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Mapping the Online Library Ecosystem at St. Cloud State University

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UNIVERSITY LIBRARY
ST. CLOUD STATE UNIVERSITY

Mapping the Online Library Ecosystem at St. Cloud State University

CONTEXT

St. Cloud State University (SCSU) is one of 23 institutions in the Minnesota State Colleges and Universities System. The St. Cloud State University Library is supported by our parent institutions and other collaborative partners. The University Library is part of the MnPALS library consortia, which helps us manage EZproxy, Alma, and Primo VE and supports our use of these tools. Minitex is an information and resource sharing program that provides access to certain services and resources for everyone in Minnesota. Together we provide an online experience for our patrons to find and access library resources and services.

THE MAP

On the right is a map of the Online Library at St. Cloud State University. Our goal is to showcase the systems, tools, resources, entities, and activities that interact to create and sustain our patron's online experience. We hope this map will be a useful aid when discussing the planning, use, and assessment of our online presence.

A WORK IN PROGRESS

This work and the application of an ecosystem model to library services was inspired by work at Texas A&M University (Creel et al., 2017) and the map of library services created by University of Central Florida Libraries (n.d.). We presented a rough draft at a Minitex meeting in October 2023 (Warga). Here is a second draft for your consideration. Let's workshop this idea together!

QUESTIONS FOR FEEDBACK

1. Is it worth the effort? Creating and maintaining this visual aid will take time and effort. Is it useful enough to warrant this effort?

2. Applications: What uses can you imagine for this map?

3. Granularity: Is the information too broad or too narrow? What's missing? What's too much?

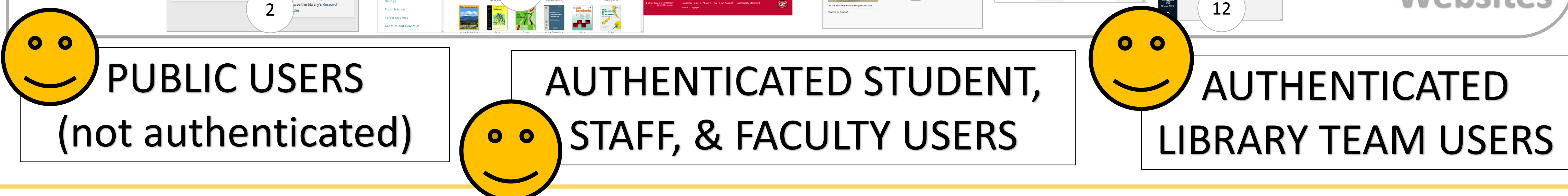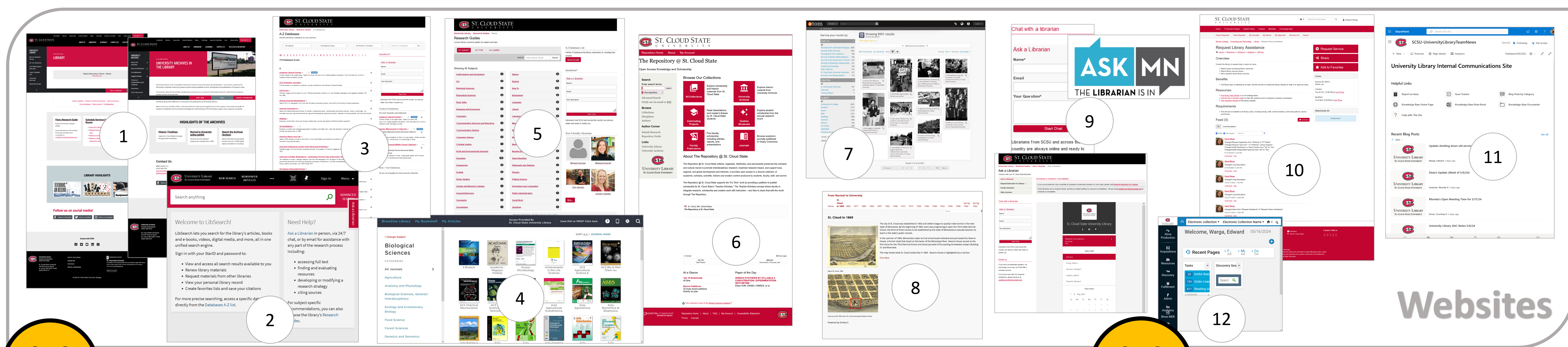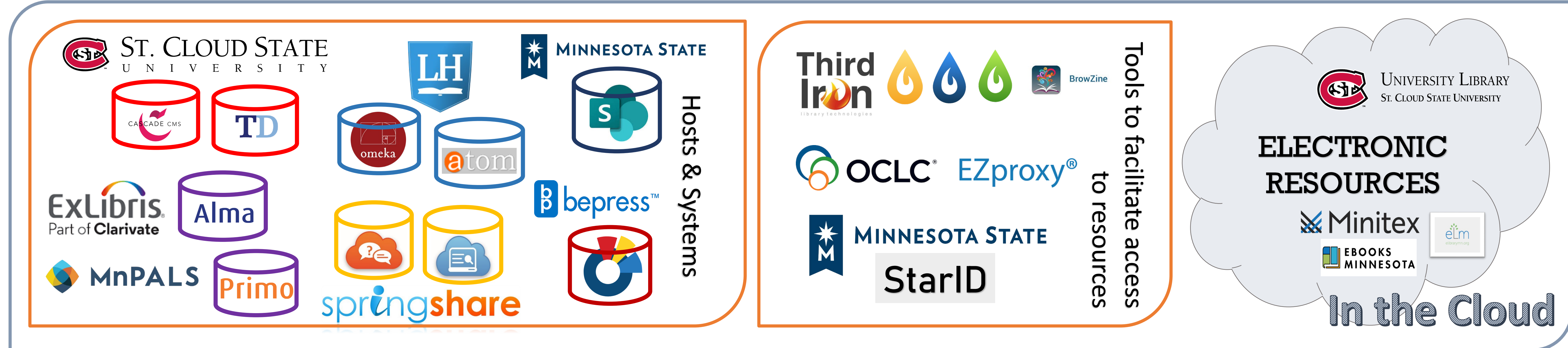4. What methods could be used to show more information in a less cluttered way?

REFERENCES

Creel, J., Bolton, M., Potvin, S., Huff, J., Savell, J., Welling, W., Laddusaw, R., Day, K., Hahn, D., Cooper, M., & Stricklin, R. (2017). *Introducing the Texas A&M University Libraries Digital Asset Management Ecosystem* [Conference presentation]. Texas Conference on Digital Libraries, Austin, TX. http://hdl.handle.net/2249.1/156300

UCF Libraries (n.d.). *Research Lifecycle at University of Central FL.* https://library.ucf.edu/about/departments/scholarly-communication/overview-research-lifecycle/

Warga, E. (2023). *Improving the Online Library User Experience at St. Cloud State University Library: A Recap of Our Efforts From 2020-2023* [Conference presentation]. 2023 Minitex Technical Services Symposium, St. Paul, MN. https://sched.co/1SN44

MAP

Hosts & Systems — St. Cloud State University: Cascade CMS, TD, Omeka, AtoM, LibHarvest, ExLibris Part of Clarivate, Alma, Primo, Springshare, MnPALS, Minnesota State (S, bepress)

Tools to facilitate access to resources — Third Iron, BrowZine, OCLC, EZproxy, Minnesota State StarID

In the Cloud — ELECTRONIC RESOURCES: Minitex, Ebooks Minnesota, elm

Websites

PUBLIC USERS (not authenticated)

AUTHENTICATED STUDENT, STAFF, & FACULTY USERS

AUTHENTICATED LIBRARY TEAM USERS

MAP KEY

Number	Site Name	System/Tool/Platform	Function	Host	Provider	Analytics	Authentication	Public Users	Authenticated Campus Users	Authenticated Library Team Users
1	Library Website / Archives Website	Cascade	content management system hosting university website	SCSU	SCSU	Google Analytics	StarID	access library website and archives website (part of the university website)		edit library / archives web pages
2	LibSearch	PrimoVE	discovery platform	ExLibris via MnPALS	SCSU Library	Internal Analytics	StarID	search library holdings find links to electronic resources	access library card account submit ILL requests	
3	Electronic Resources	Assorted research databases and publisher sites	Provide access to licensed content.	Assorted	SCSU Library Minitex	Internal Analytics	EzProxy StarID IP address	access licensed resources on various platforms from on campus only	access licensed resources on various platforms	admin functions
4	BrowZine	BrowZine (Plus LibKey Suite)	suite of tools to allow patrons more efficient access to electronic resources.	ThirdIron	Minnesota State System	Internal Analytics	EzProxy StarID		access licensed resources on various platforms	
5	Research Guides	LibGuides	research guide platform	springshare	SCSU Library	Google Analytics Internal Analytics	System level	access research guides access research database list submit help requests to librarians		create research guides admin functions
6	The Repository	DigitalCommons	institutional repository of open access scholarship and cumulative projects Archives Digital Collections Journal Hosting	bepress	SCSU Library	Google Analytics Internal Analytics	System level	search and access site content	have an account in the system can submit their work	maintain collections admin functions
7	Archives Portal	Access to Memory (AtoM)	Archives collection management system	LibraryHost	SCSU Library	Google Analytics Internal Analytics	System level	browse finding aids and digital collections		manage finding aids and digital content admin functions
8	Digital Exhibits	Omeka S	digital exhibit platform	LibraryHost	SCSU Library	Google Analytics Internal Analytics	System level	access digital exhibits	build 'digital scholarship' style exhibits	build library and archive exhibits. admin functions.
9	AskALibrarian	LibAnswers	chat, ticketing, help platform	springshare	Minitex	Internal Analytics	System level	chat with network of librarians 24/7 communicate with SCSU librarians via email tickets		participate in chat network address SCSU tickets
10	HuskyTech	Team Dynamix	user support, HuskyTech, tickets and knowledgebase	SCSU	SCSU	Internal Analytics	StarID	submit tickets and help to Husky Tech access knowledgebase	view account and tickets	respond to help tickets author knowledgebase articles
11	Internal Communications Site	SharePoint	library team internal communications site	Minnesota State System	Minnesota State System		StarID			internal library issue ticketing internal team blog internal knowledgebase
12	Alma	Alma	Library management system	ExLibris via MnPALS	SCSU Library	Internal Analytics	StarID			manage user accounts; manage holdings; configure Primo VE; admin functions; respond to ILL requests