GEORGIA PUBLIC LIBRARY SERVICE

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What is PINES?

- A consortium of 46 Georgia public library systems

- 265 facilities and bookmobiles

- A common library automation system, operating on a central Linux server cluster.

- A union database of 8.8 million books & other items

- A shared patron database of about 1.7 million active PINES cardholders from all 159 Georgia counties

Georgia's Public Libraries
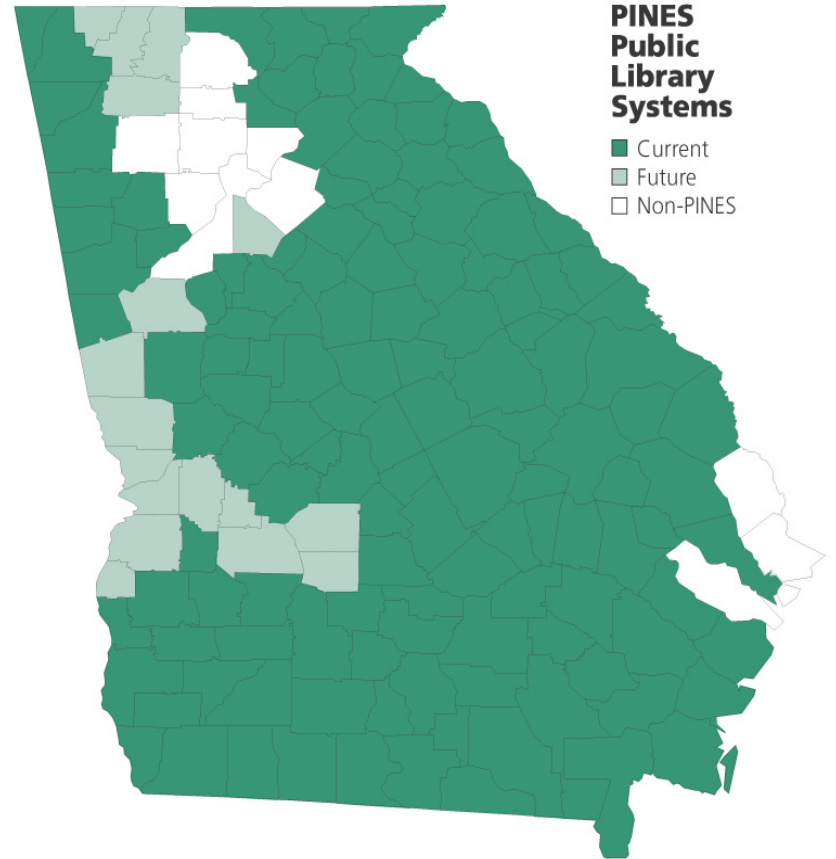
How Is PINES Unique?

- The PINES library card is free to any resident of Georgia, and may be obtained from any PINES library.

- The PINES library card can be used at any PINES facility as if at the home library.

- Materials may be returned to any PINES library.

How Is PINES Unique?

- Users may request materials delivered from any PINES library to local library, at no charge.

- New books are protected from intra-PINES loans for 6 months

- In FY07, more than 480,000 intra-PINES loans, as compared with just 6000 loans between systems in FY00.

- A statewide courier service began in October 2004 with service to all headquarters libraries in PINES.

How Is PINES Unique?

- PINES libraries agree to a common set of policies and procedures--patrons have a consistent experience at any PINES library.
- PINES libraries agree to common fine structures.
- Fines and fees may be paid at any PINES library.
- Overdue notices processed centrally for all member libraries

PINES Governance

- Nine (9) representatives from member library systems compose the Executive Committee.

- Elected by PINES member library systems annually (3 per year).

- Meet quarterly or as needed.

- Module-specific subcommittees make policy recommendations.

Benefits for Users

- One interface that is easy to use

- Local library identity maintained in large consortium

- Users have dramatically increased access to statewide combined library collections

- Convenience of using all 265 member libraries throughout the state

- Common policies affecting the user experience

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Benefits for Libraries

- PINES is centrally administered.

- Participating systems have automation costs paid; their contribution is sharing of collections.

- PINES provides training in regional locations convenient to member libraries.

- Centralized helpdesk and support for software and common policies.

Benefits for Georgia

Cost effectiveness:

- ➤ Estimate to replace automation systems in all PINES libraries: $15 million
- ➤ Annual maintenance for Individual automation systems $ 5 million

- ➤ **PINES annual operations: $1.6 million**

  - ➤ Approximately $1.00 per registered customer
  - ➤ About 1/10 of the cost of purchasing individual automation systems

WHAT DO PATRONS LIKE BEST ABOUT PINES?
Comments from the PINES User Survey

- "It SIGNIFICANTLY expands the choices of books and other materials available to me. I appreciate this so much because I live in a rural part of the state with a very small local library."

- "Allowing books to be check out from other libraries is WONDERFUL. This way, the Pines System is like one gigantic library making available a tremendous selection of books regardless of where the books are physically housed."

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Crossroads for PINES

- Initial 5-year software contract for PINES ended in June 2005.

- 2003-2004: PINES staff conducted a comprehensive survey of the library automation marketplace

- Is the software driving the policy/procedure, or is the policy/procedure driving the software?

What Do PINES Libraries Need?

We asked hundreds of librarians in focus groups around the state:

- ➤ Ease of use for customers
- ➤ Enterprise-class relational database
- ➤ Scalability (ability to grow with PINES)
- ➤ Flexibility
- ➤ Data security
- ➤ Reports designed to correspond to annual reporting requirements

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Evergreen

- Evergreen Integrated Library System was developed using Open Source software.

- Software development began in June 2004

- All PINES libraries migrated to Evergreen software on September 5, 2006.

- Evergreen debuted with Online Catalog, Circulation, Cataloging, and Reports.

- Transactions, customer records, and online catalog records were migrated from the former system.

Evergreen **Features**

- Search capabilities similar to popular commercial websites

- Google-like spell-checking and search suggestions

- Added content, including book cover images, reviews, and excerpts

- Scalability in anticipation of PINES growth

- Enhanced security features to keep customer information confidential

Evergreen Features

- Customer empowerment to manage own accounts

- Streamlined online catalog that works with screen readers like JAWS

- Virtual book bags that can be created, managed, and shared by the user (including RSS feed for updating)

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Evergreen Features

- Local flexibility to define authorizations by login
- Surveys provide flexibility to collect information locally or PINES-wide
- Use of buckets (virtual containers) to allow batch changes
- Simplified merging of bibliographic records
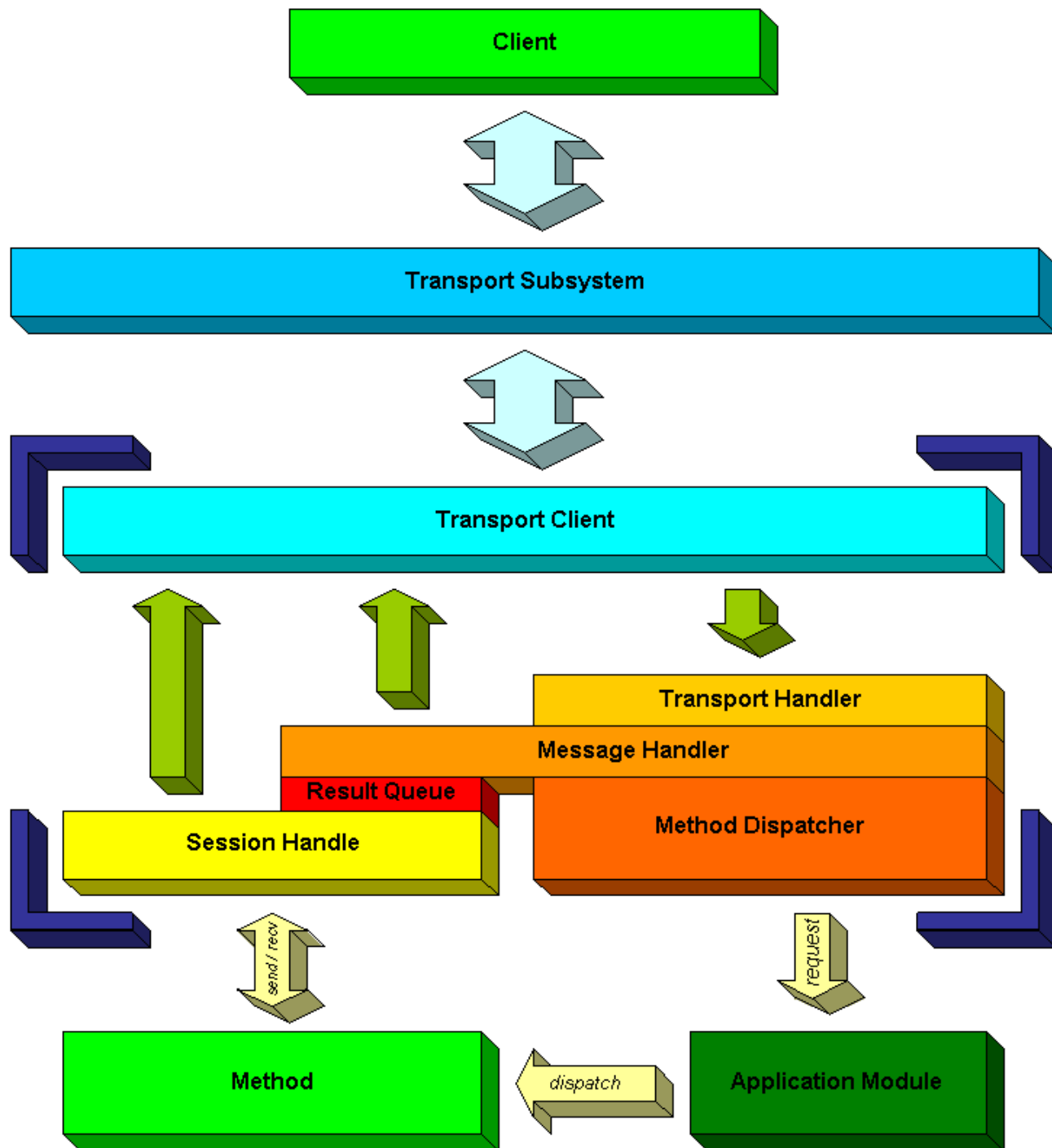
Evergreen **Features**

- OPAC view in the staff client
- Use of tabs (like Mozilla) for ease of transition between tasks
- Ability to search ANY field in the patron record
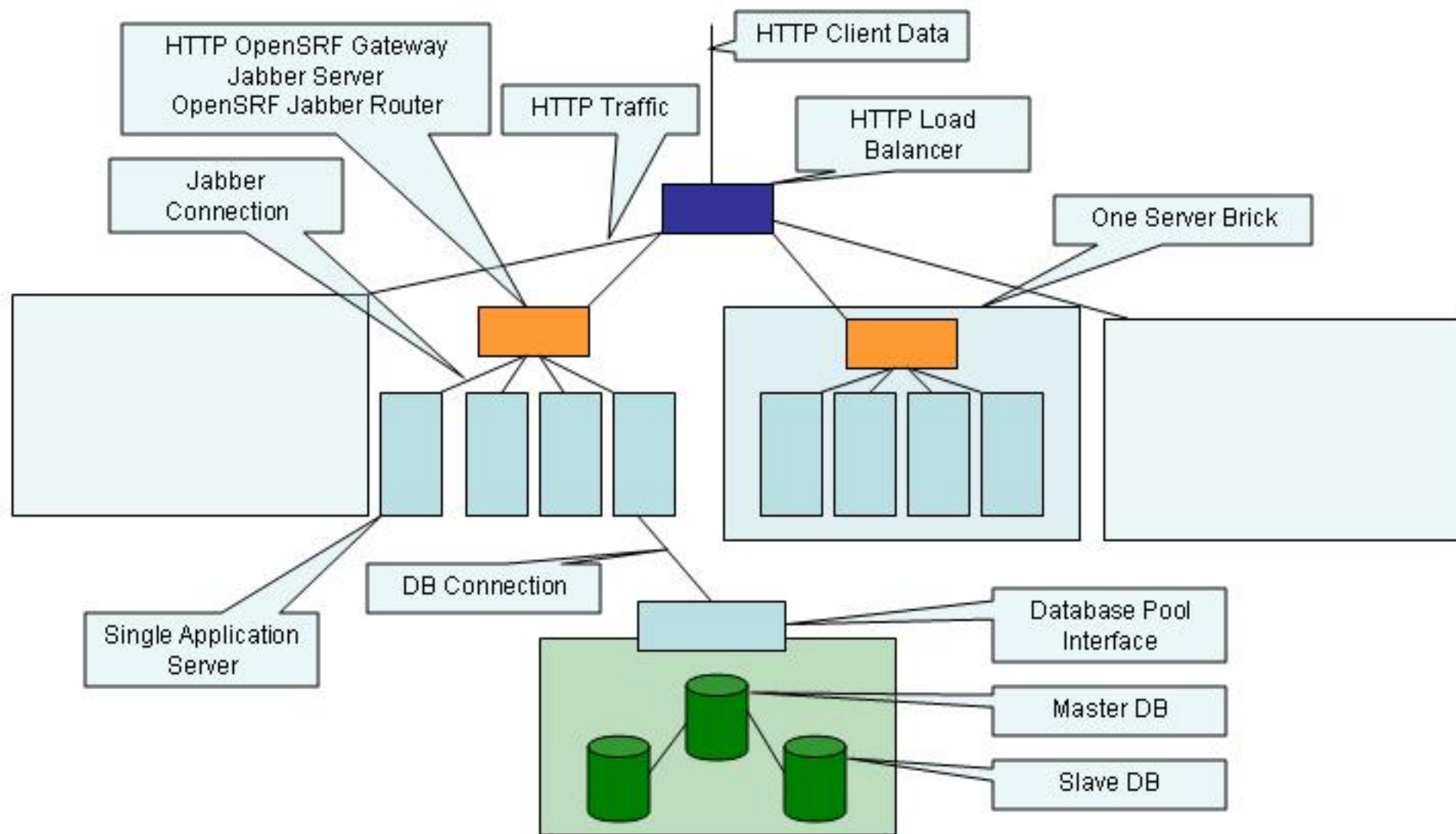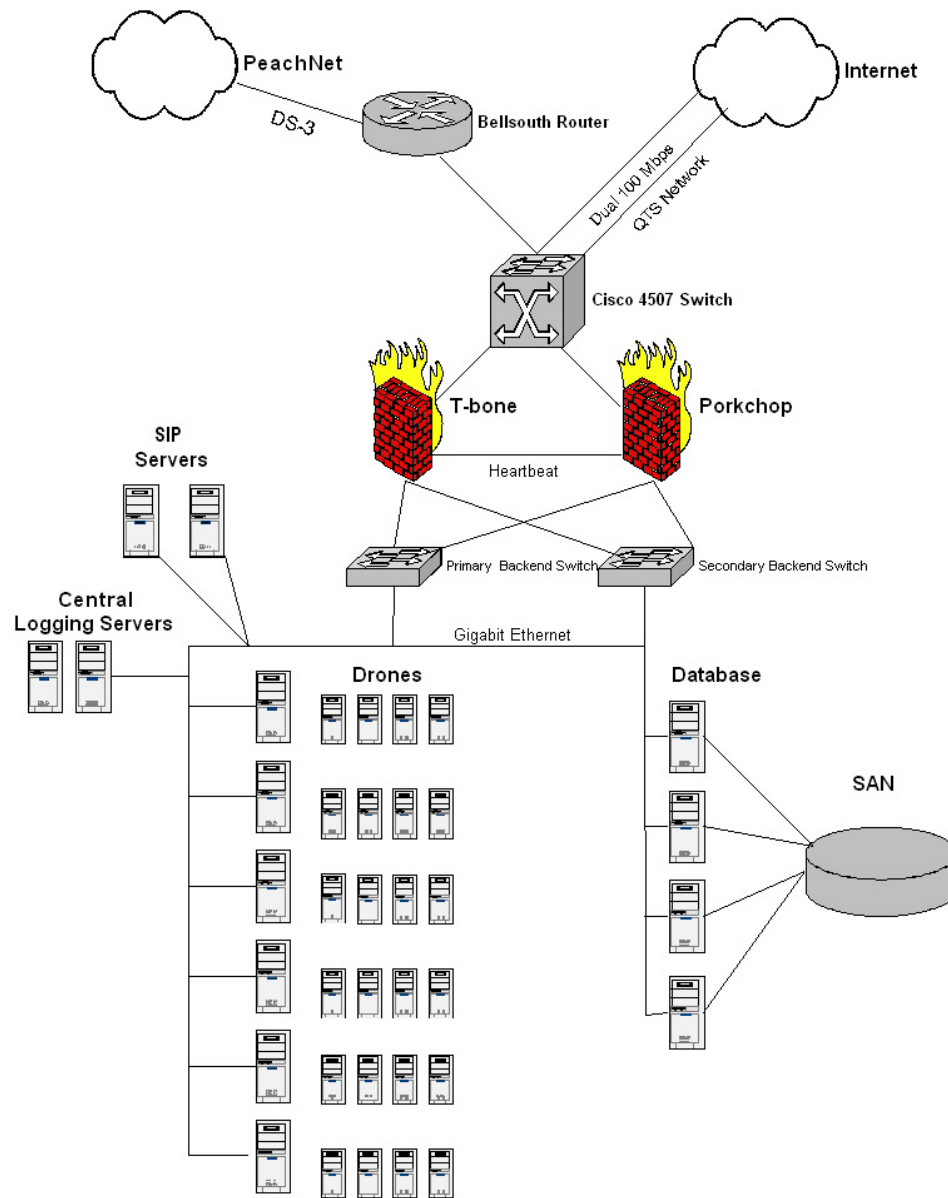- Truly randomized holds which work in a tiered structure

Evergreen
Core Technologies

- Database: Postgresql
- Logic/glue languages: C++ and Perl
- Webserver: Apache mod_perl
- Server operating system: Linux
- Server hardware: x86-64
- Messaging core: Jabber
- Client side software: XUL

HTTP OpenSRF Gateway
Jabber Server
OpenSRF Jabber Router

HTTP Traffic

HTTP Client Data

HTTP Load
Balancer

Jabber
Connection

One Server Brick

Single Application
Server

DB Connection

Database Pool
Interface

Master DB

Slave DB

Evergreen Design

- **Cost-effective**: server software is designed to run on inexpensive commodity hardware with an open source operating system.

- **Reliable**: the software is designed to run in a clustered environment, giving it enterprise-level high availability and failover.

- **Flexible**: Evergreen's staff client is cross-platform (Windows, Mac, Linux).

Where Do We Go from Here?

- Migration of the five library systems waiting to become PINES members – over 600,000 more Georgians served

- Develop the Acquisitions & Serials modules—Partnership with University of Windsor

- Partnership with XC (University of Rochester)

- Work with partners on protocols to share information with other automation systems (Open NCIP)

Where Do We Go from Here?

- Develop a children's web-based catalog

- Complete Spanish translation for the OPAC

- More self-service options, including online bill pay for customers

- Enhanced links with GALILEO

Where Do We Go from Here?

- Enhance social networking aspects of the catalog (user tagging, ratings, reviews, etc.)

- Conversations and partnerships with libraries worldwide

- Cooperative projects with university system libraries and OIIT staff

PINES online catalog:

www.gapines.org

Evergreen software development:

www.open-ils.org

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