FAQs - Our New Library Management System

What:	New Library Management System
Who:	Northern Territory Government in partnership with NT Libraries
When:	Go-live date is set for mid- 2016 for most locations
Where:	NT Public & community libraries, school libraries and government departmental libraries

Why do we need a new system?

Technology is constantly moving forward and if we – as information providers and caretakers - don't move with it, we will eventually become outdated and obsolete. Our current system is over 16 years old and simply doesn't allow for essential improvement and support for the services required by our libraries and customers.

The new system - a worldwide library cooperative, owned, governed and sustained by members - will give the libraries in the Northern Territory the opportunity to grow and adapt to our customers' needs. It will provide a complete set of library management applications built on an open, cloud-based platform – while adhering to strict international standards around privacy and handling of data.

The current system is increasingly unreliable and quite frequently, our libraries experience system "drop-outs" and slowness. This upgrade to a new system will mean we are no longer reliant on outdated hardware housed almost 1500kms away in Darwin.

"We are librarians, technologists, researchers, pioneers, leaders and learners. With thousands of library members in more than 100 countries, we come together as OCLC to make information more accessible and more useful."

https://www.oclc.org/worldshare-management-services.en.html

Benefits

Greater reliability with less service outages, and much faster adoption of new features and services

Enhanced online catalogue with better support for accessing your library from **smartphones** & **tablets!**

Better interconnection with libraries worldwide

Great new options for **managing your account**, reserving and renewing items from home

Improved access to our fabulous range of **free online eBooks, eAudio** and **reference services**

Reserve items from most Northern Territory Libraries with just the click of a button!

Ability to **keep personalised lists** of books you've read, and those you want to read!

Why are you contacting me?

In accordance with the Northern Territory Government's ICT Information Act[3] (Section 65 - IPP 9 Trans-border data flows, 2015):

> *A public sector organisation must not transfer personal information about an individual to a person (other than the individual) outside the Territory unless (c) the individual consents to the transfer.*

We therefore cannot move your details to the new system without your express permission.

Between now and June, we will be sending multiple rounds of communication to all library members, with the aim of reaching as many of our customers as possible - so please be aware if you haven't yet given consent, you will continue to receive our correspondence regarding the permission process.

What do I need to do?

You can provide consent by clicking the "Consent" link with the email sent to your account, or access your library account via the online catalogue:

Just type www.alicesprings.nt.gov.au/library into your browser and follow the link to the library catalogue

For most Alice Springs Public Library members, your login details are as follows:

Username: The number written under the barcode on your library card
Password: Your 4 digit birth year e.g. 1956.

Once you have logged onto your account, you will see that you have a New Message.

Click on the link for more information about the new Library Management System and to give your consent.

Please note that if you have children or dependants who are library members, you will need to give permission for each person separately.

Alternatively, you can pop into the Alice Springs Public Library and staff will happily assist.

Will I still be able to use my existing card?

Yes! Your library membership will not change and your card number will remain the same.

While there may be some slight interruptions while we work out the new system and its' bells and whistles, rest assured that the library will remain open and you will still be able to borrow and return as usual.

We appreciate your patience and understanding while our staff learn their way around the new program.

If you have any questions, or would like some help using the new catalogue once we've gone live, just ask the library staff and we'll be more than happy to introduce you to the new catalogue functions!

What if I choose not to give consent?

The last thing we want is to lose valued customers through this process, but in order to remain a member of any Northern Territory public library from June 2016 onward, we require your consent to move your information to the new system's database.

In saying this, you are completely within your rights to deny consent – however, please be aware that without it, your library membership will cease as of mid-2016.

If you are truly concerned (and if we can't reassure you!) you can choose to have your library membership cancelled prior to the new system implementation by talking to one of our staff, or simply wait for the old system to be discontinued for your membership to cease.

Of course, if you should change your mind in the future and wish to join the library once again, we will happily welcome you back to the Alice Springs Public Library. However, please note that – in accordance with the NT Information Act - all new members will be required to give permission for their details to be kept outside of the Northern Territory.

Will my information be safe?

The new system provider, OCLC has a strong partnership with libraries, which naturally extends to preserving the confidentiality and integrity of libraries and their users' data. They are committed to industry-leading security principles and deliver layered security which conforms to strict international standards

OCLC's Standard for Information Security Management (ISO) 27001:2013:
- Library users' personal data can only be obtained by third parties through legal processes such as search warrants, court orders, subpoenas, through a statutory exemption, or through user consent.
- OCLC works with libraries to achieve compliance with national, state and regional privacy and data protection laws.

Information Security and Enterprise Risk Management
- Implemented an Information Security Management System in accordance with ISO/IEC 27001:2005.
- Professional staff of certified information security and information technology audit professionals and a full-time dedicated specialist in Business Continuity Planning and Disaster Recovery.

Add to this the strict IT security and monitoring via the Northern Territory Government, Northern Territory Library and Alice Springs Town Council's own Information Security policies and we are confident your information will continue to be securely protected.

Did you know… you probably already use the Cloud?

Many email providers, including Gmail, Yahoo and Hotmail all use the Cloud to store your inbox.

Google, Microsoft, Apple, Amazon, IBM, Coca-Cola, BestBuy, HTC, Netflix, Xerox, Pinterest, Etsy and InterContinental Hotels Group are just a few of the huge service providers who use Cloud-based systems for their data storage needs.

The Northern Territory Government has adopted the Australian Government's definition for cloud computing.

"Cloud computing is an ICT sourcing and delivery model for enabling convenient, on-demand network access to a shared pool of configurable computing resources (e.g. networks, servers, storage, applications and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction.

Resource usage can be monitored, controlled and reported; providing transparency for both the provider and consumer of the utilised service. Mainstream adoption of Cloud Computing is predicted within the next 2-5 years."

Department of Corporate and Information Services NTG (2011). *Cloud Computing Policy and Guidelines Version 1.0.* Darwin, Australia.

And here's an explanation in English!

"Cloud computing refers to the use of computing power that is located elsewhere, in "the cloud" of remote networks. It's really just a name for storing and processing data online. For example, many of us already use cloud computing when using the internet for storing photos and emails."

What is Cloud Computing? (2016) retrieved from https://www.microsoft.com

A modern library system is critical to the functioning of any library, and the new system will make it easier to find materials and provide improved access to library catalogues and resources on mobile devices.

Built on a cloud-based platform and designed to support inter-library collaboration, the new system will take advantage of improvements in technology, offering a more user friendly experience to Territorians.

There are nearly 100,000 people who use the current library system, accessing almost one million items across 52 libraries – a network of 32 public and community libraries, as well as school libraries and several government departmental libraries.

Bringing our Northern Territory library network into a modern, more functional system will be of great advantage to all library users within the Territory.

http://artsandmuseums.nt.gov.au/northern-territory-library

Can I talk to you about this?

Please do! We would love to hear from you and be able to directly answer any concerns or questions you may have. We also appreciate your patience while our library staff learn the ins and outs of this great new system. It truly is intuitive, easy to use and will bring benefits to both staff and library customers.

Here's how to contact us:
- Visit the library on the corner of Gregory & Leichhardt Terrace, Alice Springs
- Call us during business hours on 8950 0555
- Email us at library@astc.nt.gov.au
- Find us on Facebook by searching Alice Springs Public Library
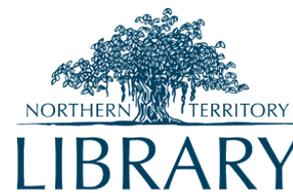
Please visit us, email library@astc.nt.gov.au or call 8950 0555 for more information