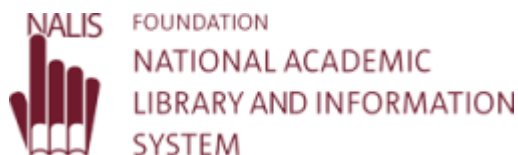
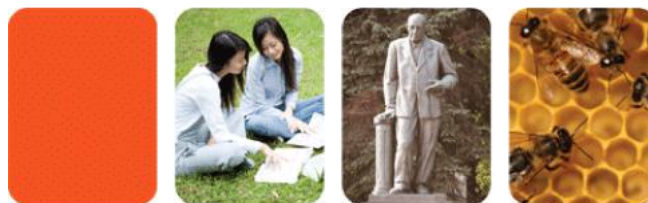


CASE STUDY



Future Ready Discovery and Delivery at the NALIS Foundation

The Bulgarian Academy of Science, the Sofia University, and the American University in Bulgaria formed the National Academic Library and Information System Foundation (NALIS Foundation) as a non-governmental organization supporting academic libraries throughout Bulgaria. The goals of NALIS Foundation are the development and strengthening of education, science, and culture; and regional projects for the development of cooperation in the library and information industries. The NALIS Foundation project is financially supported by the [America for Bulgaria Foundation](#).

Challenge

Member organizations of the NALIS Foundation network were dealing with huge increases in the volume of electronic and digital resources available, leading to multiple and complex search routes for users. With its responsibility to lead the academic and library information fields in Bulgaria, the NALIS Foundation decided to seek out a solution for enabling smooth access to the full spectrum of its members' resources.

The National Academic Library and Information System Foundation (NALIS Foundation) is comprised of the three most prestigious academic institutions in the Bulgaria: the Sofia University, the Bulgarian Academy of Science, and the American University in Bulgaria, with the support of the America for Bulgaria Foundation. Two of the founding members of NALIS Foundation—the Bulgarian Academy of Sciences and Sofia University—have run the Aleph® integrated library system (ILS) for over ten years.

After nearly a decade of preparing the business case, the NALIS Foundation began its quest for a new framework to manage and expose its electronic and digital collections in 2008. At this time, member organizations were using a makeshift collection of homegrown and local systems, some of which dated back up to 30 years. Librarians managed a huge array of electronic and digital resources using different systems and requiring discrete and sometimes obscure search interfaces. As a unique network of scholarly institutions in a country facing many economic and social difficulties, the Foundation was acutely conscious that its choices of library technology would have enormous consequences for academic progress in the country.

Seeking a New Dimension for Discovery

The NALIS Foundation coordinators cast their net wide to find the perfect solution for their member libraries. Just as important as ease-of-use and simplicity were the professional values of the vendor and their proven commitment to customers. As Dincho Krastev, Executive Director of the NALIS Foundation and Director of the Central Library of the Bulgarian Academy of Sciences, explained: "We wanted to work with a company as long term partners rather than via a single transaction, and so evidence of ongoing relationships and development featured heavily in our selection process."

Professional expertise and the understanding of both management and implementation specialists were critical to the network's decision to adopt Ex Libris solutions. In addition, the Foundation was keen to work with a vendor with a robust strategy for the future of library technology. "The Ex Libris road map for unified resource management, supported by the Alma cloud-based service, resonated deeply with our long-term vision," noted Dr Krastev.



CASE STUDY



Solution

Following an intensive selection process, the NALIS Foundation selected a suite of solutions from Ex Libris, including the Primo® discovery and delivery solution, the SFX® OpenURL link resolver, the MetaLib® metasearch solution, and the DigiTool® digital asset management system.

Results

After going live in autumn 2010, the Ex Libris solutions are proving to be a major benefit for all the NALIS Foundation member organizations. Faculty and students are relishing the opportunity to discover a wealth of electronic and digital materials that were previously unknown or difficult to obtain, and academic progress is continuing to flourish across the network.

Following the evaluation process, the NALIS Foundation managers decided to implement a number of Ex Libris solutions: the Primo® discovery and delivery solution, the SFX® OpenURL link resolver, the MetaLib® metasearch solution, and the DigiTool® digital asset management system. As a unified search interface to access the full range of member organizations' extensive collections, Primo offered the NALIS Foundation a streamlined discovery experience for both faculty and students. Equally persuasive was the incorporation of OPAC functionality in Primo, enabling users to perform tasks such as renewals, holds, fines, recalls, and user profile updates, directly from the Primo interface. "Primo offers our users a single interface for finding and obtaining all the information they need. Thanks to its seamless integration with Aleph, Primo provides library services via the discovery interface," Dr Krastev remarked.

"Ex Libris solutions have enabled our users to visualize the potential of scholarly resources, and to open opportunities that they were previously unaware of."

A Giant Leap for Information Literacy

The tight integration of Primo with MetaLib and SFX has completely transformed the ability of library staff to harness the resources to which their organizations subscribe. "For our users, speed and reliability are essential, and these are precisely the qualities we have lacked for many years," Dr Krastev explained. "With its inclusive KnowledgeBase, SFX enables students and researchers to obtain all the scholarly material they need, and the Primo interface ensures that our resources get maximum exposure on our web sites, campus systems and other institutional applications."

"Today's researchers expect from library information systems the same speed, ease of use, and satisfaction that they get on the Web."

Library staff members appreciate the dynamic development of the Ex Libris solutions deployed by the NALIS Foundation, in particular the culture of openness and collaboration fostered by the open-platform program and its EL Commons platform. "Today's researchers expect from library information systems the same speed, ease of use, comprehensiveness, and satisfaction that they get on the Web," noted Dr Krastev. "The solutions that have been installed in our member institutions appear to have been designed uniquely to realize our strategy for the discoverability of our collections."

CASE STUDY



“On a deeper level, installing Ex Libris solutions has given our users the ability to visualize the potential of scholarly resources, and to open opportunities that they were previously unaware of,” added Dr Krastev. “By increasing information literacy with intuitive and powerful systems, we are empowering the next generation of researchers to achieve far more ambitious results than were possible up to now.”

A Flourishing Relationship

Throughout the project, the NALIS Foundation staff found Ex Libris staff members to be fully focused on achieving a successful implementation for the library network. This close relationship continues to enhance the effectiveness of Primo, MetaLib, SFX and DigiTool now that they are live at the NALIS Foundation member organizations. “The NALIS Foundation team was, and is, extremely impressed by the smooth and successful cooperation with Ex Libris experts, who consistently met our requirements during the implementation period. Ex Libris as a company, and each staff member who has worked on our implementation, has been responsive, motivated and proactive in support of our unique needs,” concludes Dr Krastev.

“The NALIS Foundation team is extremely impressed by the smooth and successful cooperation with Ex Libris experts, who consistently met our requirements during the implementation period.”

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