Project Name: Library Services Platform for ODIN Academic Libraries

Agency: North Dakota University Systems

Business Unit/Program Area: ODIN

Project Sponsor: Jerry Rostad | Ellen Kotrba

Project Manager: Joe Tillman

Project Description
The Online Dakota Information Network (ODIN) is a consortium of North Dakota University System (NDUS) academic libraries, private academic libraries, public libraries, K-12 libraries and special libraries across North Dakota. ODIN is an entity of NDUS. Its purpose is to provide unified, cost effective and creative approaches to the acquisition, management and sharing of information and knowledge resources across all member libraries. ODIN supports the shared mission of member libraries to contribute to the intellectual and cultural growth of the user base. The libraries vary in size and are located across North Dakota.

The current Integrated Library System (ILS) needs replacement as it's past is useful life in the current configuration, and newer concept Library Services Platforms (LSP) provide more functionality that academic users of ODIN are in need of. The new system will meet the diverse needs of its member libraries and their patrons. ODIN libraries require a LSP with the flexibility to accommodate individual institutional preferences within a common framework that reflects and supports their commitment to collaboration.

The new LSP will connect patrons with member libraries' collections, services, and expertise and with the larger information universe. The public interface will be easy to use, fostering creativity, flexibility, and serendipitous discovery. The LSP will provide library staff with opportunities to improve quality and efficiency. The new system will exceed traditional integrated library system (ILS) capabilities, streamline workflows, and eliminate redundancies associated with legacy systems that were designed primarily for management of print collections.

Business Needs and Problems
1. Enable libraries to provide easy access to print and licensed electronic information.
2. Maximize services to patrons of libraries across the state.
3. Evaluate enhancements to the Online Dakota Information Network's (ODIN) library systems and services to improve functionality that supports the evolving needs of patrons.
4. Enable collaboration among learners by providing easy, efficient, and reliable access to learning resources anytime and anywhere.
5. Expand virtual, print and digital holdings available within the Online Dakota Information Network (ODIN) libraries.

Key Metrics		
Project Start Date	Project End Date	Original Baseline Budget
11/19/2019	09/30/2020	$823,925

Objectives	
Project Objectives	Measurement Description
Objective 1.1: Configure LSP to allow patrons to easily search, view, check-out and reserve library materials from their own library as well as other libraries within the consortium (pending individual library policy)	Measurement 1.1.1: LSP patrons can search licensed electronic library materials in their own library. Licensing agreements do not allow patrons to search/view/checkout electronic materials that aren't licensed at their own library, except for statewide resources
	Measurement 1.1.2: LSP patrons can view licensed electronic library materials from their own library as well as from libraries within the consortium

	Measurement 1.1.3: LSP patrons can check-out licensed electronic library materials from their own library as well as from libraries within the consortium
	Measurement 1.1.4: LSP patrons can reserve licensed electronic library materials from their own library as well as from libraries within the consortium
	Anticipated Benefit(s): Allows all LSP patrons within the consortium to have access to all electronic materials enabling for a better learning experience within NDUS
Objective 2.1: Design, Configure and Implement an LSP that enables library admin (staff) the ability to easily manage and grow library resources	Measurement 2.1.1: Library Admins (staff) have the ability to easily manage library resources used by students and faculty
	Anticipated Benefit(s): Library admins have full control of management of library resources as well as managing patrons, levy fines/penalties, etc.
Objective 2.2: Configure and Implement an LSP that enables faculty to create and manage curriculum for course work and ensure they have resources available in library system	Measurement 2.2.1: Faculty has the ability to review available library resources that students can leverage as well as work with the Administrative staff to add materials as needed throughout the course management process
	Anticipated Benefit(s): Faculty is more aware of available resources, can customize to match curriculum and better enabled to work with Admin staff to manage library resources
Objective 2.3: Configure and Implement an LSP that enables students to easily search, view, reserve and checkout library resources	Measurement 2.3.1: Students can search, find and use library materials both inside their 'home' library as well as others within the consortium that allows them to fulfill the obligations and assignments of course work directed by the faculty
	Anticipated Benefit(s): Students are able to complete course work and continue lifelong learning
Objective 3.1: Provide ODIN staff with a system to easily enable them to work with library admin staff to manage library inventory, manage system settings, manage patrons, request changes and configure system to meet the changing needs of students	Measurement 3.1.1: ODIN Staff is able to manage LSP, support library admin staff, and continue evolving configurations to meet the changing needs of faculty & students
	Anticipated Benefit(s): Will give ODIN staff the ability to continually manage and maintain the LSP, improve functionality and to extend lifetime of the service to NDUS libraries
Objective 4.1: Configure a Web-based LSP that enables patrons the ability to access library information any time from most devices and most times	Measurement 4.1.1: LSP patrons can access electronic resources online from their personal computer (PC, MAC, Chromebook)
	Measurement 4.1.2: LSP patrons can access electronic resources online from a library or campus owned computer (PC, MAC, Chromebook)
	Measurement 4.1.3: LSP patrons can access electronic resources online from their mobile device (cell phone, tablet)
	Measurement 4.1.4: LSP patrons can access electronic resources online from a library or campus owned mobile device (tablet)

	Anticipated Benefit(s): Enables patrons to instantly search for and see the availability of library resources whenever they need
Objective 5.1: Library admin staff need to have the ability to manage library resources and add / remove resources on an as-needed basis.	Measurement 5.1.1: LSP administrators are able to add virtual and digital materials to their own library inventory
	Measurement 5.1.2: LSP administrators are able to remove virtual and digital materials to their own library inventory
	Anticipated Benefit(s): Allows library admin staff the ability to manage library resources instantly to react to the changing needs of their constituents

Cost/Benefit Analysis

The planned budget for the project is detailed in the table below. $749,025 includes the total estimated costs for the Implementation Services (including Travel) and the Project Management for the project. The Risk Contingency is 10% of the initial project costs along with a Management Reserve of $50,000.

	Appropriated	Reallocated	Total
Project Costs			
Implementation Fee	$ 592,755	$-	$ 592,755
Project Management	$ 146,250	$-	$ 146,250
Travel*	$ 10,000	$-	$ 10,000
Sub-Total	**$ 749,025**	**$-**	**$ 749,025**
Risk Contingency	$ 74,900	$-	$ 74,900
Baseline Sub-Total	**$ 823,925**	**$-**	**$ 823,925**
Management Reserve	$ 50,000	$-	$ 50,000
Budget Total	**$ 873,925**	**$-**	**$ 873,925**

*=1, 3-day Onsite Alma Workshop

Key Constraints or Risks

The project has the following constraints:

- Technical Design—SaaS solutions will be the only acceptable service for this project

- Procurement—NDUS projects require to adhere to the State of North Dakota Procurement process

- Cost, schedule, scope, and quality are often in conflict during projects. The sponsor elected to prioritize as follows:

    1. Schedule
    2. Scope
    3. Quality
    4. Cost