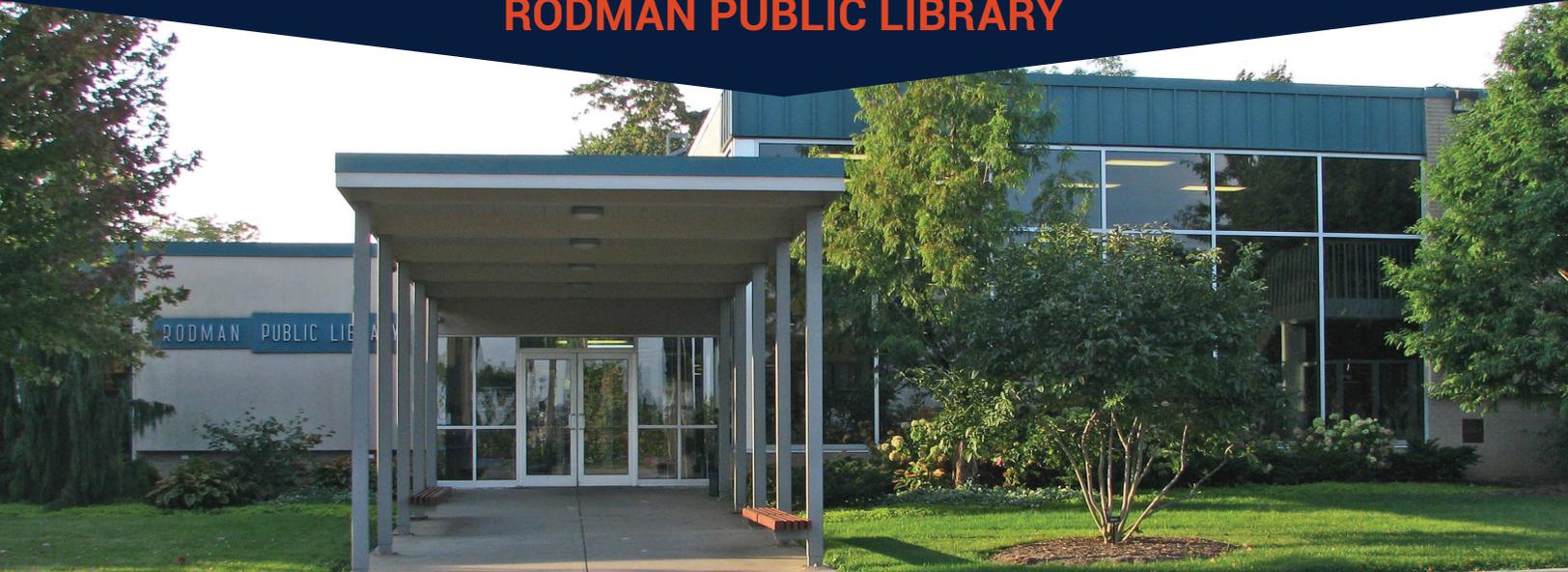


CASE STUDY

RODMAN PUBLIC LIBRARY



Rodman Public Library Increases Efficiency by Migrating to a Hosted Solution

OVERVIEW

The Rodman Public Library in Alliance, Ohio is a long-standing institution dedicated to providing and organizing significant materials in a variety of formats, including books, recorded materials and technology formats, and to give guidance in their use. The staff assists people in their search for reliable information and in their exploration of a more secure and creative pattern for living. In addition to being a large part of the Alliance community, the library is a member of the Ohio Public Library Information network (OPLIN) and SearchOhio.

Their partnership with Innovative began when Rodman installed a “turnkey system” in 1994, which means servers were hosted on-premise, and the Rodman team managed the overhead that accompanies maintaining hardware such as cooling, tapes, replacement, and more. In January of 2013, led by Karen Perone, the Head of Technology and Technical Services, Rodman upgraded from Millennium to Sierra and hosting remained on-premise. In September 2016, neighboring Louisville Public Library joined as a partner on Rodman's Sierra system.



THE CHALLENGE

In 2017, the Rodman team learned that their payment system provider was upgrading their production endpoints as part of a security initiative. Rodman would need to adjust their configuration and test their integration prior to the June 30 deadline.

After a review of their current system, the team realized that their server was not compliant with the payment system upgrade, so they would need to upgrade their operating system. And at four years old, the server was nearing the end of its life. The library decided that this was the ideal time to explore migrating to a hosted solution.

With a tight timeline and many variables at play, the Rodman team got to work and contacted Innovative to get a plan in place.

During the migration planning process, the team uncovered some potential complications. Rodman had recently upgraded to Sierra 3.0 but needed to move to Sierra 3.1 to comply with their payment provider's requirements. With the migration to hosting planned for only 10 days prior to the payment provider deadline, the team was concerned about making the deadline with all systems functioning.



THE MIGRATION TO HOSTING

After a few weeks of planning along with the Innovative team and the tools provided, migration day went seamlessly. The library had planned to be down all day and notified their Resource Sharing partners, but after starting the migration at 9am, they were testing at 10:30am, and everyone was back online around 1pm.

A big part of this was due to their ample preparation – Rodman allowed 4-6 weeks to schedule the switch. During that time, Innovative built the new hosted server, performed a test database copy, and prepared current Sierra systems for migration. Rodman used the time to prepare for the IP change, send a list of IPs to Innovative for access, contact vendors that use the Patron API, and manage several other important technical details along with notifying their Resource Sharing network and even updating the Bookmobile IP address. As with any project, there were some bumps in the road, but the issues were addressed quickly. As a great partner, Rodman provided the feedback to Innovative to add to the playbook for future migrations to hosting to help avoid some of the challenges.

THE DAY OF THE MIGRATION

Innovative

- Halted Sierra and disabled access
- Migrated the software and database
- Reconfigured the system for hosted access
- Started and tested Sierra
- Supported the library with troubleshooting

Rodman Library

- Modified the DNS for new servers
- Key staff tested access and functionality
- Had IT staff available to check logins, address network/DNS issues
- Whole staff reported any issues to IT



TIPS FOR MIGRATION DAY

- Before staff gets access to the migrated system, test, test, test, and test more.
- Ensure you can log in to the admin corner, SDA, staff and public sides of the local database, Express Lane, and Quick Click.



Overall, this was a very smooth process. The Innovative team provided clear instructions on their website to help us prepare, and I like that our team can focus on our patrons while Innovative manages our hosting and software maintenance. Looking back on the decision, it was the right move for Rodman library and our partner Louisville Public Library to best provide for and develop the cultural, informational and recreational needs of our residents.

KAREN PERONE
Head of Technology and Technical Services

RESULTS AND BENEFITS OF HOSTING

Overall, the Rodman Library switch to a hosted solution went smoothly, and one year later they feel it is a much better for them. They can schedule restarts for the middle of the night, and system updates are easy to schedule. The Rodman server room is quieter and there's no more tapes to change or buy. Their speeds are also the same or better than before, and if the internet is down at one library, others are not affected. These improvements – and more – mean that this is a better solution budget-wise, too.



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