

# Library Automation Products and CCLA

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# It all looks so easy...

***“You find a book in the catalog, grab it off the shelf, go to the library desk, hand them your book, they check it out to you, and then you can take it home. How complicated can it be?”***

That’s an easy perception, but there is really a lot more involved behind the scenes that library users never see.

# “Back Office” Library Management and User Access Tools

“Back Office” Library Staff products makes it all work behind the scenes

The screenshot shows the ALEPH library management software interface. At the top, there is a menu bar with options: ALEPH, View, Utilities, Orders, Services, Help. Below the menu bar, there are several input fields for Title, Order Number, and a dropdown for Order Status. The Order Number field contains the text: BIB= 1348332; ADM= 1348332 - Principles of molecular virology / (Cann, Alan.); 2005. The main area is divided into two sections. The top section is titled 'Order List' and contains a table with columns: Order no., Vendor, Sub-lib, Status, Inv St, Arr St, Budget, Local price, and Enc/Active Amt. The table has one row with the following data: 17926, MATTHEWS, BECME, CLS, Paid, Cmp, MEMATTHEWS -2008, 42.41, 44.95 (0.00) USD. To the right of the table are buttons: Add, Duplicate, Delete, Print/Cancel, and Send. The bottom section is titled 'Bibliographic Info.' and contains various fields for Order Number, Order Status, Order ISBN/ISSN, Open Date, Order Date, Material Format, Material Type, Sublibrary, Acquisition Method, Initiator ID, Initiator Name, Actions, and Library Note. The Order Number field contains 17926, Order Status contains CLS, Order ISBN/ISSN contains 800224-1, Open Date contains 07/26/2007, Order Date contains 08/08/2007, Material Format contains M, Sublibrary contains BECME, and Acquisition Method contains P. There are also checkboxes for 'Invoice Status "Complete"' and 'Arrival Status "Complete"'. The interface is in a classic Windows-style layout with a menu bar, toolbars, and a main content area.

The screenshot shows the Miami Dade College Libraries website. The header features the Miami Dade College Libraries logo and navigation links: Home/New Search and Databases A-Z. Below the header, there are two main search sections: 'Library Search' and 'Article Search'. The 'Library Search' section includes a search bar with the text 'Search for' and a 'GO' button. Below the search bar, there is a dropdown menu for 'In Miami Dade College'. The 'Article Search' section includes a search bar with the text 'Search for' and a 'GO' button. Below the search bar, there are links for 'New Search', 'Advanced Search', and 'What am I searching?'. The website also features a 'Databases A-Z' link and a 'Databases by Subject' link. The footer contains two main sections: 'I Need To Find' and 'Library Services'. The 'I Need To Find' section includes links for 'Recommended Websites', 'Course Reserves', and 'Faculty/Staff Grants'. The 'Library Services' section includes links for 'Overview of Services', 'Ask a Librarian', 'My Library Account', 'Faculty Support', and 'Take a Research Credit Course'.

User Access tools show students and faculty what's available



# Before it even hits the shelf

***The book (or other library material)  
has to be acquired and processed***

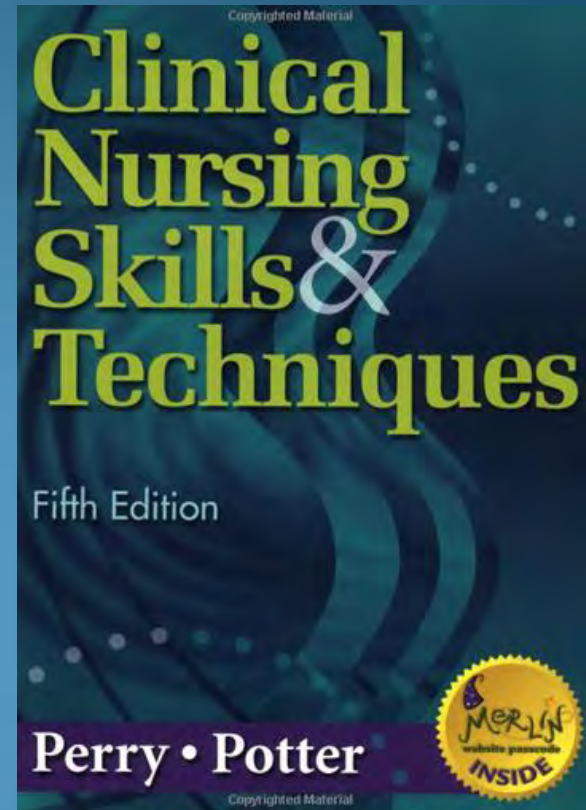
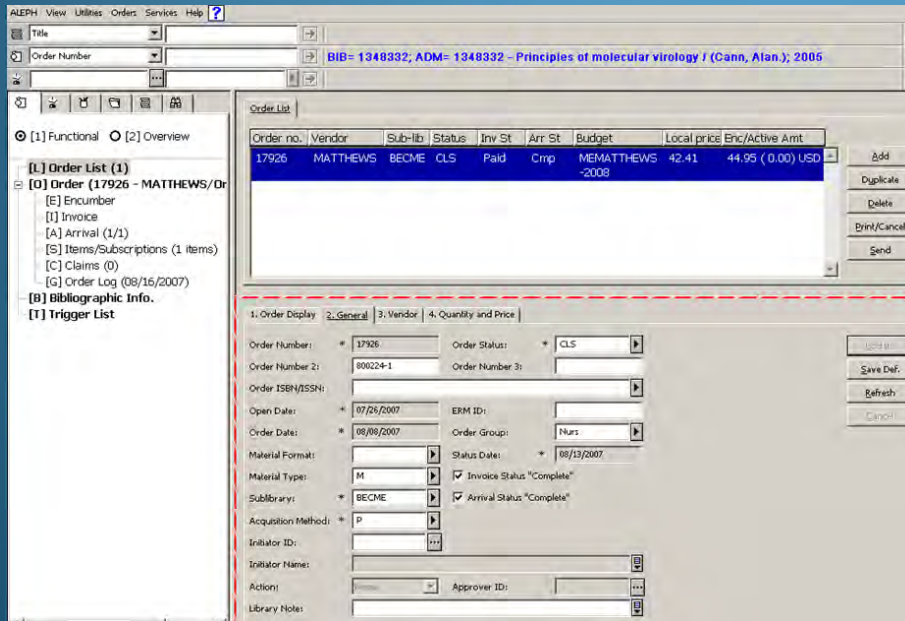
Library speak for this activity is  
**Acquisitions** (for books) and **Serials** (for  
journals, newspapers, and magazines)

# Buying materials to put in the library (Acquisitions and Serials)

- Users, faculty and staff identify titles to order in a variety of formats (books, DVDs, periodicals, etc.)
- Library staff enter order records.
- Library staff order titles from a vendor. The system is used to track claims and receipt of the material.
- Library staff manage subscriptions for recurring purchases, such as periodicals.

# Getting ready to order...

- Do we have enough money?
- Which budget will it come from?
- How many do we need?
- Just the print book?
- DVD?
- eBook?

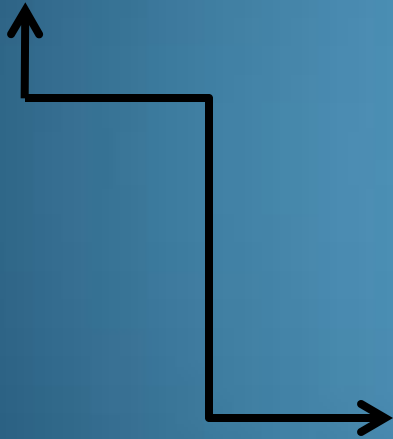


Screen shot from **Acquisitions** tool in Ex Libris Aleph



**Order is placed to vendor**

**Print copies  
Audio copies  
eBook**





# Acquisitions Module

## Sample Periodical Record

ALEPH Acquisitions/Serials - Version 19.01 Library: BEC50 Brevard ADM (BEC50) Server: preprodms.lincc.net:6602 (19.01) User: CCLA

ALEPH View Utilities Orders Services Help ?

Title  BIB= 192170;ADM= 41737 - Journal of gerontological nursing. 0; 1976.

Order Title

1. All 2. Expected/Not Arrived

Sublibrary	Description	Exp. Arrival	Arrival	Claim	Collection	
Brevard/Cocoa	v.34: no.11(2008:Nov.)	11/15/2008	11/10/2008		UCF Periodicals	Arrive
Brevard/Cocoa	v.34: no.12(2008:Dec.)	12/15/2008	12/17/2008		UCF Periodicals	UnArrive
Brevard/Cocoa	v.35: no.1(2009:Jan.)	01/15/2009	01/22/2009		UCF Periodicals	Claim
Brevard/Cocoa	v.35: no.2(2009:Feb.)	02/15/2009	02/18/2009		UCF Periodicals	Delete
Brevard/Cocoa	v.35: no.3(2009:Mar.)	03/15/2009	03/16/2009		UCF Periodicals	Add
Brevard/Cocoa	v.35: no.4(2009:Apr.)	04/15/2009	04/14/2009		UCF Periodicals	Duplicate
Brevard/Cocoa	v.35: no.5(2009:May)	05/15/2009	-----		UCF Periodicals	Refresh
Brevard/Cocoa	v.35: no.6(2009:Jun.)	06/15/2009	-----		UCF Periodicals	

Sort Options: Hol, Desc, Library/Collection

1. Info List 2. Arrival Form 3. Serial Levels

Check-in Note:

Description: v.35: no.9(2009:Sep.)

Arrival Date: 00/00/0000 Barcode: 41737-740

Sublibrary: BECCO Item Status: 04 Break Indicator:

Collection: COPER Item Process Status: NA Material Type: ISSUE

HOL Link: 2936459 85X Type: 3 85X Link: 0

Pages:

Call Number: 5    Temp Loc.:

2nd Call Number:

OPAC Note:  Issue Date: 09/01/2009

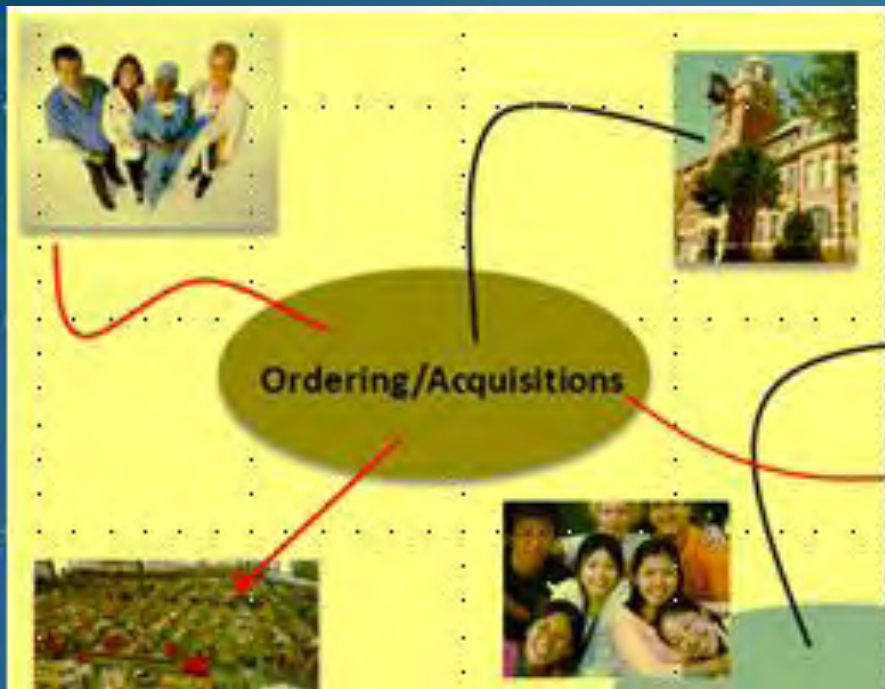
Internal Note: BOUND; NOT cancelled Exp Arrival Dat: 09/15/2009

Buttons: Update, Print Label, Cancel

**Routing Lists (1)**  
 Bibliographic In(f)ormation  
 [T] Trigger List

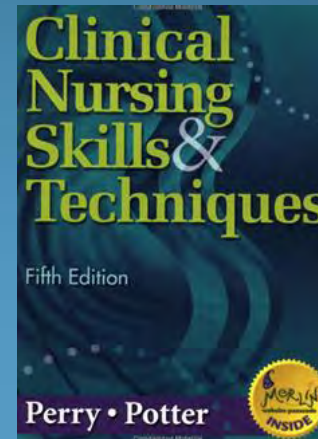
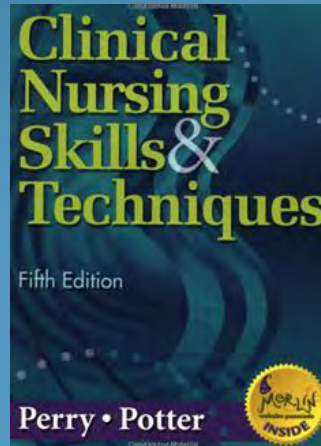
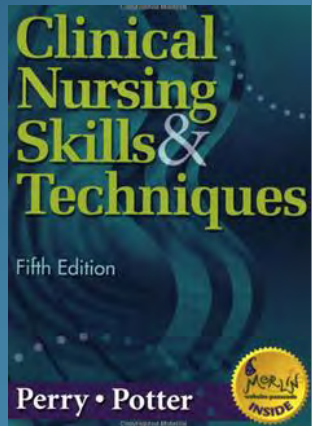
**Routing lists enable staff to send new issues to faculty and staff. This title has one routing list.**

**Subscription records are entered for each periodical title received. Staff check in each issue received and claim missing issues.**



**ACQUISITIONS** and **SERIALS** -- the first components (modules) of a Library Management System

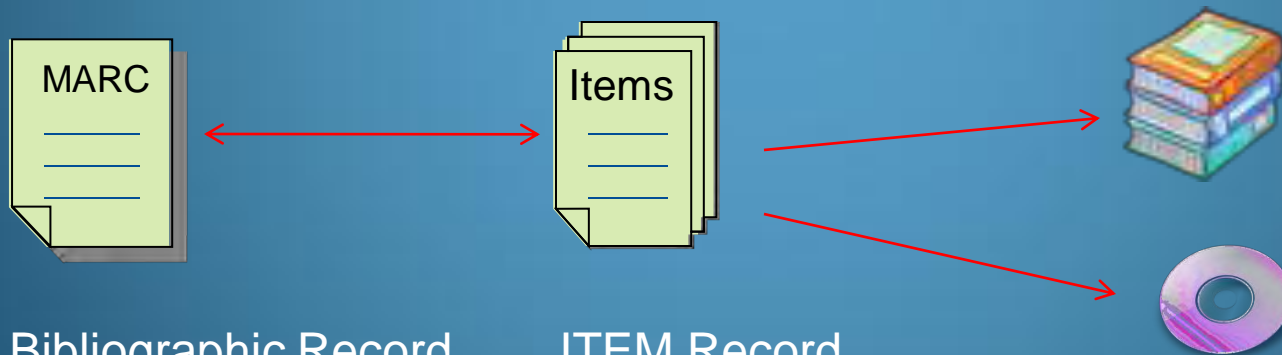
Clinical Nursing Skills & Techniques arrives at the library.



Now the material must be processed and classified to fit into its proper location within the library materials collection. Library speak for this activity is called **Cataloging**.

# Making Materials Findable (Cataloging)

- The cataloging module is a database of records of what the library owns, both physically and electronically.
- Two main types: Bibliographic records, which describe materials, and item records, which identifies where materials are located.
- These are used by library users to find materials as well as by the staff to check materials out



MARC Bibliographic Record  
-- description of the item

ITEM Record  
-- tells where the item is located and if it is currently available

# Cataloging Module

## Sample Bibliographic Record

ALEPH Cataloging - Version 19.01 Library: FCC01 LINCC BIB (FCC01) Server: lms.lincc.net:6602 (19.01) User: CCLABEC

View Cataloging Items Edit Actions Edit Text Record Manager Remote Services Help

BK System No. 1618112 - Clinical nursing skills & techniques / (Perry, Anne Griffin.); 2010

ADM Sys No.

[R] Edit Records  
FCC01-1618112 (NEW130.MRC)  
[I] Import Records  
[T] Triggers

FCC01 - 1618112  
FCC60  
HOL - DBCDA CIRC STA () [4598108]  
HOL - ECCLE CIRC STA () [4624308]  
HOL - LSCSO CIRC STA () [4590171]  
HOL - SMCGA CIRC STA () [4620003]  
BEC50 (No record available)

**CCLA has a shared database, which means there is only one bibliographic record for each unique title. Libraries who own the same title attach to one record.**

**All Bibliographic records are in MARC format, which is a library standard.**

<i>Leader</i>	<u>LDR</u>	—	—	^^^^^cam^^2200373^a^4500
<i>Date and Time</i>	<u>005</u>	—	—	20090715194626.0
<i>Fixed Data</i>	<u>008</u>	—	—	081217s2010^^^^^moua^^^^^b^^^^001^0^en g^^
<i>Nat. Bib. No.</i>	<u>015</u>	—	a	GBA914899
			2	bnb
<i>Nat. Bib. Cno.</i>	<u>016</u>	7	a	014903489
			2	UK
<i>Nat. Bib. Cno.</i>	<u>016</u>	7	a	101500209
			2	DNLM
<i>ISBN</i>	<u>020</u>	—	a	9780323052894 (pbk.)
<i>ISBN</i>	<u>020</u>	—	a	0323052894 (pbk.)
<i>System No.</i>	<u>035</u>	—	a	(OCoLC)305152275
<i>Catal. Source</i>	<u>040</u>	—	a	UKM
			c	UKM
			d	YDXCP
			d	TSA
			d	IUL
			d	COU
			d	EMM
			d	NLM
<i>LCC No.</i>	<u>050</u>	4	a	RT41
			b	.P46 2010
<i>NLM No.</i>	<u>060</u>	00	a	2009 D-271
<i>NLM No.</i>	<u>060</u>	10	a	WY 49
			b	C64166 2010
<i>Dewey No.</i>	<u>082</u>	04	a	610.73
			2	22
<i>Personal Name</i>	<u>100</u>	10	a	Perry, Anne Griffin.
<i>Main Title</i>	<u>245</u>	10	a	Clinical nursing skills & techniques / Anne Griffin Perry, Patricia A. Potter ; section editor, Wendy Ostendorf.
			c	
<i>Varying Title</i>	<u>246</u>	3	a	Clinical nursing skills and techniques
<i>Edition</i>	<u>250</u>	—	a	7th ed.

“Metadata” Description -- Author, Title, Subjects , Keywords, etc

# Cataloging Module

## Sample Item Record

BIB= 1618112; ADM= 1618112 - Clinical nursing skills & techniques / (Perry, Anne Griffin.); 2010

Items List

Seq.	B-C	Sublibrary	Description	Call number	Collection	Status	Notes	Loans
10	3360101107 8116	Daytona State/Daytona	c.1	RT41 .P46 2010	Circulation	Book Loan		0

Sort Options: [ ]

1. Item Display | 2. General Information (1) | 3. General Information (2) | 4. Serial Information | 5. Serial Levels | 6. HOL Links

Barcode: \* 33601011078116 Item Status: \* 01

Sublibrary: \* DBCDA Item Process Status: [ ]

Collection: \* CIRC Enum. Level.1 (A)(v.): [ ]

Copy Number: 1 Enum. Level.2 (B)(no.): [ ]

Material Type: \* BOOK

Hol. Link: 4598108

85X Type/Linking Number: [ ] 0  Temporary Location

Call No. Type/Call No.: 0 \$\$\$hRT41\$\$\$.P46 2010

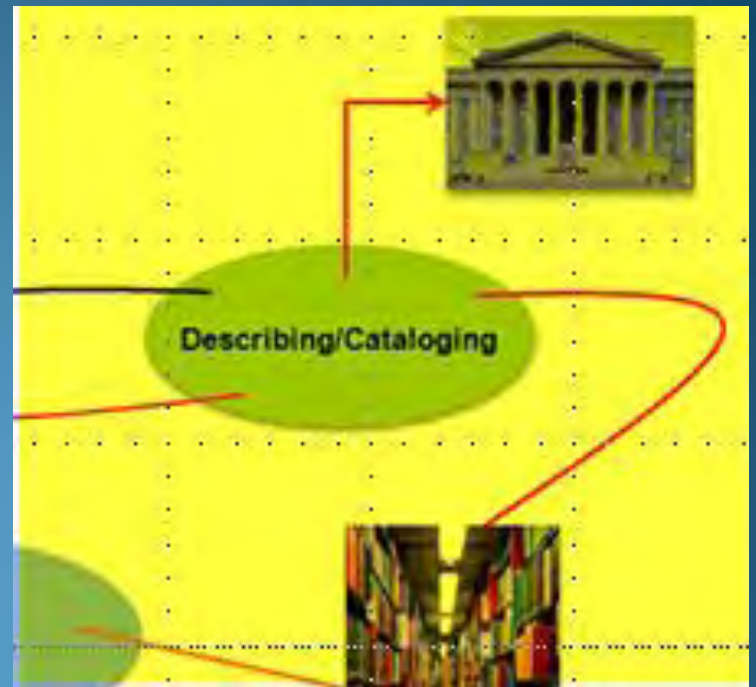
2nd Call No. Type/Call No. [ ]

Description: c.1

Update  
Save Defaults  
Refresh  
Subscr Defaults  
Cancel

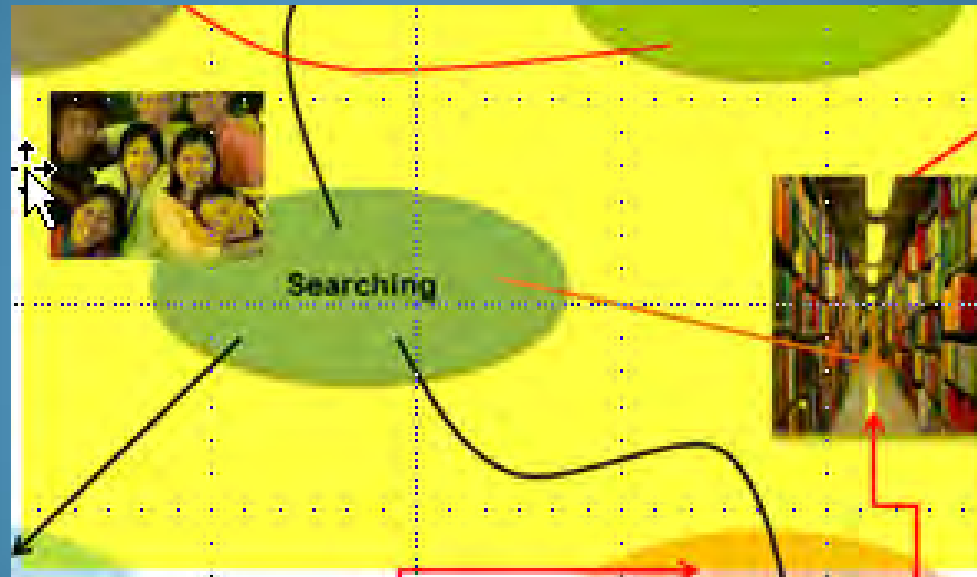
**Each college creates a record for every item they own. They use these records to identify where it is located and how long it can be checked out.**

**Settings in the item record are customized for each college.**



**CATALOGING** -- the next major component (module) of a Library Management System

Now, we're going to skip over the part about how the user finds the material for just a little bit, but we'll come back to that later and as an actual demo



However, please remember that the online catalog (LibrarySpeak **OPAC – Online Public Access Catalog**) is also a module in the Library Management System

But back to the overview – assume that you have found the book you want...



Now you get to take it home with you



Libraryspeak for checking it out (and later back in) is **CIRCULATION**

# Checking out materials (Circulation)

- **User records are added to the system through file loads (interconnections with each college computing facility).**
- **Checking out an item connects the item record and the patron record.**
- **The system tracks overdue and lost materials, sends notices, and manage fines and payments.**
- **Circulation also handles the movement of materials upon request from campus to campus.**



**Is this a registered student?**

**Do they have any overdue books or fines?**

**Does their status allow them to borrow this item?**

**Is this item available for loan?**

**Does anyone already have it reserved?**

# Circulation

ALEPH Circulation - Version 19.01 Library: BEC50 Brevard ADM (BEC50) Server: preprodms.linncc.net:6602 (19.01) User: CCLA

ALEPH View Patrons Items Circulation Requests Reports Services Help ?

BEC000007851 → **Smith, John (BEC000007851/23201900033661)** ← **User records are added to the system by file loads sent to CCLA by the colleges.**

**Patron Activity**

- [L] Loans (2)
- [C] Cash (42.45 in debit)
- [H] Hold Requests (1)
- [P] Photocopy Requests (0)
- [I] ILL Requests (0)
- [X] Proxies/Sponsor (0)
- [R] Reading Room
- [U] Routing Lists
- [S] Circulation Summary
- [Z] Circulation Log (09/09/2009)
- [K] Booking List (0)
- [A] Title Req (0)

**Patron Registration**

- [G] Global Patron Information
- [O] Local Patron Information
- [D] Address Information
- [T] Additional IDs

Bibliographic Info	Due Date	Barcode	Call number	Item Status	Sublibrary	Fine
Internet for nursing research :	Lost	33201012198136	RT81.5 .I58 2004	Book Loan	Brevard/Cocoa	
Clinical nursing skills & techniques /	09/30/2009	33201012289083	RT51 .P365 2006	Book Loan	Brevard/Cocoa	

**This user has 2 items checked out - one is overdue and has been declared Lost. The system will block the user from borrowing more items until he returns the book or pays the fine.**

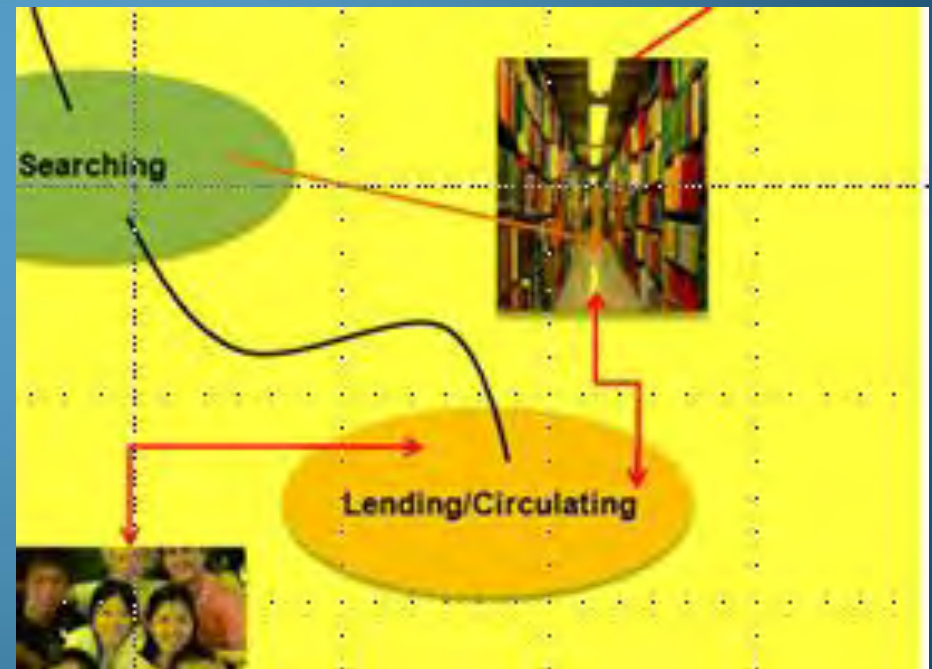
Sort Type: Due date

1. Loan Details | 2. Renew All Log

Loan Bib Info Patron

Loan Time 09/09/2009 0326 PM  
Due Time 09/30/2009 0800 PM  
Original Due Date 09/30/2009  
Loan Librarian CCLA  
Number of Renewals 0 (out of 1). No limit on latest due date.

# CIRCULATION -- another component (module) of a Library Management System



# Getting materials from other libraries (**Interlibrary Loan**)

- **Interlibrary loan allows institutions to share their materials with students around the state.**
- **An Interlibrary Loan system will process and track requests among institutions**
- **All 28 colleges participate in LINCC Interlibrary Loan**
- **LINCC-specific resource sharing guidelines in place**
- **Requests are initiated by students and staff**
- **Automatic processing jobs and reports make Interlibrary Loan efficient**

# Requesting material

**LINCC**  
*web*

LINCCWeb Tools    My Account | Bookbag | Help | Log In | End Session

GO to Databases    You Are Searching the Library Catalog    ASK a Librarian

Search | Results | Search History

Back

Perry, Anne Griffin.:  
Clinical nursing skills & techniques /Anne Griffin Perry, Patricia A. Potter ; section editor, Wendy Ostendorf.  
St. Louis, Mo. : Mosby Elsevier, c2010.  
xxxi, 1276 p. : ill. (chiefly col.) ; 28 cm.  
ISBN 9780323052894 (pbk.)  
OCLC (OCoLC)305152275

**Students can request material directly in the shared catalog. The request can be filled by their own institution, or it can be sent to another institution through Interlibrary Loan for supply.**

College/Campus	Collection	Call Number	Description	Due	Note	Request
Lake-Sumter/South Lake	Circulation	RT41 .P46 2010		Due 09/10/2009		<a href="#">Request</a>
Daytona State/Daytona	Circulation	RT41 .P46 2010	c.1	Available		<a href="#">Request</a>
Santa Fe/Gainesville	1st Floor	RT41 .P46 2010	c.1	Available		<a href="#">Request</a>
Edison State/Lee	Circulation	RT41.C55 P46 2010	c.1	Available		<a href="#">Request</a>

# Managing requests for students

ALEPH ILL - Version 19.01 Library: BEC40 Brevard ILL (BEC40) Server: preprodllms.lincc.net:6602 (19.01) User: BE1ILL ILL Unit: BELCO

ALEPH View Borrowing Lending Services Help ?

Request Number [ ] → Status = Sent to supplier

Supplied Item Barcode [ ] →

List of Requests

[1] Functional  [2] Summary

[B] Borrowing Request List (4)

[V] Borrowing Request (4760 -

[L] Request Log

Bulk Operation

Receive

[T] Receive Returnable

[N] Receive Non-Returnable

[R] Return

Title	Request No.	Status	Last Activity	Msg	Rush
Clinical nursing skills & techniques / Anne Griffin Perry, Patricia A. Potter.	4760	Sent to supplier	09/10/2009		N
Principles of molecular virology / Alan J. Cann.	4757	Sent to supplier	09/08/2009		
Harry Potter and the chamber of secrets [videorecording] / a Warner Bros. Pictures presentation ; a	4747	Sent to supplier	07/04/2009		N
The complete idiot's guide to the world of Harry Potter / by Tere Stouffer.	4744	Sent to supplier	06/26/2009		N

**Staff can manage requests by locating suppliers for the material. The material can then be received, loaned to students, and returned to the lending library.**

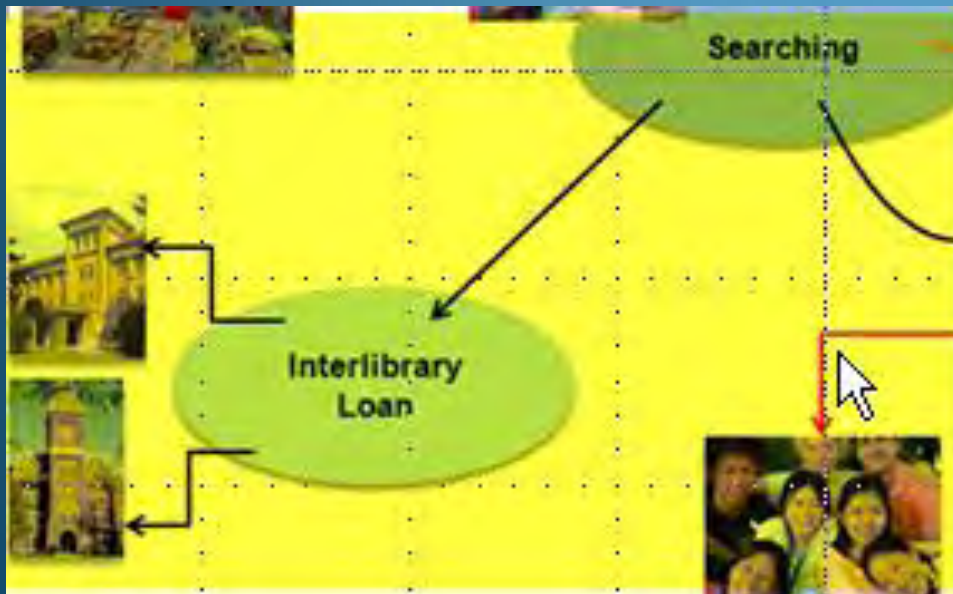
Sort Type Request Number

1. Request Info. 2. Bibliographic Details 3. Request Details 4. Suppliers 5. Received Messages

Line r	Partner Code	Partner Name	Av. Supply D	Status	Supplier Request N
01	BELME	Brevard Melbourne	3	Sent to supplier	
02	PHLEA	PHC East	3	Pending	
03	CCLOC	CFCC Ocala	3	Pending	
04	IRLFO	IRC Ft. Pierce	3	Pending	
05	CCLCI	CFCC Citrus	3	Pending	
06	IRLSA	IRC St. Lucie	3	Pending	
07	LSLLE	Lake Sumter	3	Pending	
08	DBLDA	Dunedin	3	Pending	

**All LINCC colleges share their materials through Inerlibrary Loan**

# INTERLIBRARY LOAN – an optional component (module) of a Library Management System



# Library Management System

## 1 -- Library Staff Product

Order no.	Vendor	Sub-ID	Status	Inv ID	Arr ID	Budget	Local price	Effective date
1708	MATHEWS	B04E	CLS	Prod	Comp	MEMATHEWS	42.41	44.09 (0.38) USD

## 2 -- Student/Faculty Product

**Miami Dade College Libraries**

Home/New Search | Databases A-Z

Library Search | Article Search

New Search | Advanced Search | What am I searching?

Search for  **GO**

In

[Databases A-Z](#) | [Databases by Subject](#)

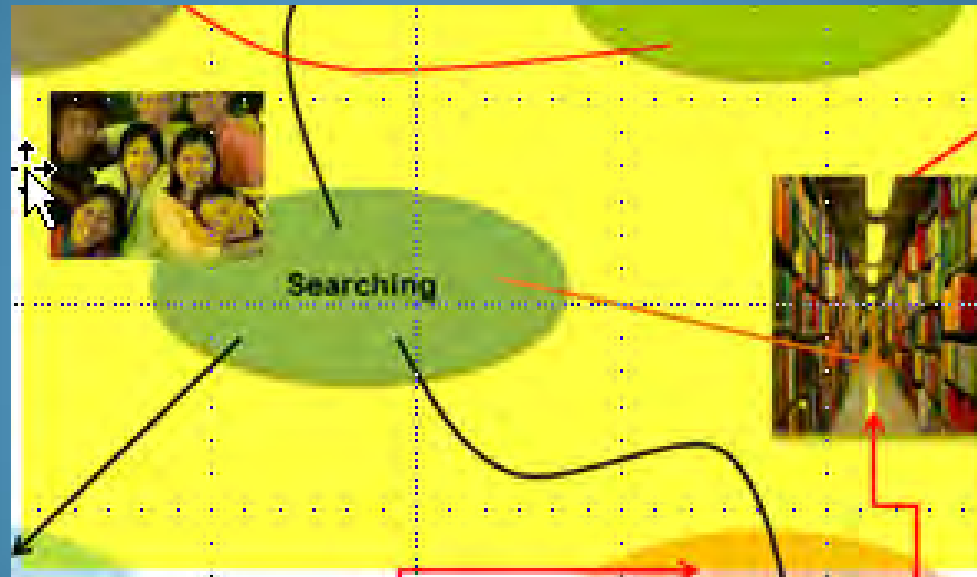
**I Need To Find**

- [Recommended Websites](#)
- [Course Reserves](#)
- [Faculty/Staff Grants](#)

**Library Services**

- [Overview of Services](#)
- [Ask a Librarian](#)
- [My Library Account](#)
- [Faculty Support](#)
- [Take a Research Credit Course](#)

Now that we have looked at the library staff modules, let's move over to the student (user) access products – the **ONLINE CATALOG** or “**OPAC**” module



# Traditional library content



- Books**
- Maps**
- Musical scores**
- Journals & Magazines**
- Audio books**
- Web resources**
- CDs**
- DVDs**

All formats are available by a variety of search strategies via the **ONLINE CATALOG**

# Expanded Library Content – eResources

Can also be accessed via the **ONLINE CATALOG** or by the newer **“DISCOVERY TOOLS”**



# eResources Licensing Agreements

[LIBRARY CATALOG](#) | [DATABASES](#) | [CCLA](#)

[Linking to LINCCWeb](#)

[Privacy Statement](#)

[Terms of Use](#)

[Contact Us](#)

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[EBSCO](#)

[Gale](#)

[NewsBank](#)

[H.W. Wilson](#)

## ***LINCCWeb License Terms***

### H. W. WILSON COMPANY DATABASE AND SOFTWARE LICENSE

#### 1.0 THE PARTIES

- a) The parties to this license are the H. W. Wilson Company ("Wilson") and Tallahassee Community College, acting on behalf of the College Center for Library Automation ("CCLA") and its member libraries ("Customer"). Wilson grants the authorized users

Search by:

Keyword  
Title  
Author  
Subject

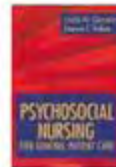
nursing

Simple Expanded

Exact Phrase:  No  Yes

At:

North Florida Community College



### #17 Psychosocial nursing for general patient care



Gorman, Linda M.  
Philadelphia : F. A. Davis Co., c2008.

Click on College/Campus for Availability or to Request item.



[North Florida/Madison](#) Circulation RC440 .G659 2008



### #18 Spiritual dimensions of nursing practice



West Conshohocken, Pa. : Templeton Foundation Press, c2008.

Click on College/Campus for Availability or to Request item.



[North Florida/Madison](#) Circulation RT85.2 .C37 2008

### #7 Introduction to the anatomy and physiology of children a guide for students of nursing, child care and health



MacGregor, Janet  
London ; New York : Routledge, 2008.

[LINCC eResources eBooks](#)



Search &  
Discovery



Library Search

Article Search

New Search Advanced Search What am I searching?

Search for nursing

GO

In Miami Dade College

Databases A-Z

# Search & Discovery

## Format ?

- > [Audio Visual \(375\)](#)
- > [Books \(1,993\)](#)
- > [eBooks \(148\)](#)
- > [Databases \(8\)](#)
- > [Full Text Online Journals \(377\)](#)
- > [Images \(60\)](#)
- > [Journals/Serials \(430\)](#)
- > [Maps \(1\)](#)
- > [Peer Reviewed Online Journals \(114\)](#)

### [NANDA nursing diagnoses : definitions & classification, 2001-2002.](#) (View details)

Philadelphia, PA : North American Nursing Diagnosis Association North American Nursing Diagnosis Association. c2001

Add to e-Shelf

Available at Miami Dade/Medical Center Circulation (RT48.6 .N67 2001 )(Get It)

[Locations](#)

Book

### [Kelly's Dimensions of professional nursing](#) (View details)

New York : McGraw-Hill, Medical Pub. Division Lucie Young Kelly Lucille A. Joel c2003

Add to e-Shelf

Available at Miami Dade/Medical Center Circulation (RT82 .J635 2003 )(Get It)

[Locations](#)



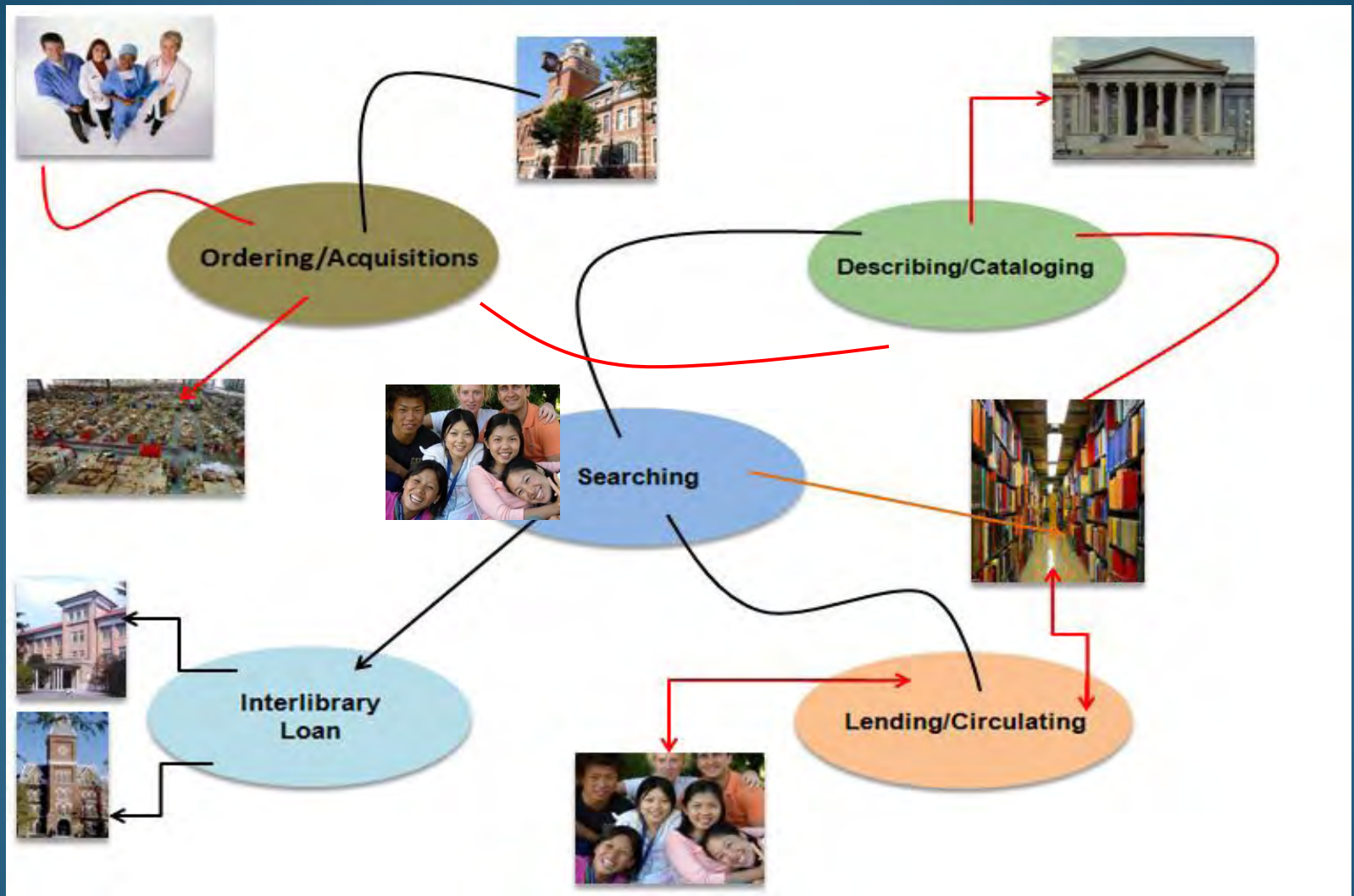
### [A caring approach in nursing administration](#) (View details)

Niwot, Colo. : University Press of Colorado NetLibrary, Inc. Jan J. Nyberg 1944- c1998

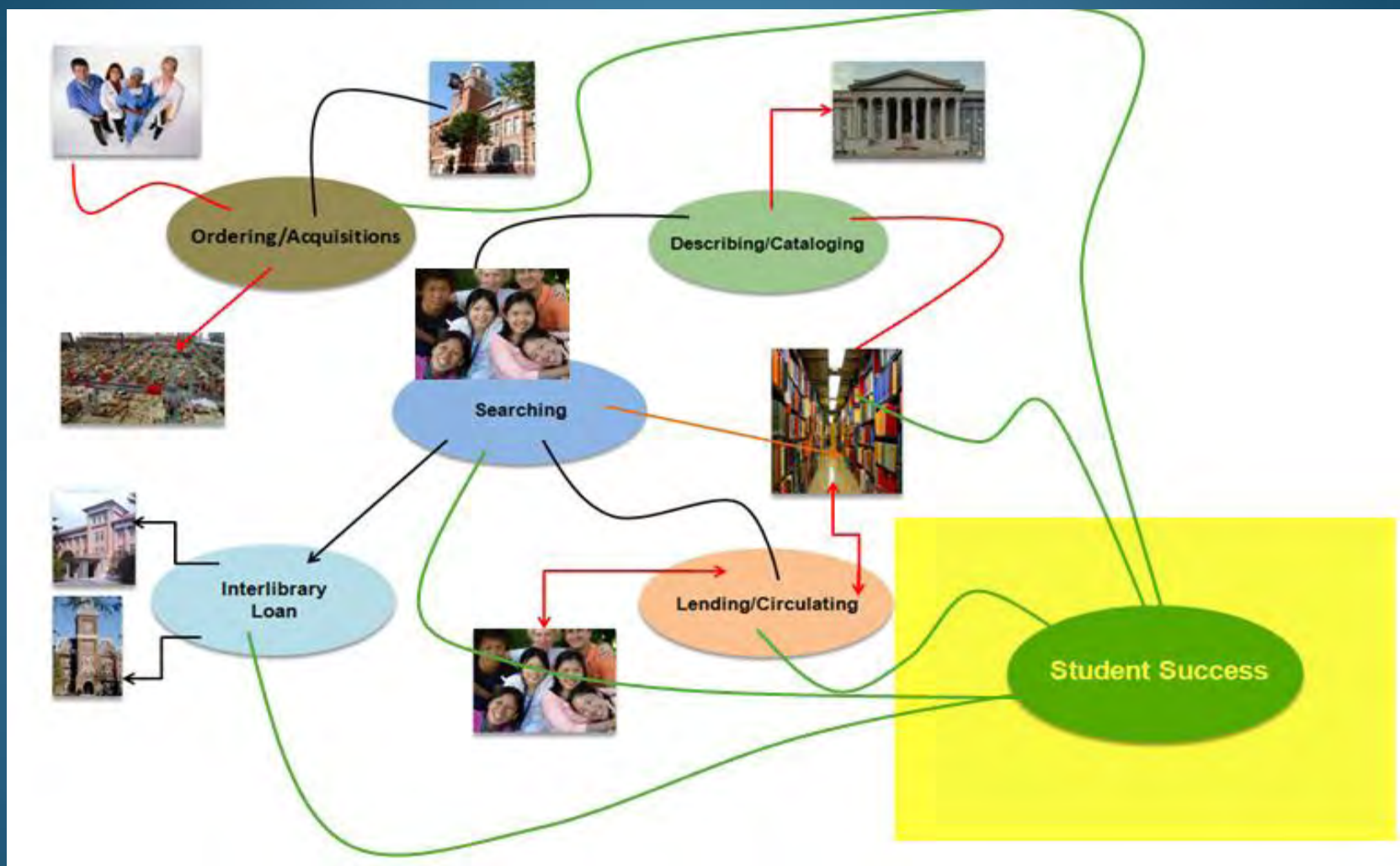
Add to e-Shelf

View online now (Get It)

eBook



Putting together all the modules makes an integrated library management system



And creates a major contributor to Student Success...

# Library Management System Integrated -- Interconnected



Students  
Faculty  
Library Staff  
Vendors  
Business Offices

Ordering  
Cataloging  
Searching  
Finding  
Circulating

And now a few word about the inner workings...



**It all starts with the Ex Libris LMS product “Aleph”**

**But “Aleph” is more of a toolkit than a completed library software system**

**It’s very, very, flexible and must be configured and customized by FCLA and CCLA expert staff**



**Customized User interface**

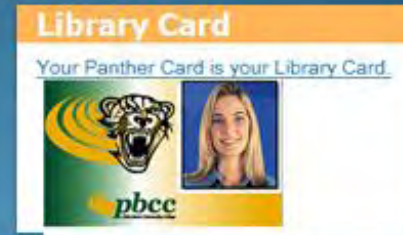
**Form follows function**

**Unique customer needs**



# Library Customization 28 times

## One Database, One structure



### Resources & Services

[Library Home](#)

[Interlibrary Loan](#)

[LibGuides](#)

[NoodleTools](#)

[Turnitin](#)

[Ask a Librarian](#)

[Library Instruction](#)

[MyAccount](#)

[Reserve Materials](#)

### New & Recommended Books



Last call



Eight million ways to die



Easy money how to



Blogging America



### I Need To Find

[Recommended Websites](#)

[Course Reserves](#)

[Faculty/Staff Grants](#)

### Library Services

[Overview of Services](#)

[Ask a Librarian](#)

[My Library Account](#)

[Faculty Support](#)

[Take a Research Credit Course](#)

### New @ MDC Libraries!



The Merchant of Venice



The hip hop wars



Under pressure and



Havana deco

# Customization Tools

## Linking to LINCCWeb

**i** LINCCWeb can be customized to allow your patrons to link directly to preselected pages... [more]

### Build Your URL

College/Campus: St. Petersburg College  All

Function: Individual database searching

Screen:  Alphabetical  By Subject

Databases: All databases

LINCCWeb generated URL:

<http://www.linccweb.org/index.asp?screen=alpha&CID=24>

LINCCWeb generated URL with HTML code for your web page:

```
<a href='http://www.linccweb.org/index.asp?screen=alpha&CID=24' target="LINCCWeb">F
```

[Generate Link](#) [Test Link](#)

*Want to use an image as a link?* **i**



# User Centered Design

## User Testing & Focus Groups

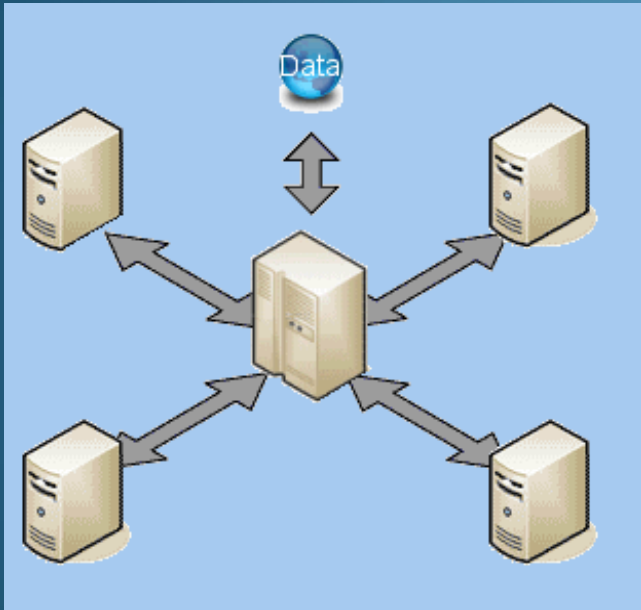
In response to User feedback  
Improved product!



# How it's all connected

## Client Server architecture

Clients are customized for each college and distributed to local library computers through download from the CCLA website.



Servers are accessed through the client via an encrypted connection to keep user data secure.

User records, item records, and a variety of other record types are stored in central databases on servers at CCLA.

Updates to the client are automatically pushed from the servers to the local computers.

# Beyond the Library Management System

- **CCLA also offers the Ex Libris products MetaLIB and SFX (to be demonstrated by the universities.**
- **LINCC Reports Service that provides hundreds of library management reports to any library staff member with an account on the system**
- **Support and training services on all aspects of CCLA products and services.**
- **On demand on-site consultation on library workflow or other library operation informational needs**
- **Staffed Service Desk all hours of library operation statewide**

# Library Staff Support

Live support from CCLA Service Desk staff

Online and in-person workshops

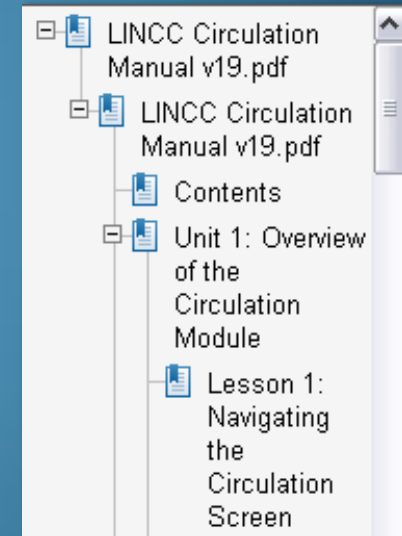
Discussion Lists

Online Training manuals

70+ monthly online statistical reports for each college



LINCC Acquisitions Overview	Register
LINCC Cataloging Overview	Register
LINCC Circulation Overview UPDATED	Register
LINCC Course Reserves UPDATED	Register
LINCC Interlibrary Loan	Register



Monthly Circulation Reports	2009-08-31	Pdf	Zip
C001 Daily Statistics	2009-08-31	Pdf	Zip
C002 Circulation by Call Number	2009-08-31	Pdf	Zip
C003 Audit Trail	2009-08-31	Pdf	Zip
C004 Circulation by Borrower Status	2009-08-31	Pdf	Zip

# Library Staff Training

The screenshot shows the CCLA website's navigation and training options. At the top left is the CCLA logo. A horizontal menu contains links for HOME, ABOUT CCLA, CONTACT INFORMATION, and CAREER OPPORTUNITIES. On the left side, a vertical menu lists various categories: CALENDAR OF EVENTS, NEWS AND INFORMATION, COMMUNITY COLLEGE LIBRARIES, STATEWIDE PARTNERS, ADVISORY RELATIONSHIPS, USER SUPPORT, LIBRARY STAFF RESOURCES, LINCCLEARN, and LINCCWEB. To the right of this menu is a column of seven blue buttons: Register for Live Training, Register / Continue Self-Paced Training, Training Site Info, Course Materials, FAQs, and Course Schedule. The main content area features the LINCCLearn logo, a 'Welcome to LINCCLearn' heading, and a large blue box with white text describing the training offerings and providing instructions on how to use the navigation buttons.

**CCLA**

HOME | ABOUT CCLA | CONTACT INFORMATION | CAREER OPPORTUNITIES

CALENDAR OF EVENTS

NEWS AND INFORMATION

COMMUNITY COLLEGE LIBRARIES

STATEWIDE PARTNERS

ADVISORY RELATIONSHIPS

USER SUPPORT

LIBRARY STAFF RESOURCES

LINCCLEARN

LINCCWEB

Register for Live Training

Register / Continue Self-Paced Training

Training Site Info

Course Materials

FAQs

Course Schedule

**LINCCLearn**

**Welcome to LINCCLearn**

**LINCCLearn encompasses all instructor-led and Web-based training, workshops, and other educational opportunities provided to community college library staff by CCLA.**

**Place your pointer over any one of the menu buttons to the left for its description.**



And now we would like to show you the live system from a user perspective...