



The Services of the SWITCH Library Consortium

1. Integrated Library Systems

SWITCH oversees an integrated automation library system consisting of circulation, acquisitions, cataloging, serials, online public catalog with accompanying services such as notices, batch patron record loads, custom reports for libraries, custom documentation, etc. Included with this service is assistance with any necessary data migration.

2. Delivery Service

SWITCH manages a Monday-Friday inter-institutional delivery route using a contracted courier service. This service allows for reciprocal borrowing among SWITCH members.

3. Remote Authentication / Security

SWITCH maintains patron remote authentication which allows an institution's community of library users to log in to licensed e-content from anywhere. The service includes an institutional license and set up for remote authentication software which is hosted locally by the SWITCH Library Consortium. SWITCH handles all software updates/upgrades as well as the configuration files for the given institution's licensed resources. SWITCH provides support to libraries for this service troubleshooting access issues and storing backup files. This service includes the purchase and set up of an SSL web certificate that works with the remote authentication software to insure remote users may access secure web addresses and get to full text content.

SWITCH currently utilizes OCLC's EZProxy for remote authentication. Our office is able to accommodate the authentication methods listed on the EZProxy site <https://www.oclc.org/support/services/ezproxy/documentation/usr.en.html>. Current configuration examples within SWITCH include SIP2 and CAS.

4. Electronic Holdings Support (Knowledgebase & Link Resolver)

SWITCH, Inc. provides a service to set up and manage an institution's full text holdings and subscriptions including individual e-journals or e-books as well as databases and open access collections. With this service, the institution will receive access to two products customized and managed by SWITCH staff: a searchable A-to-Z e-portal and a link resolver configured within electronic databases, Google Scholar and PubMed. Libraries subscribing to a discovery platform may request that the SWITCH office manage holdings data for those products on behalf of its institution.

5. Staff Support / Training & Professional Development

The SWITCH office provides day-to-day and individualized staff support to its member libraries on any aspect of its library system and its other services. SWITCH facilitates regular meetings among the staff at its member libraries addressing different topics relevant to technical and public service work in libraries. It also organizes a professional development staff event each year. This service includes access to a Staff Support web site with training materials and access to group software tools such as GoToMeeting and SurveyMonkey available to any SWITCH member.