

EBSCO FOLIO Services



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EBSCO FOLIO Services includes hosting and implementation services. EBSCO provides hosting on Amazon Web Services (AWS). Our implementation services include information gathering, establishing a project plan, data migration and setup, training, testing and 'go-live' of your production system.

FOLIO Hosting

EBSCO hosts FOLIO on AWS, which provides for a robust and reliable infrastructure. By hosting FOLIO on AWS, the library enjoys a high degree of reliability, performance, security and monitoring.

Reliability

With the deployment on AWS, EBSCO provides for application redundancy including automated and transparent data backups. Our hosting services provide for six copies across three availability zones with automatic data recovery.

Performance

We ensure the continued performance of FOLIO within our hosting environment. Our services include the continuous monitoring of your FOLIO instance and scaling your FOLIO implementation as required.

Security

Ensuring the security of your FOLIO data is paramount. We provide for secure account access and ensure the security of your data in transit and at rest.

Monitoring

Our hosting services include the continuous monitoring of your FOLIO implementation. We collect and track performance metrics, log files and set alarms for potential threats.



Implementation Services

Our team works with the library to create a system plan, help perform a workflow and data analysis and create a project plan. Our implementation process includes:

- Pre-kickoff meetings to confirm fundamental requirements and gain data for the project plan.
- Kickoff and planning meetings and review meetings including review of worksheets for FOLIO apps and integrations.
- Information gathering with library subject matter experts including delivery of system analysis, diagrams and documents outlining workflow and scope.
- Assistance with initial setup and pre-production data migration and definition of success criteria for patron, vendor, bibliographic, holdings, fund, circulation, authorities and order data.
- Definition of test plan using exemplar records including scenarios and success criteria.

Phased Implementation

Our team can work with you on a phased implementation of FOLIO. For example, you may start with the implementation of electronic resource management. A phased implementation of FOLIO may include:

- Implementation of FOLIO e-resources management first. We integrate with the EBSCO

knowledge base to automatically update data – such as your local holdings – in the FOLIO apps. We setup FOLIO to manage your e-resources agreements, licenses, organizations and usage statistics.

- Implementation of traditional ILS functionality. We set up FOLIO to manage your traditional library operations including circulation, acquisitions and cataloging functionality.
- Third-party applications. We work with you to set up third-party applications in FOLIO for example the management of your repository or archival collections.

Integrations

Our implementation services cover a multitude of third-party integrations. These may include:

- Acquisitions: supporting standards (e.g., EDIFACT) and integrating with storefronts (e.g., GOBI)
- Circulation: integrations with self-check machines and ILL
- Collections: support for analytics through, for example, Google Analytics, Excel or Tableau
- Repositories and archival systems; integrations with, for example DSpace, Hyku or Perpetua
- Authentication: support for EZproxy, OpenAthens, LDAP, Shibboleth, etc.
- Learning Management Systems (LMS): integrations with Moodle, Blackboard, Canvas and other systems as required.