

OpenURL Resolver Profile: Sirsi OpenURL Resolver
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Sirsi Resolver is an OpenURL Resolver, in development for nearly a year, offered by Sirsi Corporation. This company offers several products to the library community, including Unicorn, an Integrated Library System (ILS). Although the Sirsi Resolver can be packaged with Sirsi's ILS, it is also designed to be a stand-alone product that can be implemented regardless of a library's ILS. Sirsi also appears to have invested heavily into integrating this resolver into their other products, such as Sirsi Rooms.

System Requirements and Functionality

Sirsi Resolver requires a linking server for local hosting, which the library must purchase. The size and capabilities of the server must be purchased based on the estimated usage, which Sirsi can help figure out based on a formula. It should run on either Windows 2000 (a variety of platforms) or SUN Solaris on a Sun Server. It can be both locally or remotely hosted. If remote hosting is requested, Sirsi will evaluate whether or not hosted applications are the best choice for your evaluation.

Services Provided

A number of services are provided, including article level linking, journal browsing capabilities, links to free Internet sites, and links to other OpenURL compatible databases. The application will link to other ILSs, including Innovative's, either through the native Web interfaces or a z39.50 interface. Since Innovative's catalog is not OpenURL compliant (without the purchase of Innovative's product WebBridge), the catalog can only feed one item (ISSN or ISBN) to Sirsi as a source. As a target, Sirsi Resolver uses Z39.50 to search the catalog.

Sirsi Resolver also features a knowledge base of over 60,000 ejournal subscriptions from over 300 publishers and nearly 100 aggregator suppliers. Libraries must subscribe to this annually. The knowledge base will be updated bimonthly. Metadata includes DOI's and authors, ISSN, and page numbers. However, the library cannot implement DOI's without subscribing to CrossRef at this time.

The application does provide a loading utility for the knowledge base. The information will be loaded into the system as a spreadsheet. Local holdings can be imported into the knowledge base in this way.

This product is currently under beta test in some consortium libraries. The resolver is customizable at the cluster or library level. The knowledge base would be maintained at the library level.

Sirsi provides usage statistics as part of the webservice process, which can be analyzed by any standard web log analysis program.

Almost everything in Sirsi Resolver is configurable, from messages to the screen display and branding. Style sheets and templates easily allow libraries to change features to their liking. You can customize each genre—for example, you can have different choices depending on whether the material is an ejournal article or a book. The ability to weight resources is unfortunately not yet available, but planned for future functionality.

Another nice feature of the Sirsi Resolver is the ability to generate an A-Z list of resources, similar to the listing service TDNet offers.

Set-up and Technical Support

Since this is still a fairly new product, there is no firm set-up time estimate; the response from Sirsi was that it depends on the complexity of the library's local configurations. Sirsi can install and implement these services, if needed. Technical support is available for 24 hours/ 7 days a week through email and phone.

The normal training for this product is 2 days, but 3 day training is offered for larger, more complex implementation.

Price

Pricing is based on FTE counts at the implementing institution—no quotes were provided as of this report date. The software is licensed with a one-time purchase plus annual maintenance; the knowledge base is available with an annual subscription fee. As long as the customer pays maintenance on the software, enhancements to existing licensed functionality is included. No service charges are required beyond installation support and training fees.

Summary

A comprehensive knowledge base, configurable style sheets and templates, electronic loads of local resources, plus an A to Z list of resources are the chief advantages of Sirsi Resolver. The ability to work in a consortial environment would also be a big plus for clusters within Mobius. However, the relative newness of the product could be a disadvantage; it's difficult to judge the shortcomings of a product not yet implemented in many libraries. Also of concern is the annual subscription fee to the knowledge base, which is not specified.

Also, it does not appear that Sirsi is placing much emphasis on marketing this product; instead, they seem to hope that customers will purchase products (more expensive) that use the Resolver as one component, such as Sirsi Rooms. Such products may well be the trend in the evolving quest for better electronic access, especially if the additional services offered would be of value to the library. However, these enhanced products are beyond the current scope of this subcommittee.

Sources

Collins, Maria D.D. and Ferguston, Christine L. "Context-Sensitive Linking: It's a Small World after all." *Serials Review* 28(4):267-282, 2002.

Email and phone calls with Mark Morehead, director of Product Management

Email and phone calls with Blaine Yates, sales representative

Sirsi Resolver PDF brochure: http://www.sirsi.com/Sirsipdfs/3001_resolver.pdf

Sirsi Rooms overview (PDF): <http://www.sirsi.com/Sirsipdfs/SirsiRooms.pdf>

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