

# Intro to GIL Support

---

GUGM 2019 - Sean Purcell

This session will include a brief overview of the various services GIL provides, and will lay out the various ways you can get help from GIL regarding these services. This session is recommended for new library employees and GUGM first-timers. A portion of the session time will be set aside for Q&A.

# Presentation Overview

- History
- The GIL team and what we do
- GIL Governance
- How to get help: The GIL User Guide

# GIL Support

GIL: GALILEO Interconnected Libraries

An extension of the GALILEO initiative.

Goal: A single integrated library automation system.

<http://gil.usg.edu/about/overview>

<http://about.galileo.usg.edu/>

# History

- Common library automation system for the University System of Georgia adopted in 1998 (Voyager).
- BOR Funded and Supported
- Libraries billed for Services/Support
- Multiple Service Sites, GSU, UGA, GA Tech, MCG
- Over time, things were centralized to one service site (UGA)
- More historical details? See the timeline:
  - <https://about.galileo.usg.edu/timeline/>

# The GIL Support Team

## **Primarily GIL:**

Cynthia Ragin

Chris Fishburn

Sean Boyle

Bob Trotter

Sean Purcell

Barry Robinson

\*Natalie Bennett

## **GIL/GALILEO crossover:**

Jason Steele

Mike Kanning

Seamus Narron

Kevin Cottrell

Phil Fitzpatrick

Brad Baxter

Mike White

Ken Henslee

Russell Palmer

# GALILEO/GIL Crossover

- EDS (Maintaining profiles, Alma Catalogs, etc)
- Link Resolver, proxy servers, etc
- GALILEO Resources in Alma
- Work w/Vendors for GALILEO resources
- OpenAthens

# GIL Primary Functions

- Alma/Primo Support
  - Assist libraries with Alma/Primo issues, configuration, workflow questions, analytics reports, etc.
  - Alma/Primo Integration/Development support (Patron loads, Primo/Alma enhancements, institutional billing, new titles, Alma catalogs in EDS, GE Blocking, etc)
  - Liaise with the Ex Libris support team on behalf of libraries
  - Record loads (GPO, FOD, etc)/NZ activations/maintenance
  - External Authentication support
  - Primo Renormalization
  - Governance & Organizational support
  - Misc hosting services (Proxy servers, Alma integrations, etc)
  - OpenAthens support

# Governance

- **RACL - Regents Academic Committee on Libraries**
  - Membership: one voting member appointed by the President of each institution. In most cases, the member is the institution's library director, dean, or university librarian
  - Full RACL meeting is twice a year
- **GIL Coordinating Committee**
  - Membership: RACL chair-elect, GIL Functional Committee chairs, GUGM chair and chair-elect, and GIL service site mgr.
  - Meets monthly
- **GIL Functional Committees**
  - Membership: volunteers from each institution with experience in each functional area.
  - Meet at least monthly
- **Institutional Leads**
  - Two representatives from each institution
  - Meet monthly at GIL Institutional Leads Webinar



# GIL Functional Committees

<http://gil.usg.edu/governance/functional-committees>

- Acquisitions/Serials
- Assessment
- Cataloging
- Fulfillment
- GIL OPAC/Discovery
- GKR
- Special Collections

**Note:** A GIL or GALILEO staff member is embedded w/each functional Committee.

# Support for Alma/Primo

GIL Support operates as the USG Consortia's central support office, providing technical support for the information and automation resources of the University System's academic libraries.

Detailed support information is outlined in **The GIL User Guide**.

<http://goto.gil.usg.edu/giluserguide>

And also on the Training Wiki:

<https://sites.google.com/view/g3almatraining/support/getting-help>

# Important Takeaways

- If you need help, contact us! If we don't have the answer right away, we have access to a lot of resources and we should be able to find it.
- Submit tickets for Alma issues w/GIL. If needed, GIL will escalate issues to Ex Libris Support.
- Subscribe to Alma and Primo support updates with Ex Libris
- Subscribe to the Alma-L and Primo-L listservs
- Utilize the GIL Training Wiki
- If you need an Alma API key, contact GIL Support
- Submit Primo change requests via the Google form
- Consider ELUNA Membership so your institution can vote on NERS enhancements!
- GIL is here to help!

# Questions?

[seanpurc@uga.edu](mailto:seanpurc@uga.edu)

**The GIL User Guide:**

<http://goto.gil.usg.edu/giluserguide>