INSTITUTION PROFILES

The information in these profiles was gathered from responses to a survey conducted in December 2002. See Appendix III for the survey questions.

Institution: Alabama Department of Archives & History

URL: www.archives.state.al.us

Abstract

The Alabama Department of Archives & History is using Endeavor Information Systems, Inc., Voyager with Windows 2000 Dell Server. It was purchased in 2002.

The decision to purchase was made by the administration with input from processing section heads and the LAN administrator. The most compelling reasons for selecting Voyager included features, price, and module options. The least important were the training and upgrade options. The system was purchased with the following modules: acquisitions, cataloging, registration/circulation, OPAC, and Web Voyage. No additional modules have been added. Ten concurrent user licenses were purchased for 49 full-time employees. The average price for annual maintenance is $5,000.

Voyager is not used for the museum collections. Imaging technology used is: Adobe Photoshop, five desktop scanners, one digital camera, and an Omnipage 1 Plinik planetary scanner digital camera. A LAN and Z39.50 client-server are used. In addition, Paradox and Access are used to create databases for other needs. Accounting, payroll, personnel, and purchasing are handled through the state of Alabama's mainframe packages: Financial Resources Management System (FRMS) and Human Resources Management System (HRMS).

Voyager was purchased with existing funds. The department would not recommend the system to anyone without a large IT staff or experience in automation.

Institution: Alaska Historical Society

URL: www.alaskahistoricalsociety.org

Abstract

The Alaska Historical Society is a volunteer organization with no library. Its only archival holdings are stored or held as a collection within the University of Alaska Anchorage.

Institution: Historic Arkansas Museum, Little Rock

URL: www.arkansashistory.com

Abstract

The museum is using an integrated software system it purchased in 1996. It is in the process of investigating how to bring its research library online. It is using a manual system for that collection. The museum software is Past Perfect (2002).

The decision to purchase additional systems for the library collection will be

LAN: local area network

"Z39.50 is a standard protocol that defines the way for two computers to communicate for the purpose of information retrieval. Z39.50 supports information retrieval in a distributed, client and server environment where a computer operating as a client submits a search request (i.e., a query) to another computer acting as an information server. Software on the server performs a search on one or more databases and creates a result set of records that meet the criteria of the search request. The server returns records from the result set to the client for processing." **Source:** "The ANSI/NISO Z39.50 Protocol: Information Retrieval in the Information Infrastructure," by William Moen, www.cni.org/pub/NISO/docs/Z39.50-brochure/50.brochure.toc.html

made by the deputy director, who also is the chief curator. Equally weighed in The museum's decision to purchase the software system was based on these qualities: price, training and installation, upgrade options, and features. The system can catalog two- and three-dimensional collections, including books.

The museum employs 31 full-time and 35 part-time staff. It purchased five site licenses when it obtained the software. In 2002 the museum upgraded to Past Perfect II. An associated cost for the upgrade was charged. Average maintenance for the year is less than $10,000, which includes only the integrated software system. The museum also uses imaging software, digital cameras, and scanners.

Additional software packages used in the museum include Blackbaud (membership/volunteers) and State of Arkansas Assist fiscal management software.

The museum is unable to describe at this time what an ideal system would be. Payment for the Past Perfect systems was made with existing funds. At the time of purchase the system cost less than $13,000. The museum would recommend the system, and it is considering purchasing the system's library component.

Institution: Atlanta History Center

URL: www.atlantahistorycenter.org

Abstract

The Atlanta History Center is a multifaceted institution. It includes a research library and archives, museum, and two historic houses. It is using Endeavor Information Systems, Inc., Voyager, purchased in August 2000. The decision was made by the administration with input from the head of the archives.

The center purchased Voyager to unify its system with the system acquired for the state of Georgia and all its college and university libraries. Initially the following modules were acquired: circulation, cataloging, acquisitions, and media scheduling. Three site licenses were acquired for eight full-time and one part-time staff. Since the purchase, the center has upgraded once each for the software and for the server. The software upgrade had no charge, but there was one for the server. The average yearly maintenance cost is $10,000.

Only the archives and library use the system. Other systems employed for the institution include: Questor Argus for the museum and BlackBaud Raisers Edge and Technology, Inc., Vista for ticketing and membership. A Z39.50 client-server also is used. No imaging technology is in place. The center would recommend the system to others.

Institution: William Breman Jewish Heritage Museum

URL: www.thebreman.org

Abstract

The museum is using an NT TGM system clone and is planning to purchase Multi-Mimsy, designed by Willoughby Associates Inc. The archivist and the IT person made the decision. The most attractive feature was the price. The system is basic software for cataloging with Windows-based bitmap for scanning.

The archivist did extensive research to make the decision to go with Multi-Mimsy. It was selected because it could handle the unique needs of the archives and track the items in the museum collection. Finding one system that could handle both archives and museum collections is difficult. Such systems are

often expensive. Many museums have purchased multiple systems to handle books, objects, and photographs because one system does not provide the flexibility. The system the museum is using is produced by TGM, which has changed hands several times in the last few years and no longer provides the support services necessary for its needs. The museum also cannot yet interface with the Internet.

Staff includes three full-time and six part-time employees.

The system in place now has not been upgraded, and an IT person addresses any problems. The system is not operational for the entire institution. Many software systems are used for its various needs. Multi-Mimsy will be purchased for the museum and archives collections cataloging. Development activities provided the funds for the upcoming purchase.

Willoughby has reduced the cost of Multi-Mimsy to $10,000 for the first user and $5,000 for each additional user. Originally the startup was going to be $60,000, a figure that was provided in 1996. Several other features of the system are appealing including the less expensive database called IO that could be purchased and exchanged later for Multi-Mimsy. An Internet Interface is not included in this package. For the total purchase of the Multi-Mimsy system is $18,260 and IO is $20,856.

Institution: California State Archives

URL: www.ss.ca.gov/archives/archives_e.htm

Abstract

The institution has been using integrated system software since 2001. It is using Gencat from Eloquent Systems, Inc. Its server is Compaq and is Windows-based. The decision to purchase the system was made by the archivist, division manager, and the technology analyst.

In making the system selection, the criteria rated highest were: features, module options, and upgrade options. Rated lower but equally important were price, training, and installation packages. Sales pitch was the least important. Initially the institution purchased the following modules: archives, preservation, researcher registration, authorities, and appraisal.

Sixteen licenses were purchased for 27 full-time and 89 part-time staff. Numerous upgrades involving screen reformatting and creation of reports have been put into place. Several upgrades involving data importing also have been necessary. Some were at no charge and others had modest charges attached. The institution is using different software and equipment for scanning, and Microsoft Office 2000 for daily operations. Collections management also uses Gencat.

The system operates for the entire institution. California State Archives was able to purchase the system through normal channels of the state budgeting process. It would recommend the system to others. It says Gencat is ideal for medium- to large-sized archival institutions.

Gencat is based on truly relational database models. It is comprehensive to archival management and stores authority and record data separately. It can be linked through the system, however. It provides the ability to import and export MARC and EAD records. The institution says the system is easy to learn and available in Web-based versions for public access.

Institution: Colorado Historical Society

URL: www.coloradohistory.org

Abstract

The Colorado Historical Society (CHS) is using an integrated library software system for its historical society. The system, Argus by Questor, was purchased in 1988. The director had joined the library after the decision was made. The library uses a separate system, Eos International EosGlas.

CHS employs 80 full-time and 20 part-time staff. The number of site licenses was not given. The membership department uses a Blackbaud product. Imaging technology includes the use of scanners, Adobe Photoshop, and digital cameras. The museum system was purchased by the society and the library system was purchased with grant funds.

Institution: Connecticut Historical Society Library

URL: www.chs.org/library

Abstract

The Connecticut Historical Society Library acquired its ILS, Endeavor Information Systems Voyager, in 2002. The interconnectivity, features, and upgrade options were the reasons this product was selected. Initially, the library purchased the cataloging, serials, acquisitions, and circulation modules.

It has one site license for six full-time and three part-time employees. The annual maintenance fee is $9,000. The entire institution does not use the system. The museum uses TMS, a homegrown system. Membership and accounting use additional systems. The library purchased Voyager through grant funds and private donations. It would recommend the system to another institution.

Institution: Jewish Historical Society of Delaware

URL: www.hsd.org/jhsd.htm

Abstract

The society responded: "Most of what was addressed in the survey was dealt with at state level by the Office of Technology Management."

Institution: Alma Clyde Field Library of the Florida Historical Society

URL: www.florida-historical-soc.org

Abstract

The institution includes a library and archives. It is using Its.Marc from The Library Corp. as its cataloging system for the library (purchased in 1998). The library board members familiar with the needs purchased the system. The board worked with vendors and did extensive research to reach the decision. The two most important features that weighed in its decision to purchase were the upgrade options and the interconnectivity. The system allows a flexibility that is useful for cataloging a variety of formats. The institution is using one terminal at the cost of about $975 a year.

The system has been used to catalog books, maps, manuscripts, and photographs. Books and pamphlets have been cataloged completely. The institution

hopes to create MARC records for the entire collection. It will work on cataloging manuscripts and maps next. It does not employ other systems. The staff consists of one full-time member. The yearly maintenance cost is $975.

Another employee at a separate location handles membership. The system was purchased with existing funds. The institution would recommend the system to others. The system meets the needs of its specific situation, but it would not be ideal for a large collection that is not yet cataloged.

Institution: Florida State Archives, Florida Department of State, Division of Library and Information Services, Bureau of Archives and Records Management

URL: http://dlis.dos.state.fl.us/barm/fsa.html

Abstract

The Florida State Archives is the central repository for the archives of Florida's state government. It is mandated by law to collect, preserve, and make available for research the historically significant records of the state, as well as private manuscripts, local government records, photographs, and other materials that complement the official state records.

The archives is using collections management software from Re:Discovery Software, Inc., that was purchased in February 2001 and implemented in December 2001. It is using an SQL server along with a Web server to provide Web access to selected information to the public.

SQL: Structured Query Language

The decision-making procedures used for the acquisition of the system were a committee-based process. The committee was composed of the chief, bureau of archives and records management; chief, bureau of library and network services; chief, bureau of library development; archivist; and systems analyst. The committee evaluated responses to an RFP. Next it evaluated the demos of vendors who scored highest in the RFP evaluation.

As with most states, a bidding process must be followed. Of the criteria for selection, three were equally ranked: features, interconnectivity, and module options. Price was ranked low as the fourth most-important option. Upgrades was ranked fifth and sales pitch also was ranked low. Initially, the purchase included the following modules: cataloging, circulation, registration, donor tracking, patron activity, and authority control (lexicon). No additional modules have been purchased. Twenty-five site licenses were purchased. Twenty-one full-time and nine part-time staff are employed.

The following upgrades are in process and not yet implemented: ability to search or browse patron list while performing circulation process ($1,600); change default levels from records group to series/collection when opening catalog module ($400); automatically entering Add mode to check out instead of having to click an Add button ($400); and the ability to toggle on-off automatic range-setting function when moving through different levels of the catalog ($600).

Most of the changes are function-based requests. The cost of implementing the MARC subfields that were inadvertently omitted from the initial requirements is $3,765. Several other functionality requests include adding staff input to patron activity reports, adding reports for new terms added to authority file, and adding functionality to give an alert when adding a duplicate patron record. These changes will require about $900.

The annual maintenance fee is $11,088. The first two years of maintenance were included in the contract. The system does not operate for the entire institution.

Additional systems include document and photo imaging projects using DRAWeb2 software. Adobe Photoshop, Alchemy software, and Agfa Duo flatbed scanners are used. A LAN is in place and a Z39.50 client-server connection is used. Images are linked to catalog records and vice-versa.

Additional software used for meeting the general needs of the institution include Microsoft Office Suite applications and programs for the state of Florida purchasing, finance, and accounting systems. The ideal product would be one that integrates imaging functions into other collections management functionality.

The funding for the purchase of the product from Re:Discovery came from a grant. The institution would recommend the system because of the archives-specific functions in a MARC-compatible integrated system.

Institution: Hawaiian Historical Society

URL: www.hawaiianhistory.org

Abstract

The Hawaiian Historical Society does not have an integrated system, and it is not planning to acquire one in the near future.

Institution: Indiana Historical Society

URL: www.indianahistory.org

Abstract

The Indiana Historical Society has been using Endeavor Information Systems Voyager since 1997 along with a Sun server. A committee of the vice president for the library, head of cataloging, curator of visual collections, and the director of information systems made the decision to purchase Voyager. The reason rated most highly for selecting the system was the features. Modules, training and installation offers, and sales pitch also were rated highly. The least important feature was interconnectivity.

The modules purchased initially were circulation and imaging. The price of each addition was $6,000. Eight licenses were purchased for 80 full-time and 40 part-time staff. Three or four software upgrades and one new server have been implemented since the purchase. These upgrades did not have a fee attached; they were part of the annual maintenance fee. The average of the annual maintenance fee is $20,000.

The system operates for the entire institution. Flatbed scanners, Content DM, and Adobe Photoshop are used for imaging. A LAN also is in use. Additional software used by the institution includes Blackbaud Raisers Edge. Existing funds were used to purchase Voyager. The institution would recommend the system to others because of the options and features.

Institution: Kentucky Historical Society

URL: www.kyhistory.org

Abstract

The Kentucky Historical Society is using an integrated system, Endeavor Information Systems Voyager, which has been in operation since 1998. The society is

using a Microsoft Windows Server 2000. The decision to purchase the system was made by a committee. Originally the committee was composed of museum collections staff and research collections representatives.

The committee attempted to identify a system that could accommodate both group's needs. No system was available at the time. The committee evolved into a team that included the research and publications director, library director, technical services librarian, manuscripts archivist, and manuscripts cataloger for implementation/configuration.

The reasons for choosing Voyager included the interconnectivity, features, and upgrade options. The module options and training were rated lowest. The initial purchase included the cataloging, circulation, circulation self-check, system administration, acquisitions, and reporter modules. No additional modules have been added. Seven licenses were purchased for simultaneous public users and six users. The society has 85 full-time staff.

The society has experienced three software upgrades and one major operating system upgrade since initial purchase and had no charges for these changes. The annual maintenance fee is $10,000 and is billed quarterly. Additional systems that are operating include Willoughby Associates Multi-Mimsy for the museum, an in-house system for digital collections in development, Blackbaud Raisers Edge for membership and development, and a state system, Management Administrative Reporting System (MARS), for fiscal uses.

The scanning program uses a flatbed scanner, digital cameras, medium format and 35mm film scanners, and Adobe Photoshop. A LAN and a Z30.50 client-server is used. Image link is planned for the future. Microsoft Office applications are used throughout the institution.

Voyager was purchased using special state appropriation with private foundation matching funds. The society would recommend the system because it has potential for integrated collections.

Institution: State Historical Society of Missouri

URL: www.system.missouri.edu/shs

Abstract

The State Historical Society of Missouri is part of the university system and cannot participate in the survey.

Institution: New Jersey Historical Society

URL: www.jerseyhistory.org

Abstract

The New Jersey Historical Society (NJHS) includes a library, archives, and a museum. A Dynix Corp. system was purchased in October 2001. NJHS is sharing the system with the Newark Public library (NPL), which maintains the server.

To purchase the system, NJHS received a grant from the Mellon Foundation to to determine the best route to take in obtaining a system. This plan included sharing resources with another institution, the Newark Public Library. The end result was a report published and disseminated to interested libraries and a decision to develop a joint system with the Newark Public Library.

The committee included the following institutions and representatives: project

director, NYU Mellon Project at the New York Historical Society; head of technical services, Folger Shakespeare Library; chief cataloger and systems librarian, The Library Co. of Philadelphia; director for the library, collections manager (museum), special collections librarian, curator of education, director for programs and collections, and curator of manuscripts, NJHS; assistant director for manuscripts and archives, data systems manager, manuscripts department automation officer, museum registrar, and head of technical services, Virginia Historical Society; library director, Maryland Historical Society; and head of manuscripts, computer systems administrator, catalog specialist, senior registrar, assistant registrar, and manuscript processor, Western Reserve Historical Society.

The idea of forming a technology partnership between institutions with shared interests was developed. The result was a proposal from the Newark Public Library to share its ILS. The Newark Public Library selected the vendor. No upgrades have been added. NJHS pays an annual maintenance fee to the Newark Public Library that covers upgrades and maintenance. The system operates for the entire institution.

NJHS is using Adobe PhotoShop, digital cameras, and scanners for its imaging needs. Other software is used for development and accounting.

Additional funding for the purchase of the system came from foundations. The society would recommend the system but would prefer additional features such as larger viewing area, better print capabilities, and e-mail features.

See Chapter 4 for a full profile of its planning models.

Institution: New York State Museum

URL: www.nysm.nysed.gov

Abstract

The museum cannot participate in the survey because of security issues.

Institution: North Carolina State Archives

URL: www.ah.dcr.state.nc.us/sections/archives/arch/default.htm

Abstract

The Division of Archives and History and Records section of the North Carolina State Archives is using an integrated software system. The system, Manuscript and Archives Reference System (MARS), was purchased in 1975 and built in-house. The organization expects to replace the system in 2003 with Encompass for Digital Collections from Endeavor Information Systems, Inc.

The decision to purchase the new system was made by a committee comprising many people including administrative members of the state library and the state archives and technical and database experts. The state-level IT group provided substantial help. Five products were considered.

The criteria for selection that rated most high were: features, price and interconnectivity, and upgrade options. Sales pitch and module options were ranked lower. Registration and acquisitions are not options. The integrated imaging module is not available, although the company does offer an imaging module; it is intended to be used with Endeavor's library software. The software system North Carolina already has includes basic image support but does not have any scanner or work flow management.

Five seat licenses were purchased for 70 full-time and two part-time staff. Within the first nine months the division upgraded from 2.0 to 3.0 (three upgrades). No charges were made for upgrades. The average yearly maintenance cost will be $5,000. The system does not operate for the entire institution. Many small library collections are being managed by a variety of homegrown software. In the next three years the division plans to have these collections managed by the North Carolina State Library.

The imaging technology being used includes DjVu, a technology for scanned software on the Web, image compression and delivery software, and Web file servers. A flatbed and microfilm scanner also is being used. The division is using a LAN and a Z39.50 client-server. In addition the software system supports Open URL as both a server and client.

The system was purchased from existing funds plus a one-time allocation from the general assembly. The organization would recommend the system to others. The system supports the creation of hierarchically arranged collections with a graphical user interface (GUI). It also supports a Z39.50 client-server and is built on top of Oracle.

Institution: State Historical Society of North Dakota

URL: www.state.nd.us/hist

Abstract

The archives-library uses part of an ILS through ODLN (Online Dakota Library Network). It became members of this system in December 2000. The system serves the state higher education libraries, other state institutions, and some public libraries. It runs PALS software on a Unisys platform. The archives-library is in the process of migrating to a new system from Ex Libris (USA), Inc.

Institution: Historical Society of Pennsylvania

URL: www.hsp.org

Abstract

The Historical Society of Pennsylvania is in the planning stage for acquiring an ILS. The decision-making structure will be a combination of a committee and the administration. The committee will primarily be concerned with the interface, cost, and functionality. The following will be members: cataloger, director of public services, reference librarian, director of archives, member services and events coordinator, and managing editor.

The main areas of selection criteria that appeal to the society are: features, price, and module options. It plans to purchase the following modules initially: circulation, acquisitions, serials, and reports. Six site licenses will be purchased for 38 full-time and four part-time staff. It expects yearly maintenance costs of $12,000. The system will operate for the entire institution.

The society is using HP scanners and a Kodak digital camera for its scanning needs. The society uses a LAN, and it expects to have a Z39.50 client-server connection with the new system. Other systems being used by the institution included Blackbaud Raisers Edge for development, MIP for accounting, Microsoft Access throughout but especially for the archives and manuscripts section. It will use grant funds to pay for the major portion of the new system.

Institution: South Carolina Department of Archives and History

URL: www.state.sc.us/scdah

Abstract

The South Carolina Department of Archives and History (SCDAH) plans to acquire a new system. It has been using a group of systems since 1994. The archives use AIIMS (Archives Integrated Information Management System), and the reference room uses Winnebago 7.0 by Sagebrush Corp. Both are DOS systems residing on a Novell Netware DOS-based server that can be accessed from a Windows NT desktop.

AIIMS consists of 52 relational databases using dBase III technology. Bibliographic records are in the USMARC format and use the USMARC export function. In addition to cataloging and in-house online catalog components, AIIMS uses non-MARC fields for many applications including authority, patron, and collections management actions; accessions and acquisitions; and container, folder, and item data. Winnebago contains bibliographic records in the USMARC bibliographic format.

The institution underwent an RFP process with other state libraries for a new Windows software system to replace the old ones. The budget was not funded. In 2000, after narrowing software options to Re:Discovery Software Inc. (museum), Eloquent Systems, Inc. Gencat (archives), and Endeavor Information Systems Voyager for the library, the committee visited sites, saw demos, and decided on Voyager because several neighboring state archives had chosen it or were in the process of choosing it.

SCDAH is working with many technical schools, the University of South Carolina, Clemson, College of Charleston, the Citadel, Francis Marion University, and the state library to find a system that can be used by all. Once the decision has been made, it will further assess the budget and decide what type of server configurations will work best among the institutions.

A committee conducted the process initially. The current RFP process has been revised and each institution has an evaluator. In 2000 the committee included the archival processing supervisor, access services manager, a reference archivist, an accessions archivist, and the division computer specialist. Currently, seven representatives from the technical schools, and seven from the institutions make up the 14-member evaluation team. Titles include library directors, system librarians, and heads of cataloging units.

The major reasons for choosing the system in 2000 included features, interconnectivity, and module options. These items weighed equally in the decision. Price and sales pitch ranked high as well. The institution had planned to purchase the cataloging, acquisitions, circulation, and reporting and online catalog modules. The institution also planned to add an imaging module.

The price for the image server was $22,500 and a $750 license fee per each application-loaded workstation. Twenty-two copies of the software were planned for purchase. Sixty full-time and seven part-time staff are employed. Including the division of Archives and Records Management into the system adds 42 full-time staff and two volunteers.

The yearly maintenance cost was $11,415 with guaranteed upgrades and patches. The system will take care of the needs of the cataloging, access, and collections management needs. Additional systems employed include Microsoft Access and Gain for the records management division. In addition the computer-output microfilm index created from the 1970s Spindex program that allowed it to item-level index 92,377 items was converted to an extranet-

intranet application using SQL and Microsoft technologies.

The institution received a grant for scanning. The program included an Epson flatbed scanner, Adobe Photoshop software, and FoxPro for metadata management. A separate Windows NT server is used for the project. It also uses a LAN and Image link.

The society's idea of the ideal system would be a Windows version of AIIMS with a Web catalog allowing it to catalog the reference room books. Voyager was chosen because the states of Georgia and Alabama were using it. To purchase the system, the society made a one-time purchase through the state legislature. It is in the process of deciding whether the funding will be joint requests or grant funding.

See Chapter 4 for a full profile of SCDAH's planning models.

Institution: Tennessee State Library & Archives

URL: www.state.tn.us/sos/statelib/tslahome.htm

Abstract

The Tennessee State Library and Archives (TSLA) is in the planning stage for acquiring a system. The committee is made up of the state librarian and archivist; assistant state librarian and archivist for administration; director of technical services, director of public services, and bibliographic coordinator for TSLA, archivist II cataloger; and a librarian III cataloger. The institution is now using Microsoft software, Adobe PhotoShop Elements, and TextBridge Classic to meet the needs of the institution.

TSLA said an ideal system should combine the elements necessary for library and archive cataloging with the ability to split the catalog for viewing of each area separately, incorporate the digital project presently in use, and provide information needed by public service in a manner the patrons find useful.

Institution: Vermont Historical Society

URL: www.vermonthistory.org

Abstract

The Vermont Historical Society is planning to acquire a system. It does not have a target date.

Institution: Washington State Historical Society

URL: www.wshs.org

Abstract

This institution is a historical society with a museum, library, and archives. An integrated software management system has been used since 1990. The modules purchased initially include acquisitions and registration for collection management. Modules added include Librarian's Helper.

The society employs four full-time and two part-time staff. Annual maintenance cost for the system is about $2,000. The system is not used for the entire institution. The museum uses Argus, and the membership and accounting office use other systems. The society says the system is all right but not the best for special collections. Existing funds were used to purchase it.