

M25 Systems Team Service Delivery Plan – Annual Performance Report 2005/06

June 2006

This is the annual report of the M25 Systems Team against the M25 Systems Team Service Delivery Plan 2004-2006 agreed at the June 2004 M25 Consortium Meeting.

Service Delivery Plan Area	Performance	Comments and Information
<p>1. M25 Server (hardware) Support</p> <p>a) Ensure the continuous operation and security of the M25 server hardware (currently based at LSE) on which are located the M25 services. This work to include general housekeeping, operating system and anti-virus maintenance, machine recovery, daily back-ups, JANET connection issues and system upgrades. [Note: no allowance is made for future hardware replacement anticipated to be necessary in 2005/06]</p> <p>b) Advise M25 Consortium members via the lis-london email list at least one working day in advance of any anticipated service downtime in excess of 15 minutes.</p>	<p>Met</p> <p>Met</p>	<p>New server hardware purchased and installed with the assistance of the LSE Library IT Team. New M25 and CPD25 websites running from new server.</p> <p>No planned downtime. Server offline for less than 2 hours on 2 occasions due to local network problems.</p>
<p>2. Maintenance of Consortium Web Pages</p> <p>a) Carry out timely updating of the static web pages associated with the M25 Consortium Working Groups and other M25 Consortium business. Updates received in accordance with the designated style sheet and requiring no further editing (to the HTML or content) to be implemented within 3 working days. Non-compliant and unformatted updates to be added within 8 working days.</p> <p>b) Moderate access to the server file-directories for approved representatives of the M25 Consortium and its member</p>	<p>Met</p> <p>Met</p>	<p>Many changes to web pages during reporting period due to migration of websites to a Content Management System (CMS). In terms of Plan, 22 new pages created and edits carried out to 32 pages.</p> <p>Access to server for website editing now moderated within CMS.</p>

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<p>institutions.</p> <p>c) Maintain HTML templates and Cascading Style Sheets (css) for use on all the M25 web services and to ensure their use for a consistent 'look & feel' to the Consortium's web presence.</p> <p>d) Where feasible, ensure that pages added after 31 July 2004 are compliant with the relevant accessibility guidelines and directives</p>	<p>Met</p> <p>Met</p>	<p>No maintenance necessary. Templates and css contained within CMS for M25 and CPD25 websites.</p> <p>New websites comply with current accessibility guidelines.</p>
<p>Maintenance of Interactive Services</p> <p>3. Find-a-Library</p> <p>a) Provide continuous operation of the Find-a-Library service.</p> <p>b) Maintain the currency of the information displayed for each library by implementing within 5 working days revisions to content submitted by recognised member representatives.</p> <p>c) Carry out a review three times a year through recognised member representatives, of the content of all records within the Find-a-Library database.</p> <p>d) Add library information for new Consortium members within 5 working days of the data being received from the new member institution.</p>	<p>Met</p> <p>Met</p> <p>Partly Met</p> <p>Met</p>	<p>Service continues to be very reliable</p> <p>Approx.51 edits to data ranging from minor updates to re-organisation of institutions/libraries</p> <p>Reviews done in August 05 and January 06. Next due July 06. Disappointing response rate from members – only 16 of 52 replied in January 06.</p> <p>Institute of Development Studies and University College for the Creative Arts added.</p>
<p>4. Visit-a-Library:</p> <p>a) Provide continuous operation of the Visit-a-Library service.</p> <p>b) Maintain the currency of the information displayed for each library by implementing within 5 working days revisions to content submitted by recognised member representatives.</p>	<p>Met</p> <p>Met</p>	<p>Service continues to be very reliable</p> <p>Less edits required throughout reporting period due to adoption of 'standardised texts' for SCONUL, M25</p>

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<p>c) Carry out an annual review through recognised member representatives of the content of all records within the Visit-a-Library database.</p> <p>d) Add access information for new Consortium members as prioritised by the RDWG.</p>	<p>Met</p> <p>Met</p>	<p>and UKLP schemes. Heythrop & LSHTM now in SCONUL, Goldsmiths and Kent now in UKLP.</p> <p>Next review due summer 06.</p> <p>Institute of Development Studies added.</p>
<p>5. Search Catalogues</p> <p>a) Provide continuous operation of the InforM25 Search catalogues service.</p> <p>b) Check daily (weekdays) the operational status of the distributed Z-servers. If any server has been inoperative for three consecutive days, carry out appropriate tests and advise local system administrator. Inoperative servers may temporarily be removed from the Search Catalogues user-interface at the discretion of the M25 Systems Team.</p> <p>c) Add new Z-servers to the service (e.g. for new Consortium members) as prioritised by the RDWG.</p>	<p>Met</p> <p>Met</p> <p>Partly Met</p>	<p>Service has continued to operate reliably.</p> <p>Generally high availability, 17 problems overcome with help from institutional representatives such as firewall, IP changes and system upgrades. Several (hardware) server upgrades resulting in noticeably quicker searching.</p> <p>Canterbury Christ Church and V&A added. Service now has 42 catalogues (SAS removed as records are now contained within ULRIS catalogue and one catalogue temporarily removed pending Z39.50 server upgrade).</p>

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d) Liaise with library system vendors on Z39.50 issues as appropriate.	Met	Liaison with Talis regarding periodical title search and availability of holdings & location data.
<p>6. ULS</p> <p><i>[Please note that the previous separate service agreement for the Union List of Serials is superseded by this Service Plan]</i></p> <p>a) Provide continuous operation of the ULS service.</p> <p>b) Undertake maintenance of the ULS software and user interface.</p> <p>c) Notify designated member representatives at least one working day in advance of any anticipated down-time via the lis-london email list.</p> <p>d) Liaise with designated member representatives regarding their submission of data for the ULS.</p> <p>e) Carry out a three-monthly review of the currency of the data held within the ULS through the designated member representatives.</p>	<p>Met</p> <p>Met</p> <p>Met</p> <p>Met</p> <p>Met</p>	<p>Service has had no failures.</p> <p>Minor changes/updates undertaken</p> <p>No planned downtime</p> <p>} Data regularly submitted/updated</p>
<p>7. General Tasks</p> <p>a) Provide online help facilities for all services. Review the currency of the help provided at least every 3 months.</p> <p>b) Operate an email query service for all aspects of the Consortium's web services through M25Libadmin@lse.ac.uk Respond to queries within 2 working days, including referral to any relevant third-party.</p> <p>c) To undertake maintenance of the InforM25 software modules, user interfaces and static web pages including carrying out practical improvements to the services to the benefit of the Consortium. Also</p>	<p>Met</p> <p>Met</p> <p>Met</p>	<p>FAQ regularly reviewed and updated as necessary.</p> <p>Most communications responded to within the required time period. Over 420 communications dealt with during the year.</p> <p>Results sorting on Visit-a-library now the same as other services. Minor InforM25 interface changes for</p>

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to consider areas for future development of the services.		services now working from www.inform25.ac.uk domain and 'new look' high level pages designed.
<p>8. Reporting and Review</p> <p>a) To report regularly to the M25 RDWG (and via the M25 RDWG to the M25 SG) on the current status of the M25 web services, activities of the M25 Systems Team, current issues, anticipated workloads and quality maintenance in respect of the web services. To receive advice from the RDWG on work priorities.</p> <p>b) To produce an Annual Performance Report with respect to this Service Plan for circulation to all Consortium members.</p> <p>c) To review this Service Plan through the M25 RDWG in accordance with any significant changes to the operational circumstances of the services.</p>	<p>Met</p> <p>Met</p> <p>Met</p>	<p>Regular reports to RDWG, SG, M25 meetings and via Systems Team Newsletter.</p> <p>Reviewed in July 2005, next review due July 2006.</p>

J Gilby, M25 Systems Team Project Manager, June 2006.