library collection includes a large printed book and serial collection as well as access to approximately 17,000 electronic journals available to the academic community, both on and off campus. When Eleanor Uhlinger, director of the Dudley Knox Library, came to the NPS in March 2006, the Library did not have a link resolver. From her previous library experience, Uhlinger was aware of the valuable services that a link resolver could provide. Thus, one of her first priorities was to acquire an OpenURL link resolver for Dudley Knox Library

Swift, efficient, and vigilant – SFX at the Naval Postgraduate School

The Naval Postgraduate School became a hosted SFX® customer in July 2006. “We didn't set out to have a hosted solution,” notes Uhlinger. “We had several needs that we wanted to address. First, we needed to install something quickly. We wanted to show an exciting move forward for the library by improving patron experiences with discovery of and access to e-resources. Second, library and centralized Information Technology (IT) staff and servers are stretched in many directions. We didn't have sufficient resources to dedicate toward managing and implementing an OpenURL server and software solution while also managing our content and user interface. We simply wanted a link resolver that would not demand much from our Library/IT



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Results

With the rollout of the Get It! SFX service in September 2006, the library began to receive new service demands almost immediately. The first SFX-based interlibrary loan request came in within an hour of opening the system. As library users became familiar with the link resolution functionality of the Get It! - Dudley Knox Library and reference librarians received numerous compliments about the new service.

staff.” Uhlinger had other concerns, as well. As a Department of Defense facility the library must adhere to standards and regulations detailing what services could be made available over the military network, while also facilitating patron access to licensed resources.

“We wanted to show an exciting move forward for the library by improving patron experiences with discovery of and access to e-resources.”

The library was also engaged in a pilot project with campus IT to implement a new Web content management system (WCMS) with the intent of rolling out an enterprise-wide WCMS following a successful pilot. “Integrating the SFX link resolver system with the NPS content management system meant we did not need to create WCMS templates, workflows, and architecture for access to e-resources,” noted Jonathon Reedy, technical information specialist, providing additional impetus to move quickly on the SFX installation.

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Identify your linking service

The library maintained the SFX icon but branded the SFX service with its own identity. “We decided to call the service “Get It! – Dudley Knox Library”, explains Jeff Rothal, reference librarian. “It was important to show our students and faculty who paid for this service.” SFX offers customers a great deal of latitude in customizing its look and feel, and this is particularly clear in the use of display logic to fine tune the way that results are presented to SFX users. Rothal said that the library has plans to add more customization, but has so far largely used the templates provided by Ex Libris™ and by the NPS Web Content Management System.

Outsourcing (or, using hosted services) was not a new concept to the Dudley Knox Library. The library’s Interlibrary Loan Management (ILLIAD) services are hosted by OCLC Online Computer Library Center. Further, the library offers a hosted virtual reference service (Docutek VRLplus), called “Ask-A-Librarian,” for use by on- and off-campus graduate students. Working with hosted hardware is seen as an advantage-- the library can concentrate on the content and the services being provided rather than concerning itself with the requirements of managing a server.

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Getting Get It! Out

The Dudley Knox Library did a soft rollout of its Get It! SFX service in September 2006 and the full release, complete with publicity a month later. Almost immediately, the library began to receive new service demands. "We had an SFX-based interlibrary loan request within an hour of opening the system," recalls Uhlinger. As library users became familiar with the link resolution functionality of the Get It! - Dudley Knox Library, Uhlinger and reference librarians received numerous compliments about the new service. The Library observes that link resolution, Get Full-Text, is the most used SFX activity. Using the Get It! system as an aid to finding items in the library's OPAC (a SirsiDynix Unicorn® system), Get Holdings is the next most used function, and interlibrary loan, Get Document Delivery, the third. The Library lacked a comprehensive list of e-journals and all indications are that the Get It! A-Z list is a big hit. People now have a quick and direct way to find their journals.

"We had an SFX-based interlibrary loan request within an hour of opening the system"

What does the NPG Library plan for the future?

The Dudley Knox Library just installed Verde®, the Electronic Resource Management system from Ex Libris (November 2007), and is busy planning data loads for an anticipated go-live date in early 2008. The Library plans to manage its electronic resources using the Verde ERM module and to synchronize and update its data into the Get It! - Dudley Knox Library SFX system.



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