

Characterization of the ALMA system implementation process at the Circulation Desk, Sourasky Central Library, Tel Aviv University: Technological and Human Aspects

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The Central Library has implemented the ALMA integrated library resources management system, replacing the old ALEPH system which was separately designated for each department. The challenges posed by the ever-expanding, contextually-changing reality of today's digital and library worlds have led to the need for newly adaptable library systems. This project focuses on the later phase of the implementation process at the Circulation Desk, characterizing the technological change in relation to the human factor. The final paper and the conclusions put forward are to be used by the library management in future implementation processes, as is firstly delineates the major technical differences between the old and new software environments/functions, as well as the advantages and disadvantages of each, while exposing the personal experience, thoughts, and feelings of the desk representatives in relation to the change process. It suggests that a well-thought preparation must include, in addition to instruction of the software, the personal psychological-mental traits and capabilities of each worker. ALMA represents new approaches within the Information and Knowledge sphere, where technology and the human are more enmeshed than ever before. Out of this understanding and following an innovative methodology – based on a personal, collaborative, interactive experience of the author – this project exposes the technological aspect in accordance with the human one, providing a deeper understanding as to processes of technological transformation and the reciprocal interrelations between technology and people under a constantly-changing dynamic reality.