If It Is Free, How Can It Be Any Good?

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ALA/CLA 2003, Toronto ON

Agenda

- University of Winnipeg Library
- Open Source Apps in Use
  - Linux
  - GODOT/Citation Manager/dbWiz
  - RAKIM
  - ePrints
  - phpBB
  - OpenILL
  - Cold Fusion Apps at UofW
- Value of OS at UofW

University of Winnipeg

- Liberal Arts institution
- Primarily undergraduate, 6,000+ FTE
- Downtown, urban, commuter campus
- 40 Library staff (8 librarians)
- Some recent developments
  - Strong Information Literacy program
  - Over 120 licensed databases
  - 9,000 serials (8,000 electronic)
  - Virtual reference from 8am-11pm + weekends
- UL is a former Systems Librarian/Developer

Linux

- Servers include Windows 2000, Mac OS X, Solaris, Linux
- New servers are Mac or Linux – goal is to faze out Solaris and Windows
  - Video/Audio on Mac
  - OAI repository, vRef, Discussion groups Linux
- Developing expertise in LAMP environment from Windows/Cold Fusion/Access
- Skills for Linux transferable to Mac and visa versa

VWCUL

- Virtual Western Canadian University Library
- GODOT/Citation Manager/dbWiz
  - GODOT provides OpenURL linking as well as proprietary linking
  - Citation Manager provides web-based citation harvesting (via GODOT) and management
  - dbWiz will provide federated searching and resource discovery tools
- One of the best OpenURL linking systems
- Designed for consortial environments
- Competes with products costing 10s of thousands and works as well or better

RAKIM

- Virtual reference software developed by Rob Casson (Miami University, Ohio)
- Have had vRef service for 3 years
  - Went from HumanClick-LSSI-RAKIM
  - LSSI was a bad experience, 70%+ of sessions broke for one reason or another
  - RAKIM was much more robust on same network
- Less functionality than an LSSI but seems to be developing a following and ports are happening already

ePrints

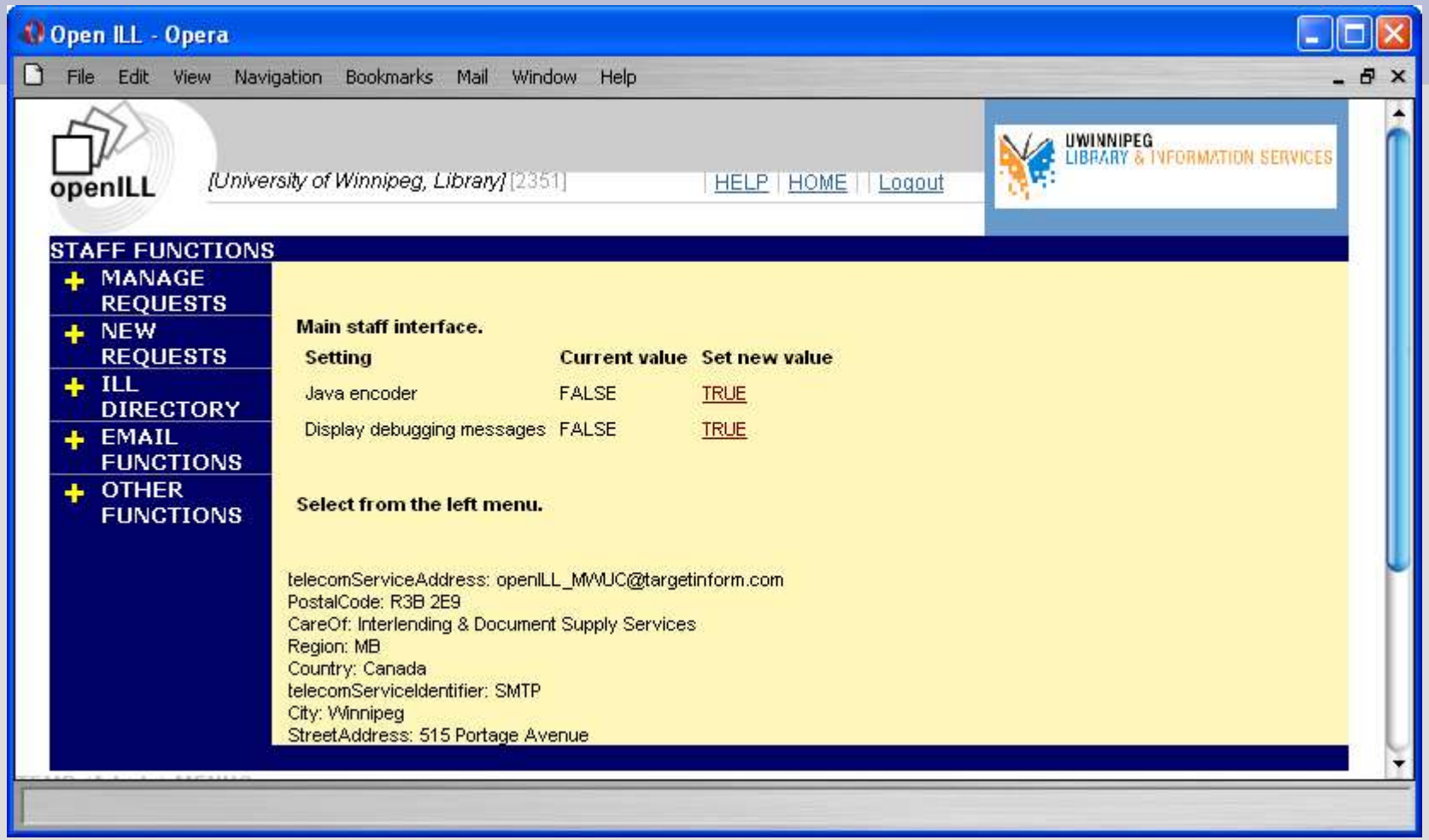
- ePrints for institutional repository and eJournal website
  - eCommons::Research
  - Canadian Bulletin Medical History
  - Also looking at using for a discipline-based repository
- Widely used, standard OS community, regular updates
- Not sure how it will compare in the long-term to DSpace from MIT, but very good functions

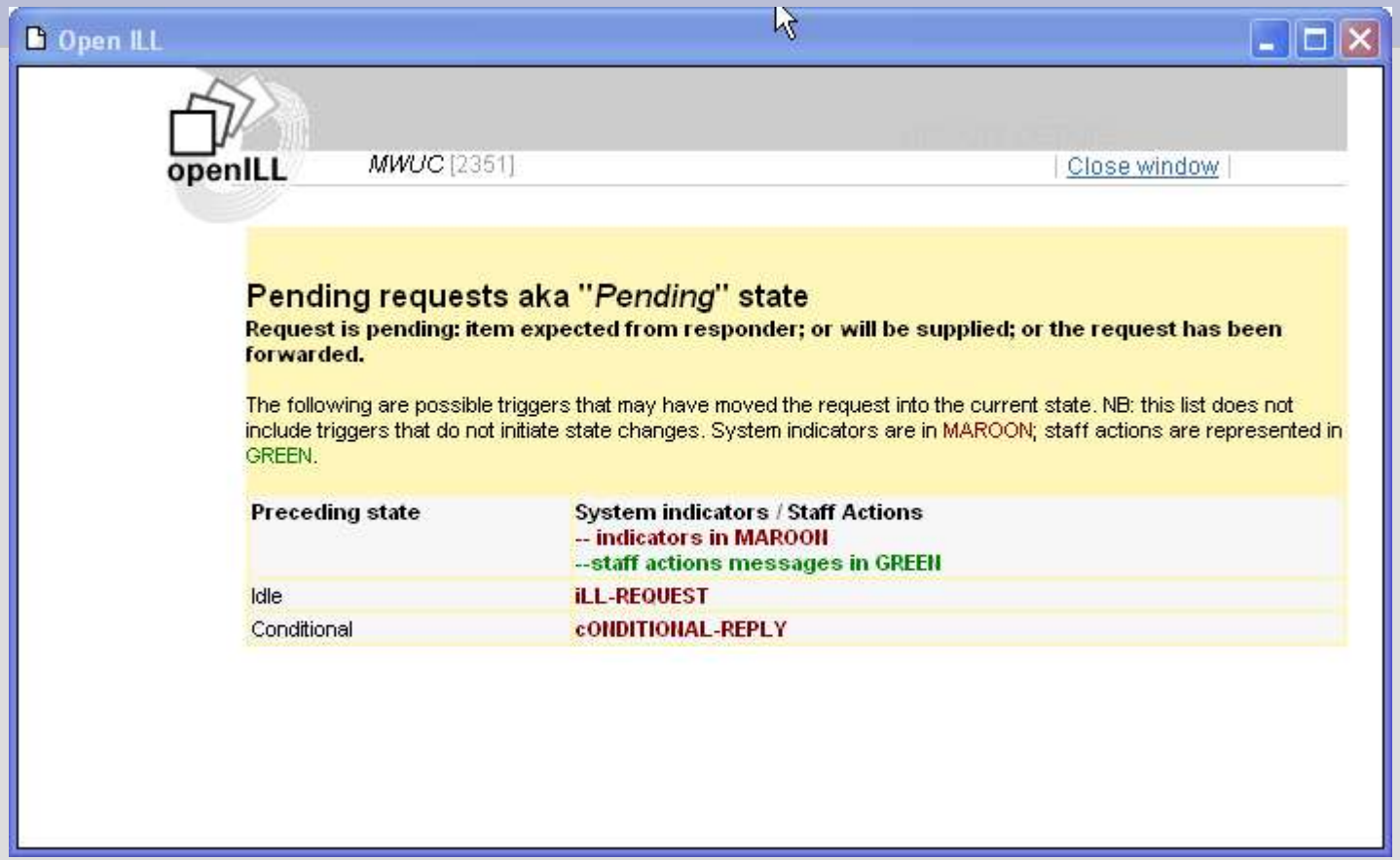
phpBB

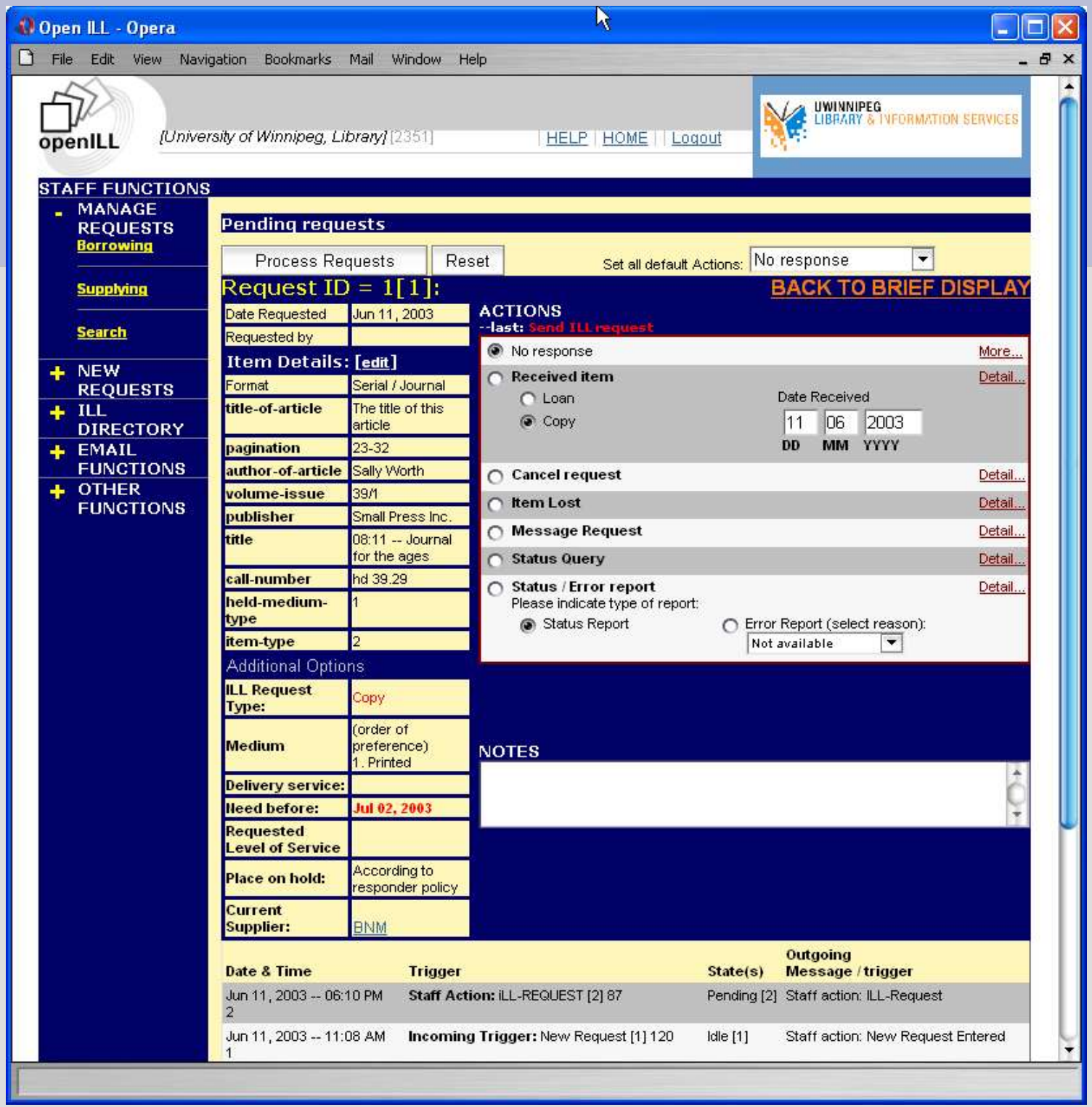
- Had been using O'Reilly's WebBoard for 3 years, concerns about longevity and pricing after sold to another vendor
- Up and running with phpBB in very short time
  - Provides most of the same functions
  - Some features better than commercial products
  - Widely used and mature product
- Staff able to make changes to basic product
- Good way to develop skills in more traditional LAMP environment

OpenILL

- U of Winnipeg managed open source InterLibrary Loan system project
  - Fully ISO/IPIG compliant ILL system
  - LDAP-based Directory following IPIG schema
  - Designed for consortial environment or stand-alone
  - 2st release in Fall 2003
  - Cold Fusion, Fusebox 3, MySQL, LDAP
- Developed because commercial products had been flaky and ephemeral, little stability


Open ILL - Opera
File Edit View Navigation Bookmarks Mail Window Help
openILL
[University of Winnipeg, Library] [2351]
HELP | HOME | Logout
UWINNIPEG
LIBRARY & INFORMATION SERVICES
STAFF FUNCTIONS
+ MANAGE REQUESTS
+ NEW REQUESTS
+ ILL DIRECTORY
+ EMAIL FUNCTIONS
+ OTHER FUNCTIONS
Main staff interface.
Setting
Current value
Set new value
Java encoder
FALSE
TRUE
Display debugging messages
FALSE
TRUE
Select from the left menu.
telecomServiceAddress: openILL_MWUC@targetinform.com
PostalCode: R3B 2E9
CareOf: Interlending & Document Supply Services
Region: MB
Country: Canada
telecomServiceIdentifier: SMTP
City: Winnipeg
StreetAddress: 515 Portage Avenue


Open ILL
openILL
MWUC [2351]
Close window
Pending requests aka "Pending" state
Request is pending: item expected from responder; or will be supplied; or the request has been forwarded.
The following are possible triggers that may have moved the request into the current state. NB: this list does not include triggers that do not initiate state changes. System indicators are in MAROON; staff actions are represented in GREEN.
Preceding state
System indicators / Staff Actions
-- indicators in MAROON
--staff actions messages in GREEN
Idle
iLL-REQUEST
Conditional
cONDITIONAL-REPLY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[University of Winnipeg, Library] [2351]
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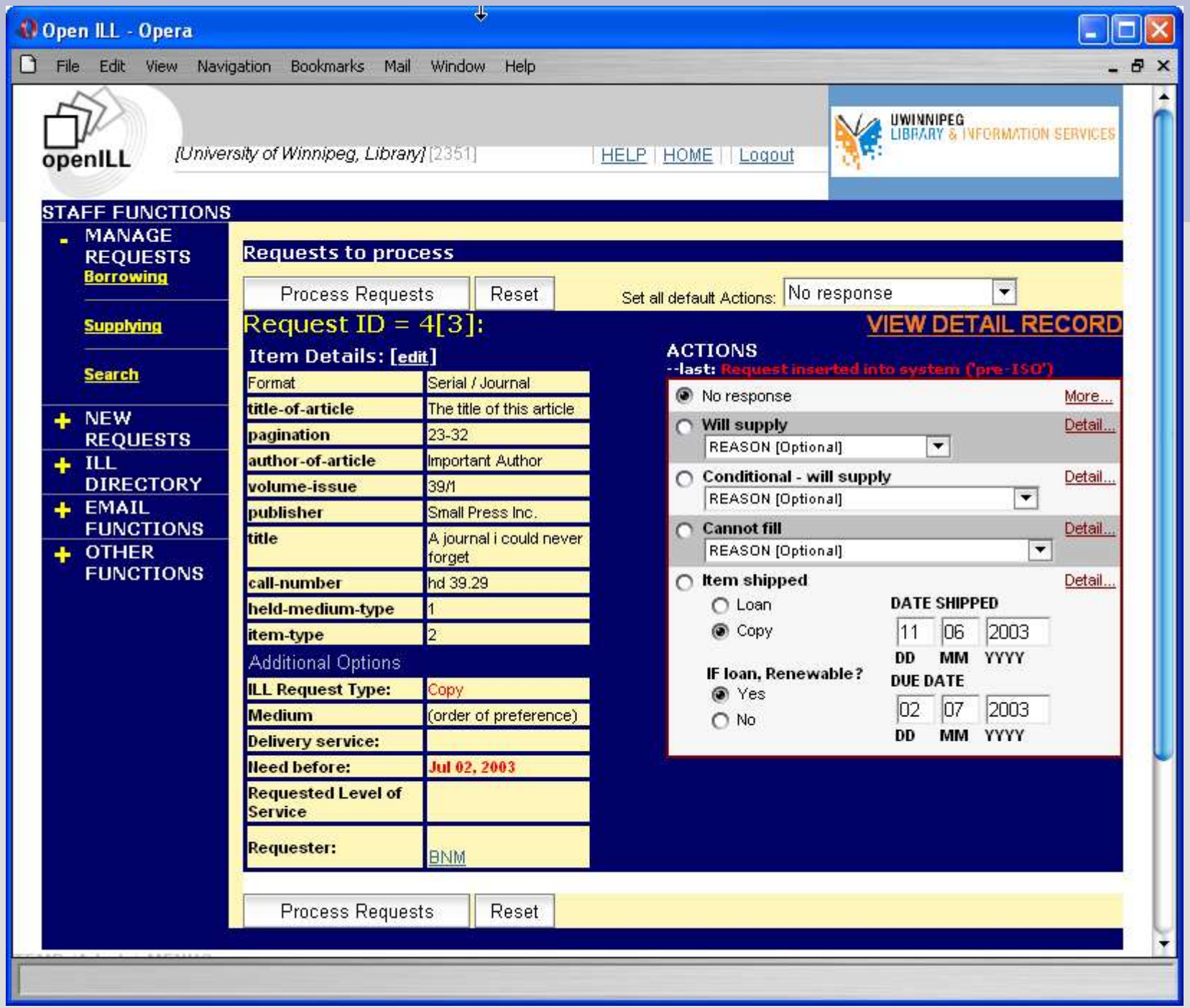
UWINNIPEG LIBRARY & INFORMATION SERVICES
STAFF FUNCTIONS
MANAGE REQUESTS
Borrowing
Supplying
Search
NEW REQUESTS
ILL DIRECTORY
EMAIL FUNCTIONS
OTHER FUNCTIONS
Pending requests
Process Requests
Reset
Set all default Actions: No response
Request ID = 1[1]:
BACK TO BRIEF DISPLAY
Date Requested Jun 11, 2003
Requested by
Item Details: [edit]
Format Serial / Journal
title-of-article The title of this article
pagination 23-32
author-of-article Sally Worth
volume-issue 39/1
publisher Small Press Inc.
title 08:11 -- Journal for the ages
call-number hd 39.29
held-medium-type 1
item-type 2
Additional Options
ILL Request Type: Copy
Medium (order of preference) 1. Printed
Delivery service:
Need before: Jul 02, 2003
Requested Level of Service
Place on hold: According to responder policy
Current Supplier: BNM
ACTIONS
--last: Send ILL request
No response More...
Received item Detail...
Loan
Copy
Date Received
11 06 2003
DD MM YYYY
Cancel request Detail...
Item Lost Detail...
Message Request Detail...
Status Query Detail...
Status / Error report Detail...
Please indicate type of report:
Status Report
Error Report (select reason):
Not available
NOTES
Date & Time
Trigger
State(s)
Outgoing Message / trigger
Jun 11, 2003 -- 06:10 PM 2
Staff Action: iLL-REQUEST [2] 87
Pending [2]
Staff action: ILL-Request
Jun 11, 2003 -- 11:08 AM 1
Incoming Trigger: New Request [1] 120
Idle [1]
Staff action: New Request Entered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+ ILL DIRECTORY
+ EMAIL FUNCTIONS
+ OTHER FUNCTIONS
Requests to process
Process Requests
Reset
Set all default Actions: No response
Request ID = 4[3]:
VIEW DETAIL RECORD
Item Details: [edit]
Format Serial / Journal
title-of-article The title of this article
pagination 23-32
author-of-article Important Author
volume-issue 39/1
publisher Small Press Inc.
title A journal i could never forget
call-number hd 39.29
held-medium-type 1
item-type 2
Additional Options
ILL Request Type: Copy
Medium (order of preference)
Delivery service:
Need before: Jul 02, 2003
Requested Level of Service
Requester: BNM
ACTIONS
--last: Request inserted into system ('pre-ISO')
No response More...
Will supply Detail...
REASON [Optional]
Conditional - will supply Detail...
REASON [Optional]
Cannot fill Detail...
REASON [Optional]
Item shipped Detail...
Loan
Copy
DATE SHIPPED
11 06 2003
DD MM YYYY
IF loan, Renewable?
Yes
No
DUE DATE
02 07 2003
DD MM YYYY
Process Requests
Reset

UofW and Cold Fusion

- Have developed a number of Cold Fusion apps over last 4 years
  - Content Management system
  - Information Literacy manual
  - Innopac add-ons (labels, eJournals, etc.)
- Not open source environment, but our applications and many others are freely available
- Biggest advantage is ease of use
- With 40 staff, 6 are doing CF development

Value of OS at UofW

- vRef with commercial product
  - LSSI cost $15,000 1st year & startup
  - $10,000 per year, per seat
  - Went from 400 interactions per month to < 100
  - How many clients will not return?
- vRef with open source product
  - RAKIM cost $0 1st year (redeployed old staff Pentium PC)
  - Returned to 3-400 interactions per month
- Hard to put a value on customer satisfaction!