Testimony submitted to Maria Avery and Denise Hersey (4/12/22) from Stacey Knight, Associate Director for Systems & Web Development, Saint Michael's College, sknight3@smcvt.edu

What library systems are currently in place at your library?

These are our main library systems.

- FOLIO (open source integrated library service; EBSCO hosted) migrated Summer 2021
- EBSCO Discovery Service
- EBSCO link resolver
- Clio (Interlibrary loan)
- Ezproxy (self-hosted) IT helps with upgrades and certificate renewals
- LibGuides/LibCal (use for library website hosting, subject guides, library calendar, and research appointment scheduler. Our IT department uses LibCal equipment module to circulate equipment for)

Do you have staff responsible for supporting technology in your library?

I am the main person responsible for supporting technology in the library, but we all play a role in supporting technology. I am responsible for troubleshooting our library specific software like FOLIO, Discovery Search, ezproxy/authentication issues, coordinating certificate renewals with IT, etc. I often serve as an intermediary with our IT department for library issues. I do not handle any hardware issues, and library staff usually reports issues with our public computers, smart board, etc. directly to our IT department.

What position in your library is responsible for technology?

My position of Associate Director of Systems & Web Development is primarily responsible for technology.

How have your technology needs or systems changed in lieu of the COVID-19 pandemic?

Our technology needs/systems have not really changed with the pandemic.

What are your technology needs? What support do you need?

With the library staff and the IT staff shrinking over the years, we have less internal resources and skills available to us. Our IT department has also done more outsourcing due to less staff so they do not have a lot of time and resources to support library initiatives.

Need: Hosting solutions for open source software

One recent need is finding a good hosting provider that provides server maintenance for open source products.

We currently have a third party web hosting platform that I set-up years ago to facilitate some library projects, but we must do all of the server maintenance ourselves. I no longer have the time or expertise to keep this server secure and up-to-date, and our IT department does not have the resources to assist us. I would like to move off it as soon as possible, but in order to do so, we need to find a new home for

our open source archives database Archon. Library Host is one provider that we are exploring as an option for us.

We also have another open source product that we would like to use called [Library Data Platform](#) which would allow us to create customized reports for our new open source integrated library system FOLIO (hosted by EBSCO) that we migrated to in the summer of 2021. At this time FOLIO does not have any robust built-in reporting so Library Data Platform which be a good solution for us.

I am curious if other libraries are also using more open source products and need robust hosting solutions.