

## SCHEDULE

May:

19 (1 pm) – Web COI

Summer

June:

8 (2 pm) – Meeting of the Minds

9 (10 am) – Cataloging COI

16 (1 pm) – Web COI

July:

13 (2 pm) – Meeting of the Minds

14 (10 am) – Cataloging COI

18 (2:30 pm) – ILL COI

21 (1 pm) – Web COI

August:

7 Alma/Primo VE Release

10 (2 pm) – Meeting of the Minds

18 (10 am) – Cataloging COI

18 (1 pm) – Web COI









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## *From Johnna's Desk*

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I recently had some interactions that reminded me to value the person over the task. Does that email really need to be answered urgently? Am I setting a realistic deadline for the activity, or am I picking an arbitrary date so it can be checked off the list? Do people feel comfortable asking for time/help/space when needed? What does "productive" mean? Why do some of us (very much including me) tend to equate productivity with data, checklists, and tasks? And most importantly, how do we find time to do those tasks while maintaining collegial relationships and tending to our emotional and mental health?

As a manager of 13 intelligent and talented IT, finance, and library professionals, it can be tempting to lean into the things we can measure. And we did lots of those things!

-  Migrated to a new customer ticketing system
-  Developed and upgraded various other systems
-  Started on the work to move the five colleges in NHED into one combined college of Minnesota North
-  Increased the number of contracts we manage
-  Moved out of some of the physical PALS space to finalize our office space reduction
-  Added new customers to Islandora and EZproxy
-  Identified gaps in our electronic resource support
-  Worked on and closed over 1,000 tickets since July 1, 2021.

More importantly, the consortium started to explore the new governance structure in whatever way works for us and how we share information with each other. We have seen the establishment of four, soon to be five, policy groups, where important topics are brought forward when they require agreement by all 57 libraries regarding their use of the Alma/Primo VE system. Members have convened communities of interest

that function according to the specific needs of each group and have asked good questions about what exactly it means to be a member of a community of interest, a policy group, the Consortium Board, or the Library Leadership Group. None of us have all of the answers, but I know those answers will emerge over time.

This year's unofficial theme in the PALS office was "cleanup." The Alma/Primo VE Support and Training Staff offered tips and reminders to help you do some of your own cleanup, and we were able to hire a temporary staff member to work on some system cleanup in the Network Zone. In the upcoming year, the theme will be "community." From the MnPALS Consortium Board, in partnership with the PALS Office, you will see:

- The introduction of a new communication tool that integrates with our ticketing system,
- Information regarding documentation creation and revision process for policy work,
- And a revamped MnPALS Repository to hold documents related to MnPALS work.

We will prioritize building relationships by ensuring all MnPALS members stay connected and informed. And, of course, we will have lots of things to check off the list along the way.

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## Member Highlight

**Lauren Leighton, St. Mary University, Winona**



### **What is your current position, and how long have you been in your position?**

*I am the Electronic Resources Librarian and Interlibrary Loan Librarian. I have been at Saint Mary's University since August of 2004.*

### **Share one or two highlights of your career?**

*My original title was Reference and Periodicals Librarian, so I guess the highlight has been observing print periodicals migrate to online or electronic format.*

### **What are you looking forward to in retirement?**

*I am looking forward to spending more time visiting friends and family who live far away.*

### **What are you currently reading or listening to?**

*A few years ago, I took up the challenge to read a book from every country. I recently read [The Wondrous and tragic life of Ivan and Ivana](#) and checked [Guadaloupe](#) off the list.*

### **What is your favorite snack?**

*Ice cream is a favorite snack.*

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## Random "things" of interest

The new feature releases for Alma/Primo switched from monthly to quarterly this month. The next new feature release will be in August. Bug fixes will continue every month.

Reminder our Sandboxes refresh twice a year in February and August. On August 14, our Sandboxes will refresh with new and updated data from production. Any configuration changes and updates to the Sandbox are lost and NOT retained.

Newest PALS employee Katy Johnson will continue to work tirelessly to ensure that electronic records are accessible for your patrons. You may receive additional messages as she works through various projects.

Carrie is available if you need assistance with year end-roll-over. Open a [Support Center ticket](#) for help.

Five of our 2-year colleges (Itasca Community College, Hibbing Community College, Mesabi Range College, Rainy River Community College, and Vermilion Community College) are merging to be one institution. Ex Libris will complete merging these institutions into one Minnesota North institution in Alma/Primo in November 2022.

### **Ticket Statistics for the last year:**

- 3028 tickets opened with PALS Support
- PALS Support opened 686 cases with Ex Libris
  - The Development Team at Ex Libris is working on 44 of those cases.
  - Of note, 441 of those cases are electronic resource linking problems.

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### **Book a Consultation with PALS Support**

Do you have Alma topics you would like to discuss? Perry, Etta, Carrie, and Dani offer consultation times to discuss workflow scenarios and use of the software to its full potential, functionality, or follow-up on a ticket.

#### **Book a session:**

[Perry](#) – Primo VE

[Etta](#) - Course Reserves or Fulfillment

[Carrie](#) - Acquisitions, Serials, and ERM

[Dani](#) - Resource Management

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### **Contact Us**

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[Support Center](#)

### **Resources**

[Ex Libris Knowledge Center](#)

[Alma Release Notes](#)

[Primo VE Release Notes](#)

[Alma/Primo Idea Exchange](#)