

MIGRATING FROM MILLENNIUM TO SIERRA AT THE AUSTRALIAN NATIONAL UNIVERSITY LIBRARY

WK Hancock
Library

The Australian National University Library (ANU) serves one of Australia's leading research universities and is a member of the International Alliance of Research Universities. The ANU Library collection holds more than 2.5 million physical items and provides access to more than 63 million electronic resources, including full-text journal articles. The collection is distributed across five branches and an external repository on a subject and usage basis and can be accessed by searching the Library catalogue, e-journal, and e-resources database.

CHALLENGE

The ANU Library started working with Innovative in 1993 and installed the Millennium ILS in 2003. Although Millennium served ANU well, University Librarian Roxanne Missingham and her staff saw the need to move to a more open and flexible system that would allow the ANU library to implement new systems and meet the evolving needs of faculty and students.

According to Mark Huppert, the University's Library Systems and Web Coordinator, there was also a clear imperative (and a push from the campus IT department) for the library system to become more interoperable with other campus systems such as that used for Human Resources and Finance.

It was remarkably smooth going from Millennium to Sierra. Data conversion was handled completely by Ill, which was a huge help. We didn't take the process lightly – implementing a new system is an important decision that takes a lot of energy and requires you to do a lot of testing – but the move from Millennium to Sierra was the easiest migration that I have ever experienced.

—Roxanne Missingham, University Librarian
The Australian National University Library

Moving to Sierra, with its open data structure and streamlined work processes, seemed like the obvious choice. The challenge for the ANU library staff was to make the switch to Sierra as smooth and seamless as possible to minimize disruption to library users and staff.

PROCESS

The migration took place in a single day on July 31, 2013 and was a surprisingly easy process, according to Roxanne and Mark. The system worked well at launch, allowing library patrons and staff to use Sierra right away. The self-checkout machines functioned properly. WebPac looked and acted in the same way as it had with Millennium. There were no problems with renewals, records, or ILL.



"We had a very good conversion, nothing is going to work absolutely perfectly. We had some small things, but the rest of it went really well."

– Mark Huppert

Library Systems and

Web Coordinator

Australian National University

Library

The entire outward-facing process was smooth, and library users were impacted in a minimal way. Roxanne and Mark appreciated the careful preparation by Ill staff over the preceding three months in advance of the move -- the project had run smoothly, with high quality testing and socialization of both user and staff interfaces.

Of course, a few glitches are always expected and did occur. The staff hoped the system would be operational before the library opened, but a four-hour delay in the go-live process meant a later launch. An issue with the keyword index, which was not fully indexed until that afternoon, was quickly resolved and became the only issue with a direct impact on users.

Mark reports that the library staff responded to the new Sierra system in a positive way and that they were pleased that things worked as expected. The first day was exciting for the entire library team; aside from the late start, the migration process went very smoothly.

One of the positive outcomes in moving to Sierra? No need for retraining and, consequently, very little impact on staff productivity.

"At best, they had a 20 minute presentation – no training – and then sat down and started working with few questions – quickly getting over the slight differences from Millennium," says Mark.

Mark relates that, as time went by, the staff began to run into some minor issues, which they communicated to the Innovative Help Desk. Mark and his staff were closely engaged with the Help Desk during the first few weeks addressing the technical issues that did arise, including tweaking the settings on individual accounts to get everyone properly enabled. He notes that, once a Help Desk ticket opens, a lengthy discussion may be held to find the best outcome or solution, but overall, he was pleased with the level of response.

RESULTS

According to Mark, the Millennium to Sierra migration at ANU was quite straightforward and a very positive experience for the library staff. He reports that ANU benefitted from libraries that had gone live previously and worked out the bugs – helping things go smoothly at ANU.

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About The Australian National University Library (ANU)

The Australian National University (ANU) is a celebrated place of intensive research, education and policy engagement. ANU is home to an interconnected community of scholars. The University is located in the heart of Canberra, Australian Capital Territory, Australia. See <http://about.anu.edu.au/> for more information.

About Sierra

Sierra empowers libraries to reinvent the very nature of their services and deliver value well into the future. Sierra's foundational technology provides automated workflows, integrated resource management, and open access to data.

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