Faculty and Staff Publications

Library

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Check Your Expectations: Testing Self Check in a Consortium Environment

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Check your expectations
Testing self-check in a consortium environment

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Outcomes

- Share experiences from consortium testing of self-check machines

- Provide ideas on how to create formalized testing procedures

- Share communication challenges and technical issues that required troubleshooting

Background

Unified Library
Management System

ulms.calstate.edu

Background

- Formation of CSU working groups in planning phase

- Task forces were formed in 2016 to address smaller topics / distribute work amongst more staff across institutions

- Self-Check / SIP2 / Stunnel Task Force formed to address issues with self-check at affected campuses

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Objectives

- Clarify how campuses are using self-check

- Provide documentation on integrating self-check at affected campuses

- Test if approaches are vendor agnostic

- Provide testing protocols for campuses

- Provide consultation as needed with individual campuses setting up self-check
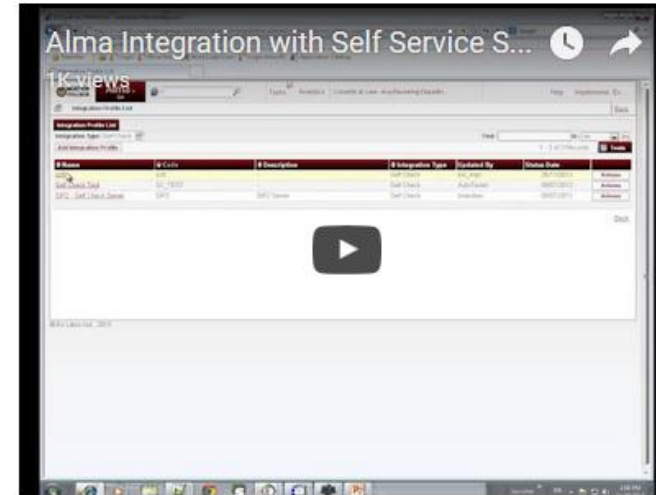
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Task Force to dos

- Define project goals/scope/objective

- Define deliverables

- Develop survey

- Test configuration of various self-check systems

- Finalize testing procedures and problem reporting procedures

- Monthly follow-ups with campuses to encourage testing

Project Links

https://developers.exlibrisgroup.com/alma/integrations/selfcheck

https://developers.exlibrisgroup.com/alma/integrations/selfcheck/stunnel

Self-check data from the Implementation Survey

Draft questions for self-check survey (5/10 meeting)

Notes from SJSU on setting up the self-check machine (September 2016)

Configuration recommendations from Alma listserv (October 2016)

SIP2 integration issues with holds from Sacramento (December 2016)

The Data

- 11 campuses were using self-check machines

- Various configurations for self-check features:
  - Check-out
  - Renewal
  - Fine payment
  - Check-in with AMH
  - Account information viewing
  - PIN/Password authentication

Campuses with self-check:

Campus	Vendor	#Circs	%Circs
Channel Islands	TechLogic	30,000	30%
Fresno	3M		17%
Fullerton	Libramation		10%
Long Beach	3M		9%
Los Angeles	3M		5%
Monterey Bay	TechLogic		17.8%
Pomona	3M/Lyngsoe	13,035	43%
San Diego	3M		11.6%
San Francisco	3M		5%
San Jose	3M	41847	59%
San Luis Obispo	3M		2%

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Project website for self-check task force

http://bit.ly/2napz48

What We Learned

- Differing Priorities

- Communication Challenges

- Troubleshooting Issues

Differing Priorities

- Each library is different

- There are problems even if the machines are the same

- Bottom line: sometimes we can all be special snowflakes
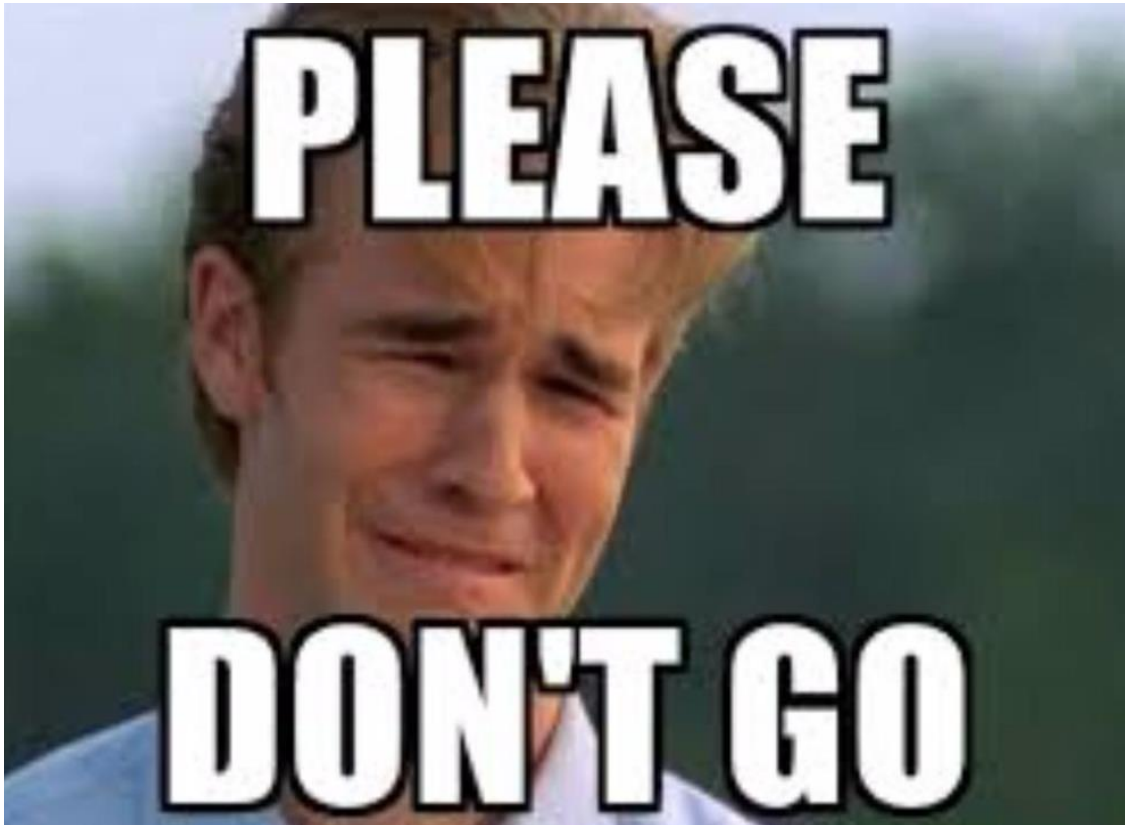

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Communication challenges

https://www.flickr.com/photos/petereed/138369750

Everyone has
different priorities

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Communication challenges

Not everyone has the same level of IT support

https://www.flickr.com/photos/22750018@N05/4434362439/

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Communication challenges

Staff and faculty turnover & retirements

Troubleshooting Self-Check
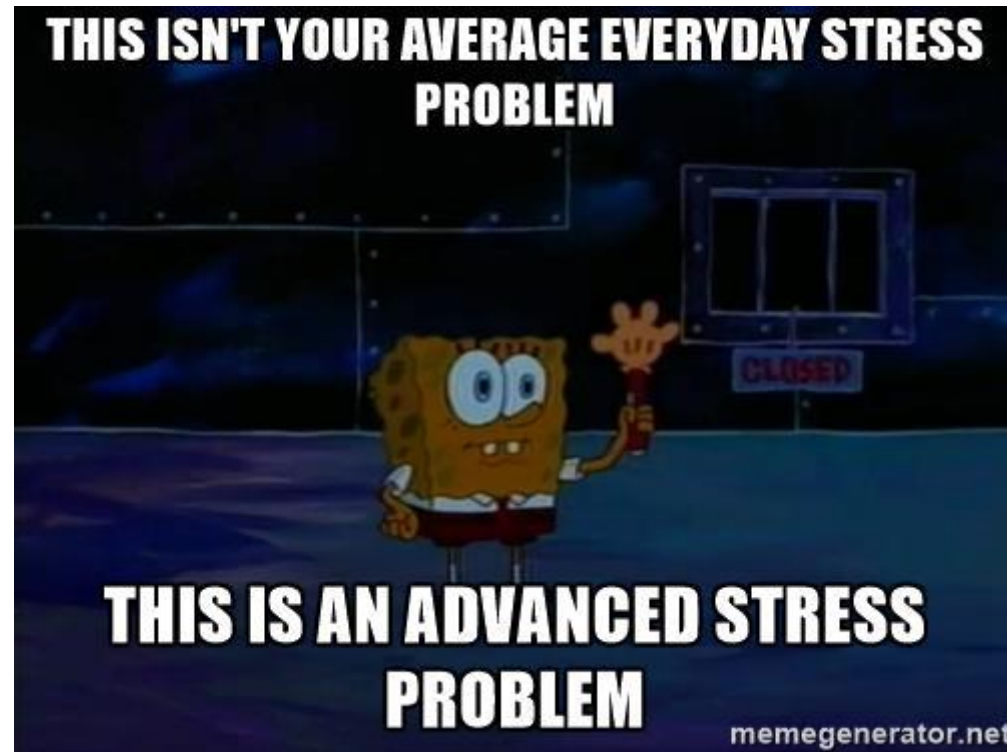
Network Problems

- Static vs Dynamic IP

- Port Number Problems

- Client.pem file not in the correct spot

- ERR_SIPBL_ILS_CAPABILITY

```
; ********************************************************************
; * Global options *
; ********************************************************************  ;
; Debugging stuff (may useful for troubleshooting)
debug = 7
output = stunnel.log ;
;Disable FIPS mode to allow non-approved protocols and algorithms
fips = no
;********************************************************************
; * Service defaults may also be specified in individual service sections *
;********************************************************************
; Disable support for insecure SSLv2 protocol
options = NO_SSLv2

 [Integration Profile 1]
key = C:\Program Files (x86)\stunnel\config\client.pem
cert = C:\Program Files (x86)\stunnel\config\client.pem
client = yes
accept = 5004
connect = na03.alma.exlibrisgroup.com:6443
TIMEOUTclose = 0
TIMEOUTconnect = 200
TIMEOUTidle = 86400
```
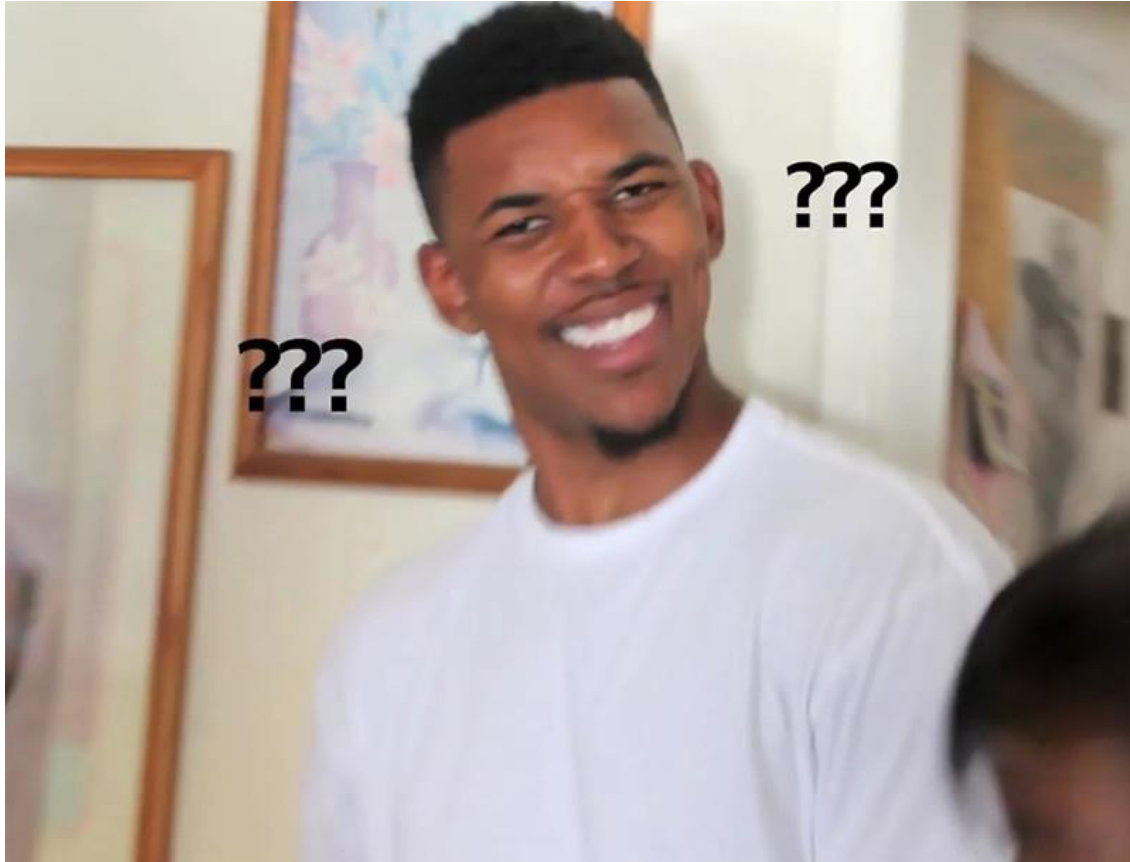
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Hardware/Software Problems

- Stunnel as a Windows service

- PIN issues

- Ithaca280 Printer reinstall

- Bonus: Unhelpful Technicians! Yay!

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PINs

1. Workflow

2. Customer ID processing

3. Uncheck customer PIN required for check out and, if you allow manual entry of an ID, Customer PIN required for Manual Entry.
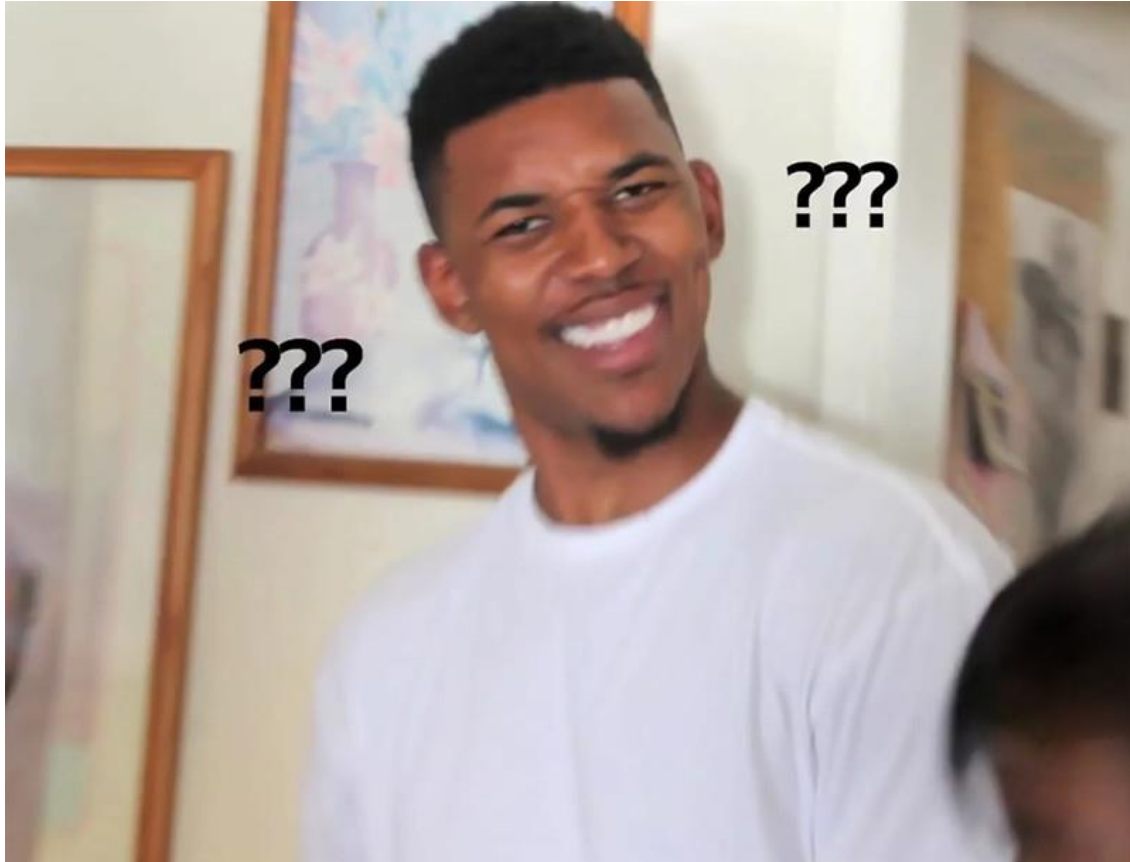
PINs

1. General Configuration
2. External Systems
3. Integration Profiles
4. Selfcheck profile
5. Actions
6. Click NO on authentication required and then click save.

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SIP2 communication issues (Sacramento)

- Cybrarian PC management

- NCIP add-on used in Illiad

- Stub request attached to account

- Out of bounds error

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QUESTIONS OR COMMENTS?

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