



MIGRATION FRUSTRATION - THE UNEXPECTED SURPRISES OF TRANSITIONING TO A NEW LMS



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CONTEXT

- Decision to adopt new LMS
- Consultation with various stakeholders on campus
- How the Library was involved
- Soft launch and migration in Spring 2017
- Previous LMS not available after June 2017



PROBLEM

Proxied links to Library resources don't work!

This:

https://login.proxy.bib.uottawa.ca/login?url=http://resolver.scholarsportal.info/resolve/0888045x/v24i0003/180_dwdcwytk.xml

Becomes this:

https://login.proxy.bib.uottawa.ca/login?url=http%3a%2f%2fresolver.scholarsportal.info%2fresolve%2f0888045x%2fv24i0003%2f180_dwdcwytk.xml

404 Not found



PROBLEM

- ✗ Frustration from faculty and students
- ✗ Increased risk of copyright infringement
- ✗ No usage statistics for e-resources



WHAT WAS THE SOLUTION?





A MULTI-PRONGED APPROACH

1. Step by step instructions for workarounds

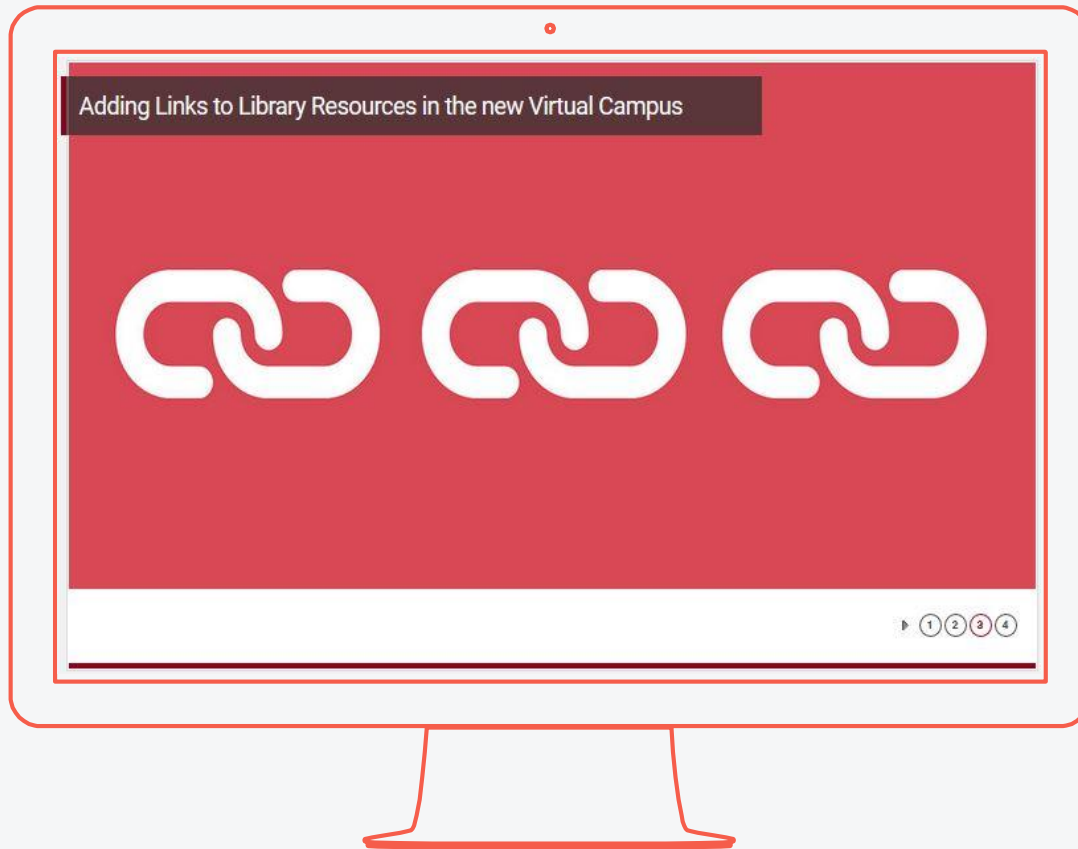
On Copyright Office website and Library website

2. Training of front-line reference staff

Most likely to receive questions from faculty

3. Webinars/ presentations for Faculty & TAs

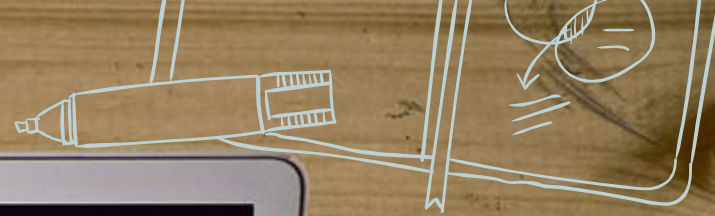
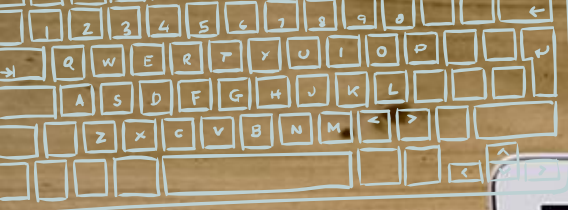
Offered via uOttawa's Teaching and Learning unit



LIBRARY WEBSITE

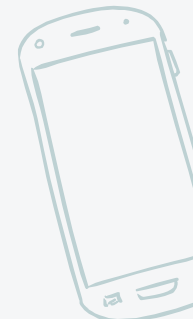




Step by step workaround instructions front and center on the library's website.
This was featured as a rolling news item.

LESSONS LEARNED





LESSONS LEARNED

1. Don't assume that a function that worked in the old LMS is going to perform just as well in the new one.
 2. Report the issue to the vendor.
 3. Be transparent with stakeholders and community.
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LESSONS LEARNED

4. Be persistent.

5. Be diplomatic in your approach.



THANKS!

Any questions?

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