

LCoNZ

Library Consortium of New Zealand

Annual Report  
LCo New Zealand Limited  
December 2003 to December 2004

## **LCoNZ Annual Report for the 13 months ending 31 December 2004**

### **Introduction**

LCo New Zealand Limited, the Library Consortium of New Zealand (LCoNZ), is a collaborative venture with four shareholders: Auckland University of Technology, University of Otago Holdings Limited, The University of Waikato, and Victoria University of Wellington; to provide and operate common library systems and services.

### **Establishment**

LCoNZ was incorporated as a company on 3 December 2003, although it did not commence operation until 1 June 2004. From that date, LCoNZ has taken over and continued the initiative begun by ConzulSys, the system project set up in late 2001 by four university libraries to purchase and jointly operate an information and resource access management system.

After tender and selection processes, ConzulSys signed a contract for provision of Voyager and ENCompass software and associated services with Endeavor Information Systems Inc., in December 2002; and with Datacom Systems Limited for facilities management and hosting services, in February 2003.

ConzulSys assigned all rights and obligations of both these contracts to LCoNZ from 1 June 2004.

### **Governance**

The four shareholders appointed directors in May 2004, as follows:

- Ainslie Dewe, University Librarian & Director of Knowledge Management, Auckland University of Technology;
- John Patrick, Chief Financial Officer, University of Otago, and Director, University of Otago Holdings Limited;
- Sue Pharo, University Librarian, The University of Waikato;
- Warwick Clegg, Pro Vice Chancellor Information Technology, Victoria University of Wellington.

Sue Pharo was acting Chair of the Board until Beverley Wakem joined the Board as an independent director and Chair in September 2004. Ms Wakem has advised the Board that she will be resigning her position with effect from 28 February 2005 due to her appointment as Ombudsman. Her expertise in guiding the Board in its initial stages will be sorely missed by both Board members and LCoNZ staff.

The Board met each month from June to December, in order to complete establishment of the company. Six bi-monthly meetings are scheduled for 2005.

The Board has adopted policies on the following: Delegation of Authority, Pricing Principles and Pricing Model, Capital Assets, Investment, Systems Security. Terms of Reference for the Advisory Group were agreed, and the Board also adopted a Communication Policy, which provides a framework for communication between the Board and Advisory Group, and reflects the close working relationships necessary for success as a consortium.

A Statement of Corporate Intent is in progress and will be completed early in 2005.

## **Management**

The Board appointed Derek LeDayn as General Manager, starting on 13 September 2004. Esther Sum was appointed as Office Coordinator in December, and will start on 10 January 2005.

The Project Manager, Christine Pullar, and Project Administrator, Judith Sugden, both from HeXaD Consulting Group Limited, relinquished their roles in October and December 2004 respectively, although they have continued to be available when required as "living documentation." The contributions of both have been crucial in the work of ConzulSys and in establishing LCoNZ.

Each university library nominated one or more members to the Advisory Group. The main members of the Group during the year were as follows:

- Lorraine Shepherd, Auckland University of Technology;
- Rosemary Hudson (Chair) and Martin Anderson, University of Otago;
- Ann O'Rorke, The University of Waikato;
- Zoltan Apathy, and latterly, Keith Webster, Victoria University of Wellington.

The Advisory Group met each month from June to December, and is scheduled to meet eleven times in 2005, each month except for January. This group provides valuable advice to the Board and General Manager. Two joint meetings of the Board and Advisory Group were held, including a strategic planning day in December 2004 when an action plan for 2005 was developed and agreed. Actions covered the following key themes: financial, new customers, customer satisfaction, business as usual, new services, and services outside shared system boundaries. A similar joint meeting for strategic planning is scheduled for 2005.

Rosemary Hudson was also invited to join the Endeavor User Advisory Board for Australia and New Zealand, which met for the first time in Sydney in November 2004.

Each library nominated one or more Implementation Managers, with responsibility for leading the software implementation projects. They, and their colleagues providing further business and technical expertise, have been a crucial group of people on which the continuing success of the consortium relies.

## **Systems Implementation and Systems Management**

ConzulSys managed the implementation of the Endeavor Voyager library management system, which went live in July 2003 for Auckland University of Technology, the University of Otago and the University of Waikato; and in December 2003 for Victoria University of Wellington.

LCoNZ took over on-going coordination of the management and operation of the Voyager system from 1 June 2004, working with Datacom, who provide on-going facilities management and hosting services and the university libraries who deliver the services to their patrons.

ConzulSys began and then LCoNZ took over co-ordination of the successful implementation of LinkFinderPlus (LFP) for all four libraries during the third quarter of 2004. This was the first of the three digital access and management modules of the ENCompass suite of Endeavor products. LFP provides Internet links for university library users to citations and then the full-text of e-journals sourced from a large cross-section of licensed commercial databases. This is the first step for the libraries in providing consolidated access to digital material

Implementation of the second digital access and management module, ENCompass for Resource Access (ERA), began in the second quarter of 2004, concurrently with the LFP implementation. This tool provides federated searching of licensed commercial databases and online access to complete copies of the e-journals stored in those databases. This was a significant accomplishment, since it was the first time anywhere in the world that this product had been installed in a distributed hardware environment. Go-live of ERA was delayed due to uncertainties about the hardware resources required for its operation. Endeavor has now released an improved version (3.5) of ENCompass, which will be installed in the first quarter of 2005, as a prelude to live piloting of ERA and then full production implementation. ERA will be the highest implementation priority for 2005, reflecting its importance to the libraries as a federated access tool for digital material.

Libraries and Datacom began working on pilot projects for the third module, ENCompass for Digital Collections (EDC), in November 2004, and these pilots will be implemented after ERA during early 2005. In these pilot projects, the libraries will be developing databases of their own digital material for access by their patrons.

The first major upgrade of the Voyager system, for Unicode, was successfully completed in December 2004 for all four libraries. This was coordinated by

LCoNZ, with Endeavor, Datacom and the four libraries all making significant contributions. This was the first Unicode upgrade in Australia and New Zealand, and the first consortial upgrade of Unicode in the world. LCoNZ has been asked to make a presentation on the upgrade process at the Endeavor User Group meeting in Sydney in February 2005.

## **Operations**

LCoNZ continues to work closely with Datacom. The services provided by Datacom include facilities management, hosting and service desk functions. These were enhanced during the year to improve online change management processes. Datacom has provided highly regarded contributions of expertise and professionalism in establishing ConzulSys and then LCoNZ and in on-going operations.

Endeavor provided support for planning, implementation and on-going operations, particularly during initial implementation of Voyager, during the Unicode upgrade and in planning for LFP, ERA and EDC. Key staff of Endeavor have provided strong support to ConzulSys and LCoNZ and this is appreciated.

Datacom and Endeavor have developed a close working relationship, and work closely with LCoNZ. This triangular relationship provides a powerful combination of resources and expertise, which is both necessary for continuing success of the consortium, and very effective.

Victoria University provided serviced office facilities and services for financial management and accounting, with services and fees described in service level agreements. The professionalism and support of the financial and accounting team is valuable and appreciated.

Otago University had provided financial and agency services for much of the time of ConzulSys, taking over from Waikato University at the end of 2003. The support of the Otago Library in managing the monthly accounts and financial reporting was important to the consortium in the financial management of funds.

## **Business development**

Datacom and Endeavor have also worked closely together with LCoNZ on marketing proposals for potential customers.

In April 2004, Christine Pullar and Dave Kelly of Datacom made a joint presentation on ConzulSys/LCoNZ at the Endeavor End User conference in Chicago.

In November 2004, LCoNZ facilitated a one-day Common Systems Forum, which was hosted by AUT. Representatives participated from all the libraries

currently using the Voyager system in New Zealand, and also from Massey, Lincoln and Canterbury Universities. This was successful and regarded as a de facto New Zealand user group.

During the year LCoNZ has worked on business development with three tertiary institutions: Lincoln and Massey Universities, and the Open Polytechnic of New Zealand. After receiving proposals, and significant discussion of them, Lincoln decided not to participate in LCoNZ, and instead to operate the Voyager system in-house. Discussion with Massey University began in late 2003. A proposal to join LCoNZ as a shareholder was provided to Massey in August 2004 in response to their Request for Information, and in October further information was provided on pricing on a fee per search basis. After some informal discussion, The Open Polytechnic was provided in October with pricing for the Voyager system as a customer of LCoNZ. Regular contact has continued with both institutions. However both have delayed making decisions until late 2005 and March/April 2005 respectively. Discussions with both will continue in 2005, and marketing to other potential customers.

Signed:

*Warwick Clegg* 22.02.05

Director *WARWICK CLEGG*

*Beverly A. Waken*  
Director *BEVERLY A WAKEN*  
22.02.05