

2017 | ANNUAL
MEETING



NC CARDINAL

5th ANNUAL MEETING | July 28, 2017



Welcome!

Agenda

FY 2016-2017 Year In Review

Committee & Working Group Updates

- Introduce New Committee Members
- Cataloging Committee
- Resource Sharing Committee
- Authorities Working Group

Consolidation Project Update

Governance Committee Voting Logistics

Lunch & Governance Committee Vote

ProQuest Summon Discovery Layer

StudentAccess Program

Public Library Stats for NC Cardinal

Annual Survey Results

Announce New Governance Committee Members

FY 2017-2018 & The Way Forward

Questions and Discussion

Year In Review

Transition....

Personnel

Benjamin Murphy
Catherine Prince

Partnerships

StudentAccess
Candid Critters

Projects

Consolidation
Authorities
Training

Assessment

Environmental
Organizational

Personnel

- Benjamin Murphy
- Catherine Prince

Projects

- Consolidation
- Authorities
- Training & Certification

Partnerships

- StudentAccess
- Candid Critters
- Migrations

StudentAccess

Goals

- Access to statewide online library resources across consortium
- Access to locally-purchased online research databases, e-materials, specifically e-books and e-audiobooks
- Ability to check out books, both print and audio

Participants

Davie, Davidson, Farmville, Iredell

New Policy

Patron barcodes must be 12 or more in length.

Year In Review

FY 2016-2017

Partnerships

- StudentAccess
- Candid Critters

“Exciting to watch
Davie County Library
increase usage and
students explore”

Year In Review

FY 2016-2017

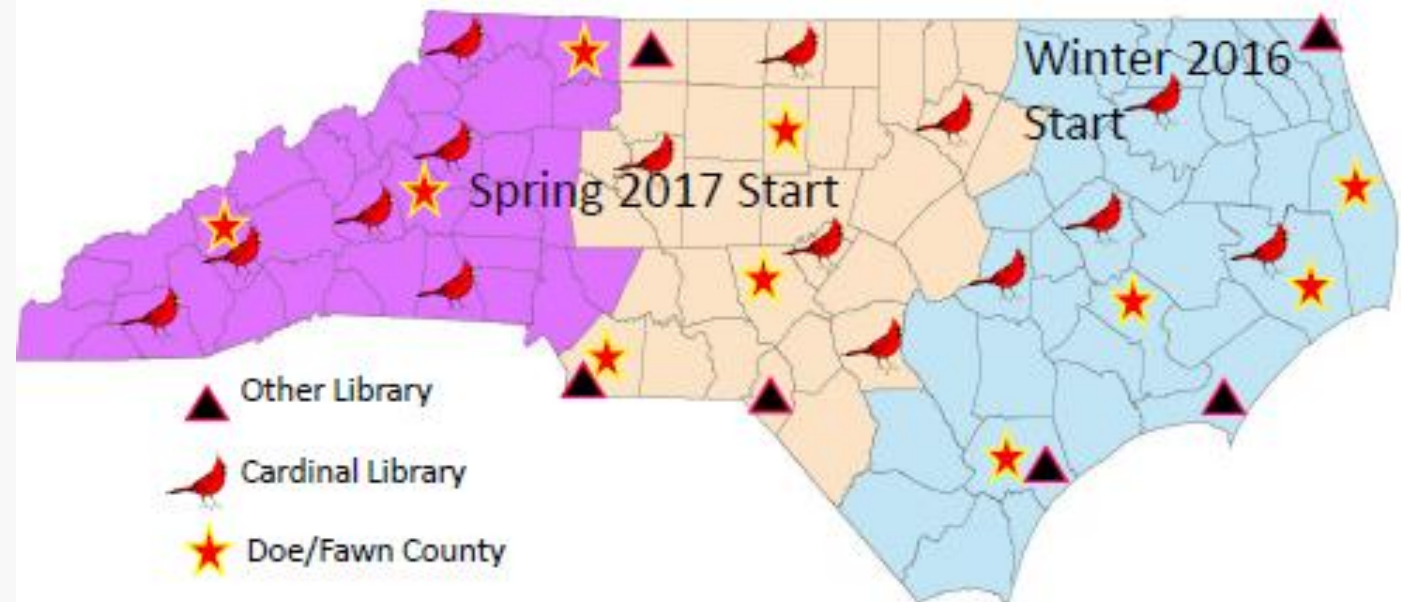
Candid Critters

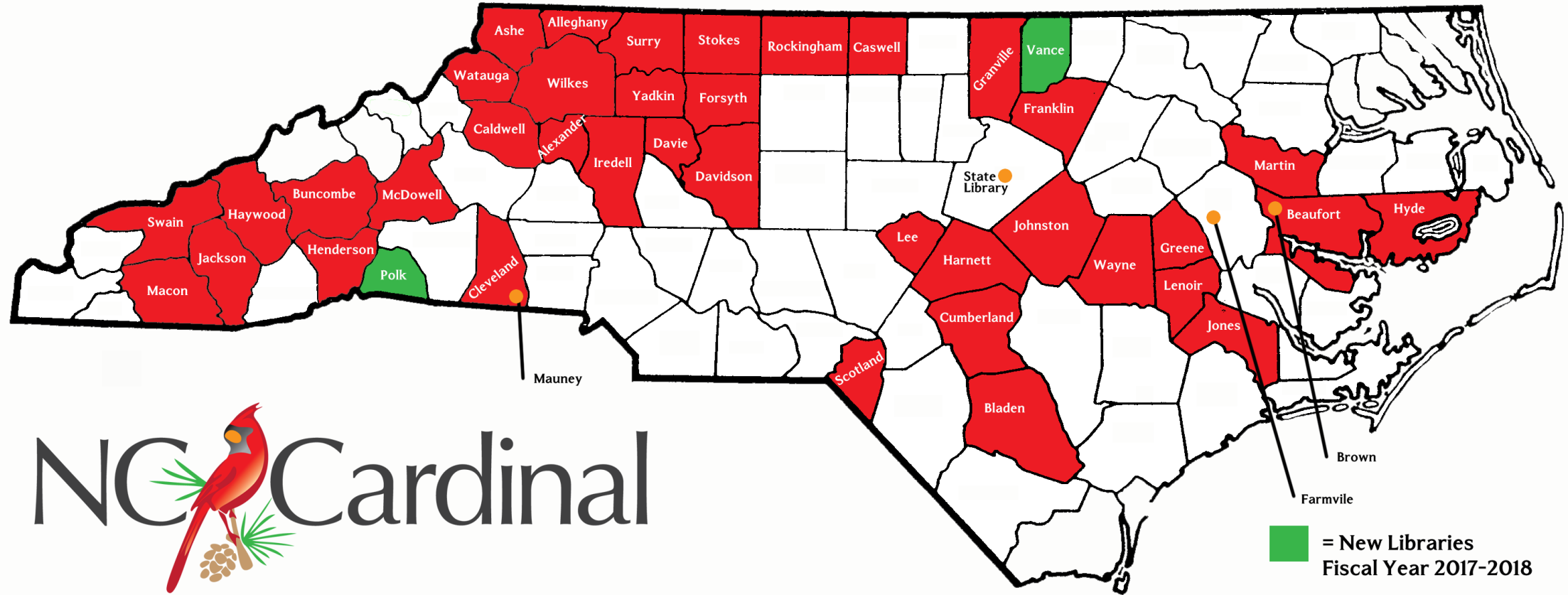
297 trap circs (May 2017)

Standards

MARC Record Format

Distribution Channel





NC Cardinal

35 counties, 3 municipalities
145 branches
33% of State



38 counties, 3 municipalities, 7 Special Libraries
161 branches (407 total)
40% of State

Environmental & Organizational Assessment

- Sustainability
- Hosting
- Resource Sharing

Services Provided	Shared ILS	Training	Software Devpmt	Resource Sharing	ILL	Physical Delivery	Shared eBooks	Shared other eResources	Group Purchasing	Technical Support	Public PC/Print	Support eRate/
Bibliomation (CT)	Evergreen	Included	Included	Included	FulFillmnt	State (Regional	Included	Included	Included	Fee Based	Fee Based	Included
CLiC (CO)	Polaris	Included	Training	Software Devpmt	Resource Sharing	ILL	Physical Delivery	Included	No	Included	No	
C/W MARS (MA)	Evergreen	Included	Included	Included	Included	FulFillmnt	State (Regional Courier)	Included	Fee Based	Included	No	
eiNetwork (PA)	CLiC (CT)	Evergreen	Included	Included	Included	FulFillmnt	State (Regional Courier)	Included	Included	Included	No	
Evergreen Indiana	CLiC (CO)	Polaris	Included	N/A	Included	OCLC	Courier	Included	Included			
Evergreen (VA State Lib)	CLiC (CO)	Polaris	Included	N/A	Included	OCLC	Courier	Included	Included			
C/W MARS (MA)	Evergreen	Included	Included	Included	Included	State (ShareIT)	State (Regional Courier)	Included	Included	Fee Based		
eiNetwork (PA)	Sierra	No	N/A	Included	State	State (Regional Courier)	State	State		No		
Evergreen Indiana	Evergreen	Included	Included	Included	State (OCLC)	State (Regional Courier)	Fee Based	Fee Based		No		
PINES (GA State Library)	Evergreen	Included	Included	Included	State (OCLC)	State (Regional Courier)	Fee Based	Fee Based		No		
RAILS (IL)	Polaris	Included	Included	Included	State (OCLC)	State (Regional Courier)	Fee Based	Fee Based		No		
SAILS (MA)	Symphony	Included	Included	Included	INN-Reach	Other Consortia	Included	Fee Based	No	No		
SHARE (IL)	Polaris	Included	N/A	Included	INN-Reach	Other Consortia	Included	Included	No	No		
SJVLS (CA)	Horizon	Included	N/A	Included	OCLC	Regional Courier	Fee Based	Fee Based	PCs Only	No	Included	Included
WCCLS (OR)	Evergreen	State	Included	Included	OCLC	Courier	No	State	Included	Included	No	No
WCFLS (PA)	Polairs	Included	N/A	Included	State	Courier	Fee Based	Event Calendar	Included	No	Included	

Year In Review

Assessment

FY 2016-2017

Goals

- Evaluation of current Cardinal system:
Staffing, Policies, Resource Sharing, Finances, Governance, IT
- Identify trends and stakeholder aspirations
- Compare other Consortia
- Five-year strategic plan

Participants

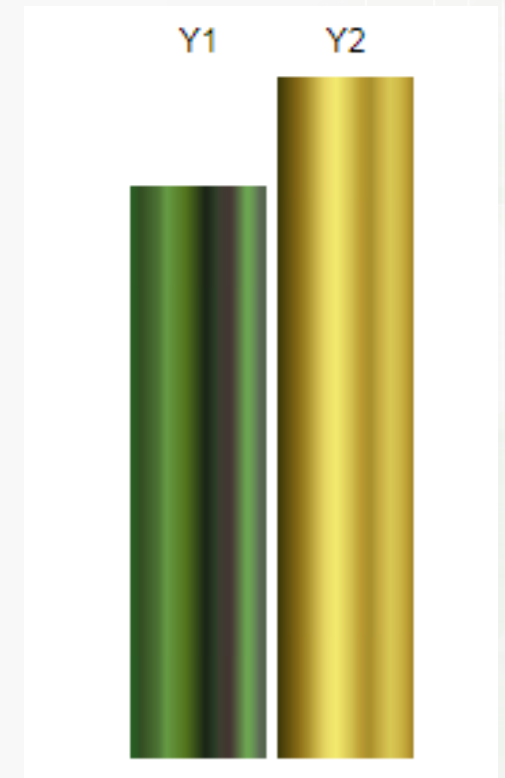
Governance Board, NC Cardinal Staff, Selected Representatives

Process

May – August 2016

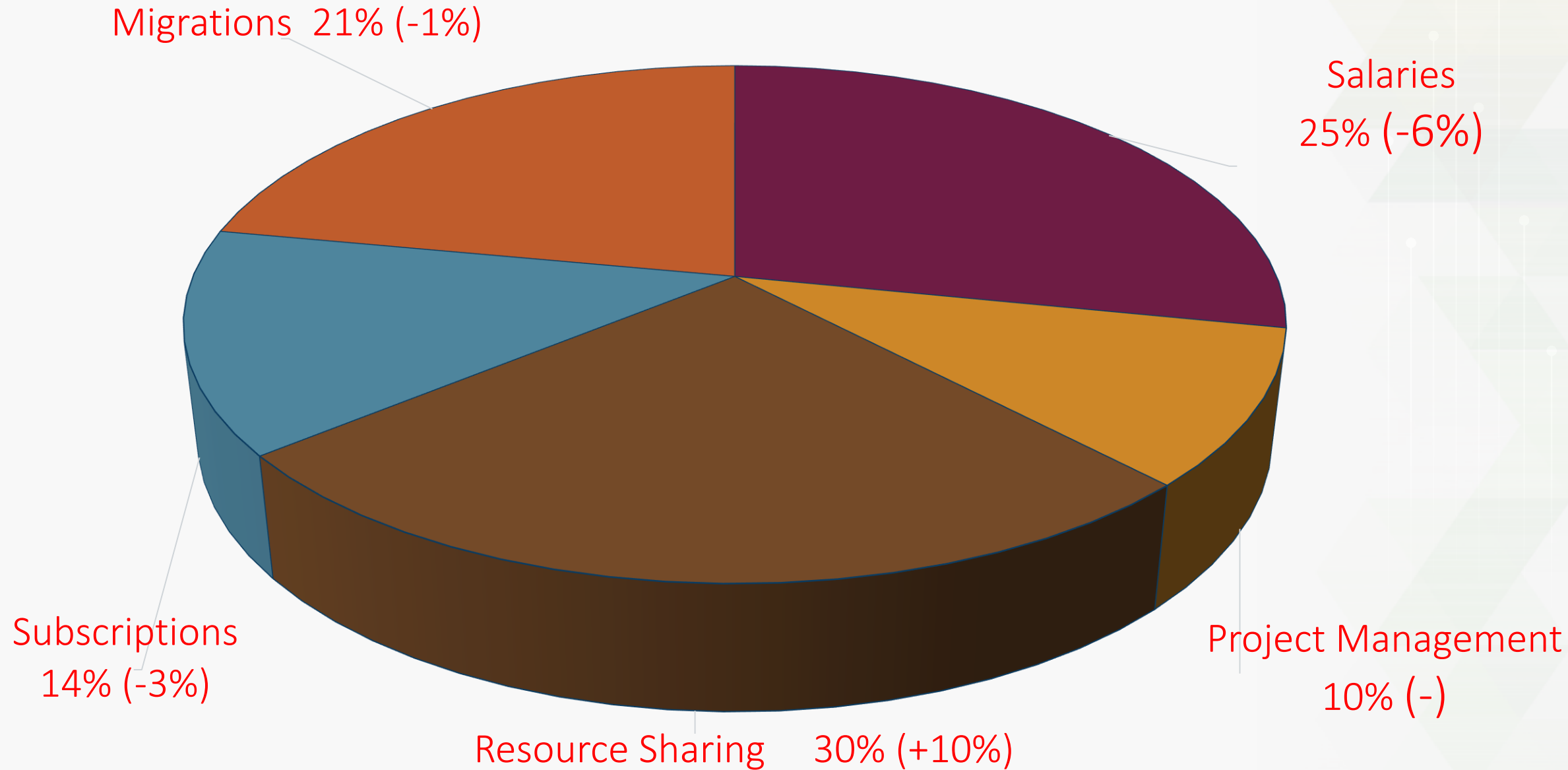
NC Cardinal by the numbers...

Library items	20% ↑	(6.4 million)
Number of Branches	10% ↑	(161)
Average Monthly Holds Filled	19% ↑	(74,260)



Year In Review

FY 2016-2017





LEAST

Committee & Working Group Updates

New Committee Members

Cataloging Committee

Rolling Off:

Nicole de Bruijn (Appalachian Regional)

Martha Crawley (Cumberland County)

Serenity Richards (Fontana Regional)

Joining:

Eve Grünberg (Government and Heritage Library)

Jessica Philyaw (Fontana Regional)

Jennifer Weston (Davidson County)

New Committee Members

Resource Sharing Committee

Rolling Off:

Lise Keppler (Forsyth County)

Caroline Roten (Haywood County)

Jennifer Weston (Davidson County) -> Cataloging

Joining:

Forrest Tate (Henderson County)

Krysti Thomas (Cumberland County)

Dustin Mobley (Johnston County)

Cataloging Committee

Cataloging Committee

NC Cardinal <https://www.youtube.com/channel/UCEAkZL4ueRoef0uBgtgDBAw> 

NC Cardinal is a consortium of North Carolina public libraries that share an online catalog and integrated library system (ILS), and shar...
Show more

Created playlists



15 VIDEOS

Reports - Evergreen community



30 VIDEOS

Cataloging - Evergreen community



12 VIDEOS

Circulation - Evergreen community



3 VIDEOS

Local Administration - Evergreen community



3 VIDEOS

Offline Transactions - Evergreen community



3 VIDEOS

NC Cardinal cataloger training

Uploads



4:33

Item templates

72 views • 9 months ago

CC



8:40

Add Volumes and Copies

71 views • 9 months ago

CC



6:19

First Search

121 views • 1 year ago

CC

Cataloging Committee

Training & Assessment

- Development contract with Dr. Sonia Archer-Capuzzo
- Timeline for development and implementation
- Full compliance goal – January 2019

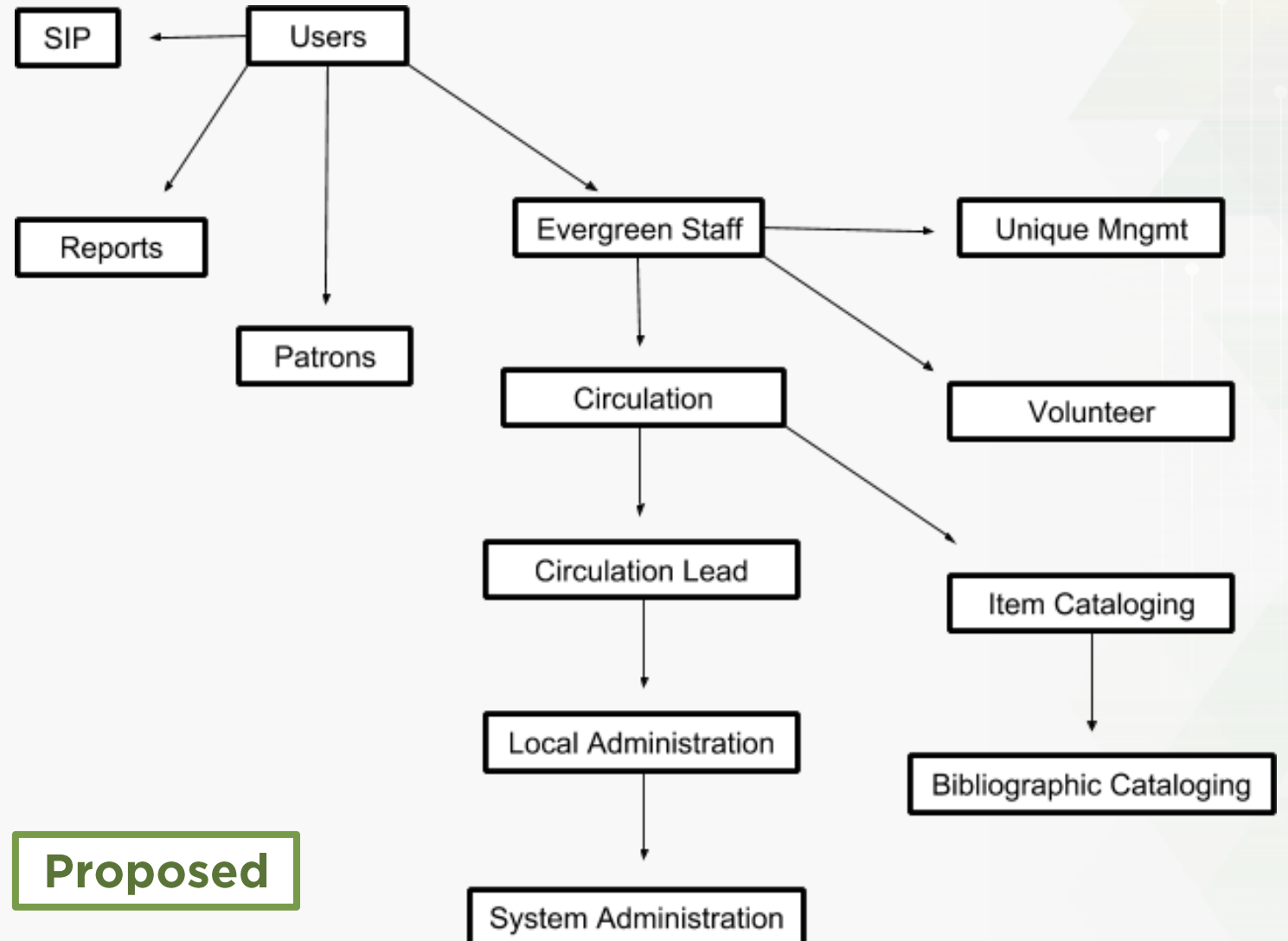
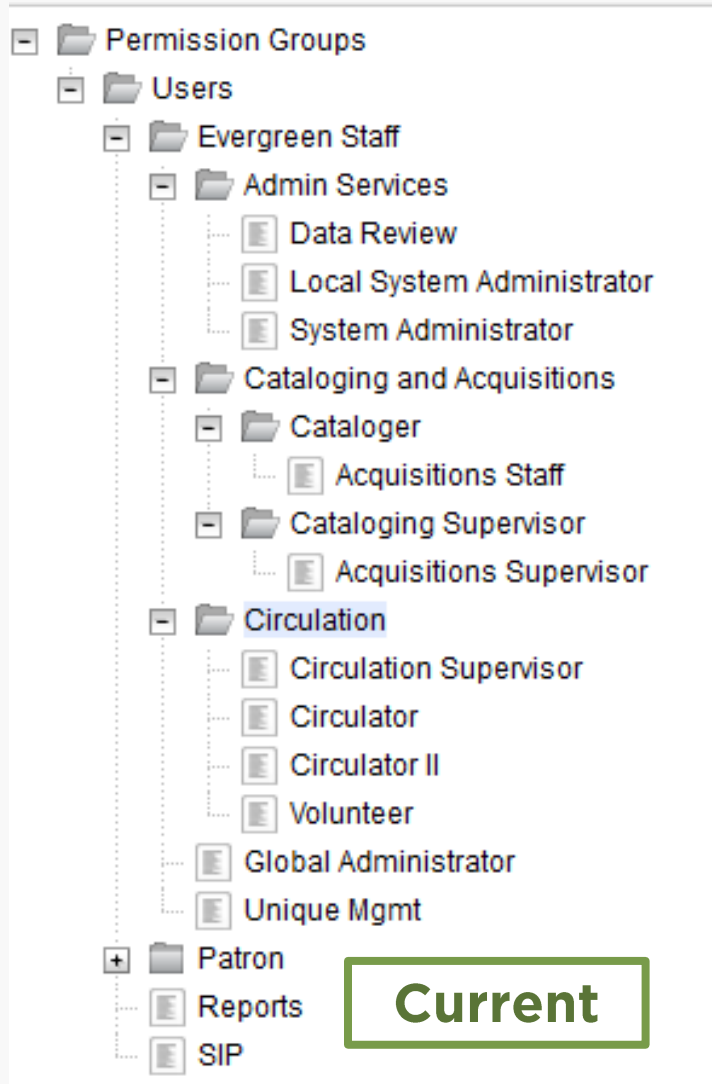
Cataloging Committee

Staff Login Accounts

- Governance Board passed the *Staff Login Accounts and Permission Policies* (available to view on the Nest)
- Individual logins for staff using cataloging and/or admin permissions (in progress)
- Staff Login Access Managers & Cataloging Committee help restructure permission groups
- Generic cataloger and admin login accounts permanently deleted by January 2019

Cataloging Committee

Staff Permission Groups Restructure



Resource Sharing Committee

Recommendations

- 7 day Hold Shelf
- In-Transit Report (Lingering Transits Reports)
- Age Hold Protection Report

Resource Sharing Committee

Patron Permission Groups

- Patron Permission Groups working group discussions
- Oct-Nov 2017: Cardinal Patron Survey and results
- January 2018: Begin consolidation of Patron Permission Groups

Patron Permission Groups

1: admin@GOLDSBORO-Id-johnnie.wayne.nccardinal.org

File Edit Search Circulation Cataloging Acquisitions Booking

Check Out Check In Search Catalog Item Status Pat

1 Reports 2 Server Settings 3 Register Patron +

Reload

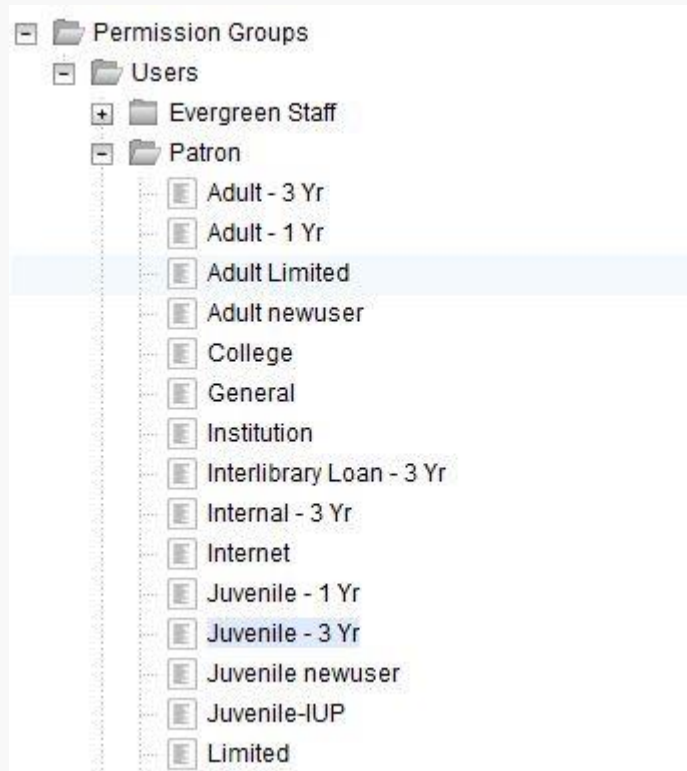
Prefix/Title	Unique Mgmt
First Name	Patron
Middle Name	Internal - 3 Yr
Last Name	Juvenile-IUP
Suffix	PayPlan
OPAC/Staff Client Holds Alias	Temporary
Date of Birth	Staff
Juvenile	Limited
Primary Identification Type	Teen
Primary Identification	TeenJuv
Parent/Guardian	Preschool
Email Address	LimitedTeenJuv
Daytime Phone	LimitedTeen
Evening Phone	LimitedJuvenile
Other Phone	Juvenile - 1 Yr
Home Library	Senior - 1 Yr
Main (Profile) Permission Group	Adult - 1 Yr
Privilege Expiration Date	Juvenile - 3 Yr
	Senior Citizen - 3 Yr
	Young Adult - 3 Yr
	Young Adult
	Institution
	Internet
	State Employee

Example: 01/

Patron Account

Resource Sharing Committee

Patron Permission Groups Tree



Adult - 3Yr : 3 year permission interval

Adult - 1 Yr : 1 year permission interval

Adult Limited : 6 months permission interval

Adult newuser : 3 months permission interval

Internal - 3Yr : 3 years permission interval

Limited - 3 years permission interval

Authorities Working Group

Authorities Working Group

Purpose:

This working group will discuss and recommend authority procedures and policies, undertake work on authority records, make recommendations for when to outsource authority work, and provide recommendations for authority training to NC Cardinal catalogers.

Authorities Working Group

Membership

Vicki Brueck, Senior Cataloger at the Government & Heritage Library, leads the group.

6 additional members - - *All responded to call for volunteers*

- Sharon Arnette (Henderson)
- Meghan Blackburn (Cleveland)
- Becky Forbes (GHL)
- Christina Martin (Mauney)
- Kim Sirois (Harnett)
- Jennifer Weston (Davidson)

Authorities Working Group

Why Now?

- GHL migration included large number of authority records
- Vicki and staff currently responsible for weekly updates
- Recognized need to expand capacity for authority control

The Beginning...

- Began work in April 2017
- Operating via email discussions and shared documents
- Vicki introduces topics and serves a liaison with Cardinal Staff
- Collaborating with Cataloging Committee

Authorities Working Group

Focus Areas

Best Practice Recommendations

- LCSH; LCGFT; Foreign Language

General Documentation for Cardinal Cataloging Community

- Resources; Updating Bib Records

Documenting Authority Control in Evergreen (for working group)

- Importing; Maintenance; Known Bugs; New Features
- Needs and specifications for contracted authority work

Continued Review of Authority Types and Sources

- Children's Subject Headings; YA; Graphic Novels, Audiovisual

Consolidation & Deduplication Projects

Consolidation Project

In Progress

- Circulation modifier mapping-complete
- Working with each system on policies
- Reviewing mapping sheets for policies (circulation and hold)

Consolidation Project

Next Steps

- Changes will be made in secondary test
- TESTING, TESTING, and MORE TESTING
- Issues found in testing will be used to correct mappings
- Changes made in production Early/Mid September

Deduplication Project

Data Review & Planning

- Determining merge criteria & data cleanup for AV and e-resources only
- Report on mismatches and plan for correction either by script or by hand (e.g. item type icons that are missing or do not match holdings circ mod/item type)
- TESTING, TESTING, and MORE TESTING
- Production run in Early/Mid September

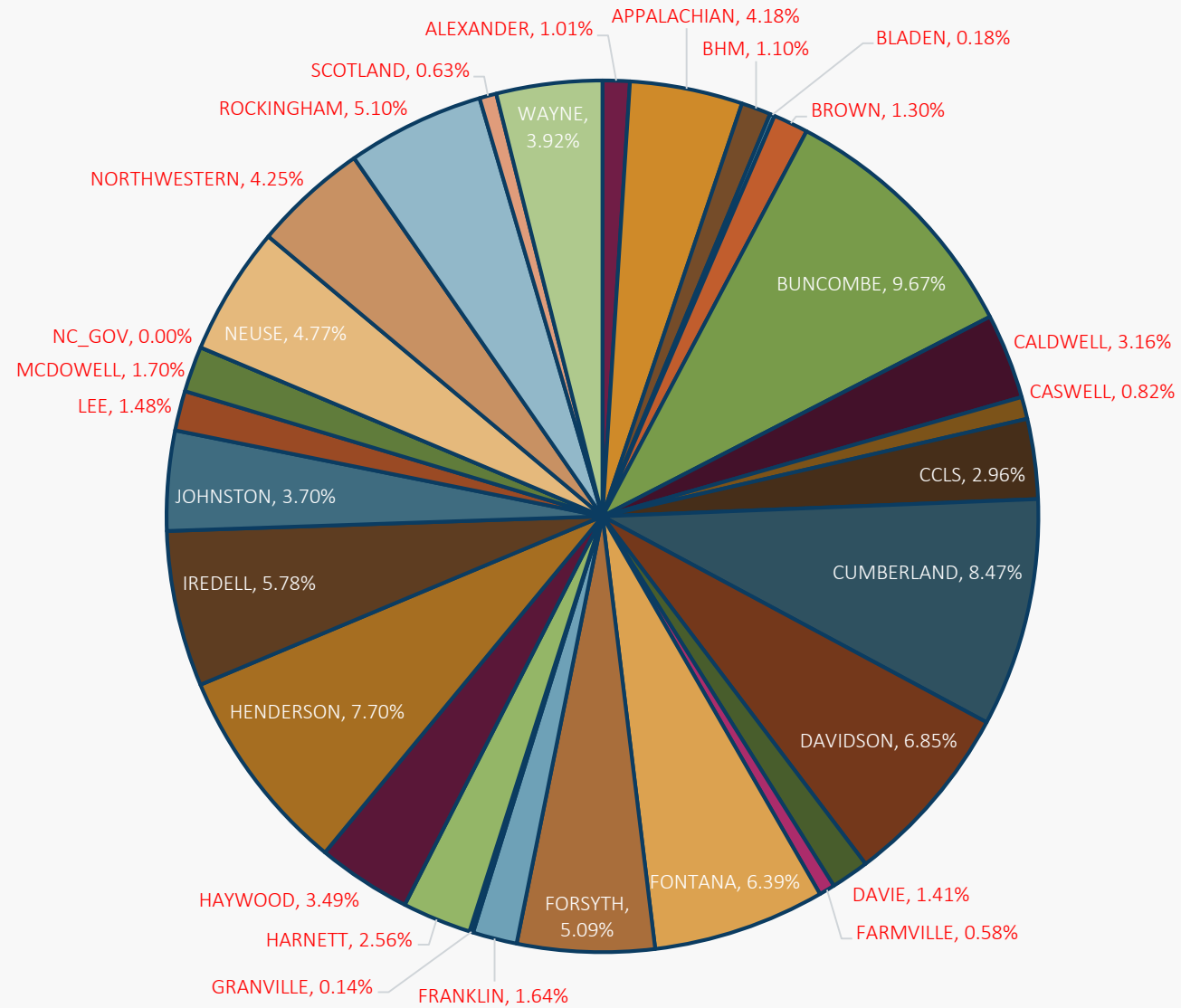
Public Library Statistics for NC Cardinal Libraries

Public Library Stats for NC Cardinal Libraries

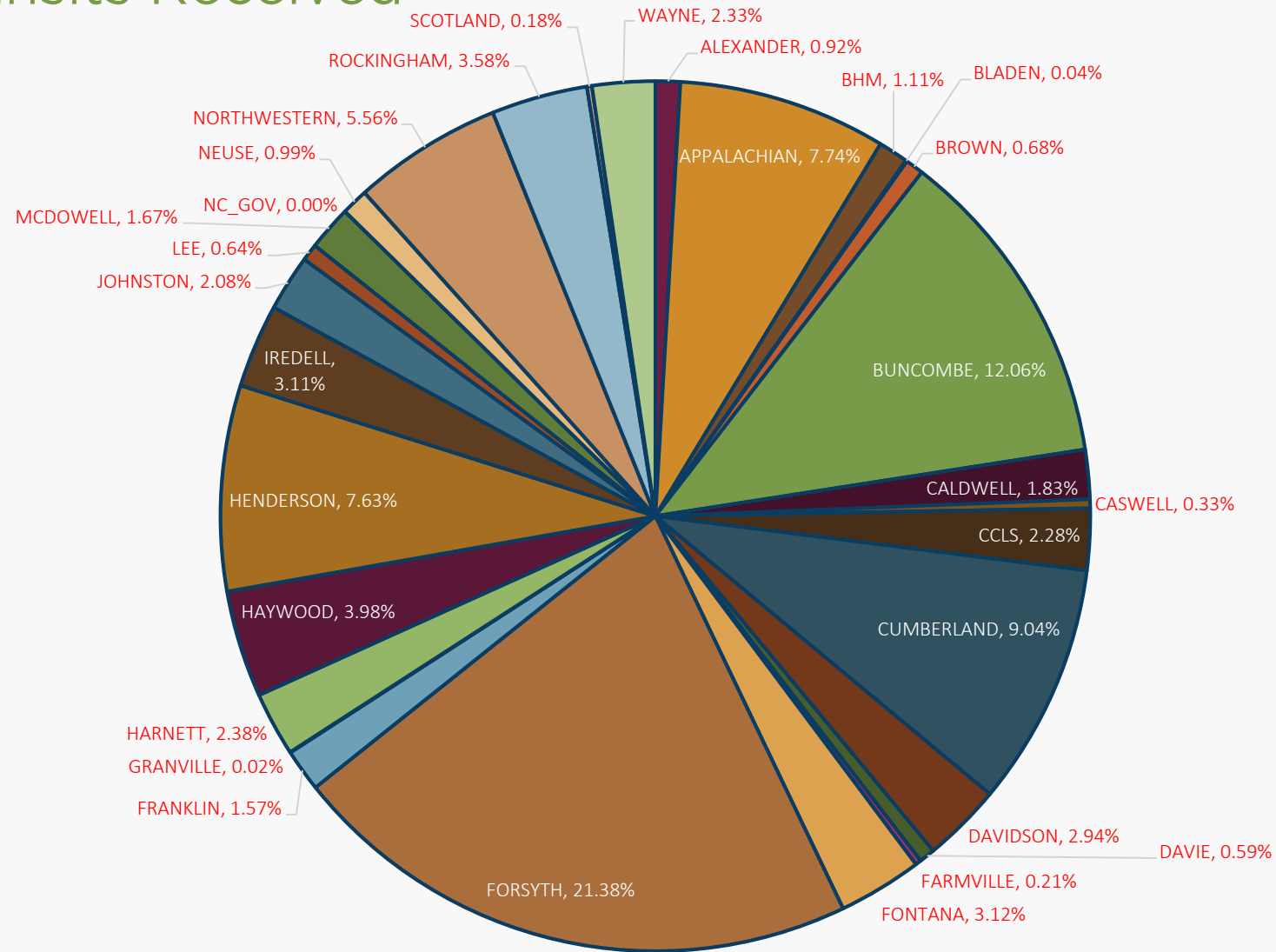
FY 16/17

- Circulations – *9,848,676* (*42,287,108* circs since beginning of Cardinal in 2011)
- Transits – *2,018,071* (*6,747,292* transits since Cardinal began Resource Sharing 2013)
- Hold Transits – *739,784* (*61,648 average monthly*)

FY16/17 Percentage Hold Transits Provided



FY16/17 Percentage Hold Transits Received



Public Library Stats for NC Cardinal Libraries

Change on the PLS for Cardinal

Interlibrary Loans

Library materials, or copies of the materials, provided by one library to another upon request. The libraries involved in interlibrary loans are not under the same library administration; do not count "branch to branch" loans as interlibrary loans. You should count NC CARDINAL transactions.

Question 182

Items loaned (items provided to)

The annual count of library materials, or copies of materials, provided by one library to another upon request.

Question 183

Items borrowed (items received from)

The annual count of library materials, or copies of materials, received by one library from another upon request.

Public Library Stats for NC Cardinal Libraries

Change on the PLS for Cardinal

Inter-library lending : From Library system A to Library system B

Example : Request from Granville branch and hold is filled by Cumberland branch. System to System. Report in PLS.

Intra-library lending : Request from branch A to branch B, same library system fulfilling the request.

Example : Request from Berea branch (Granville) and hold is filled by Thornton (Granville). Both are within same library system.

Public Library Stats for NC Cardinal Libraries

Change on the PLS for Cardinal

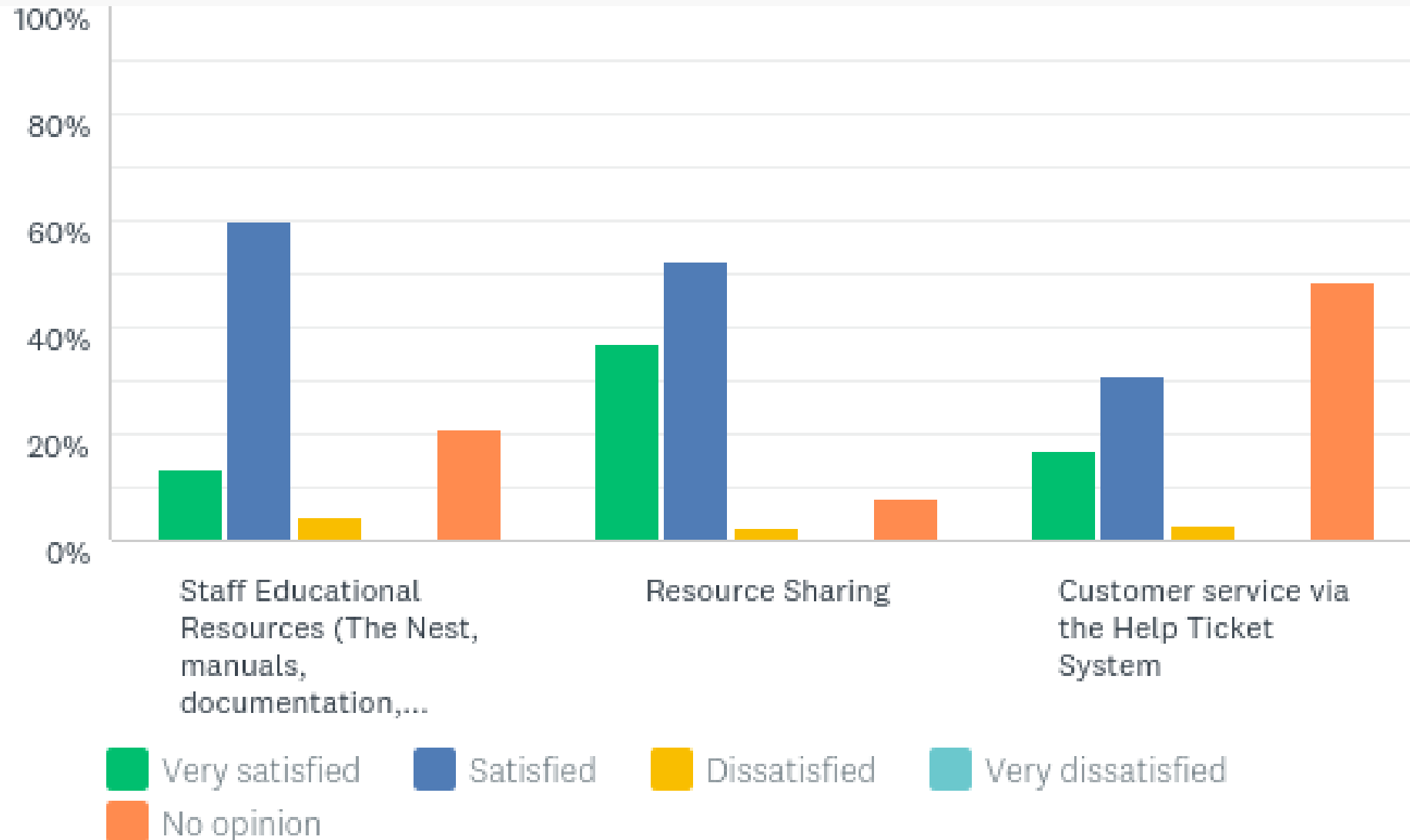
What does this mean?

- ILL numbers will decrease this year
- Statistics will show Net Borrowers and Net Lenders
- Please still include ILL numbers outside of Cardinal that you may provide to other North Carolina library systems

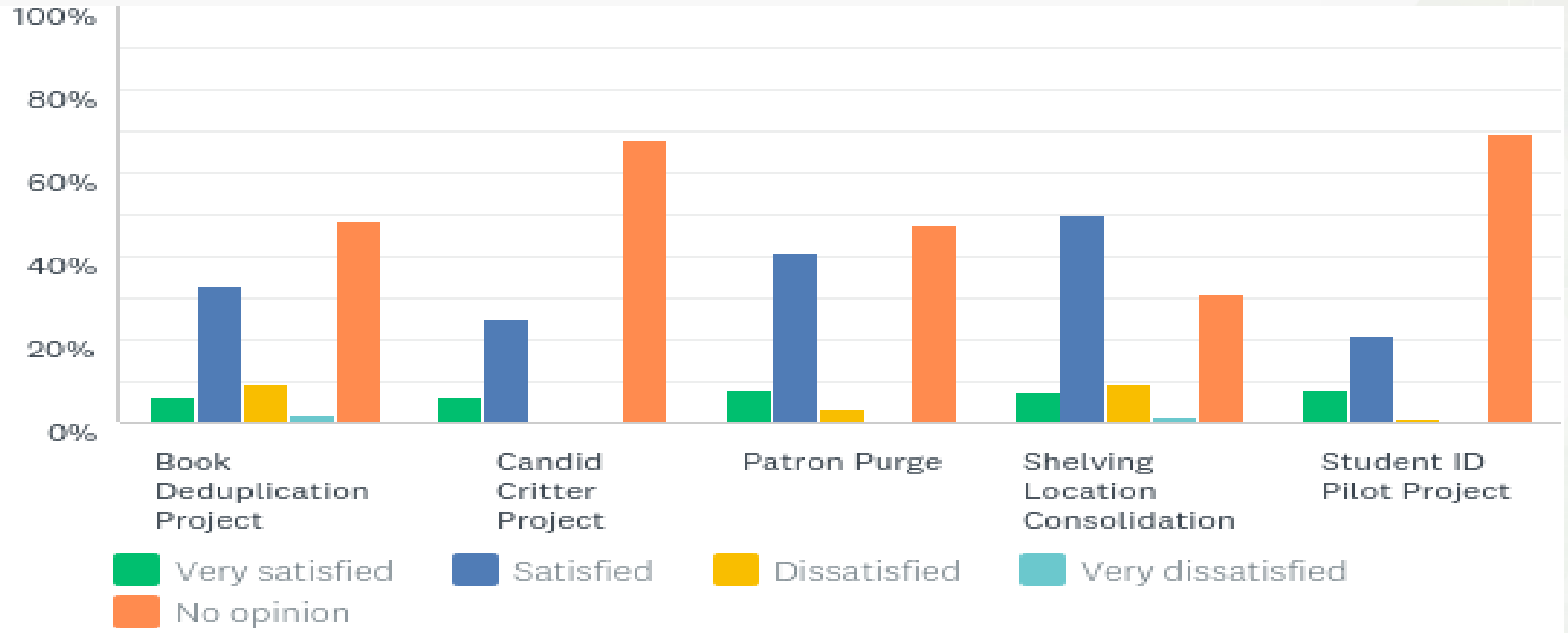


2017 NC Cardinal Annual Survey Results

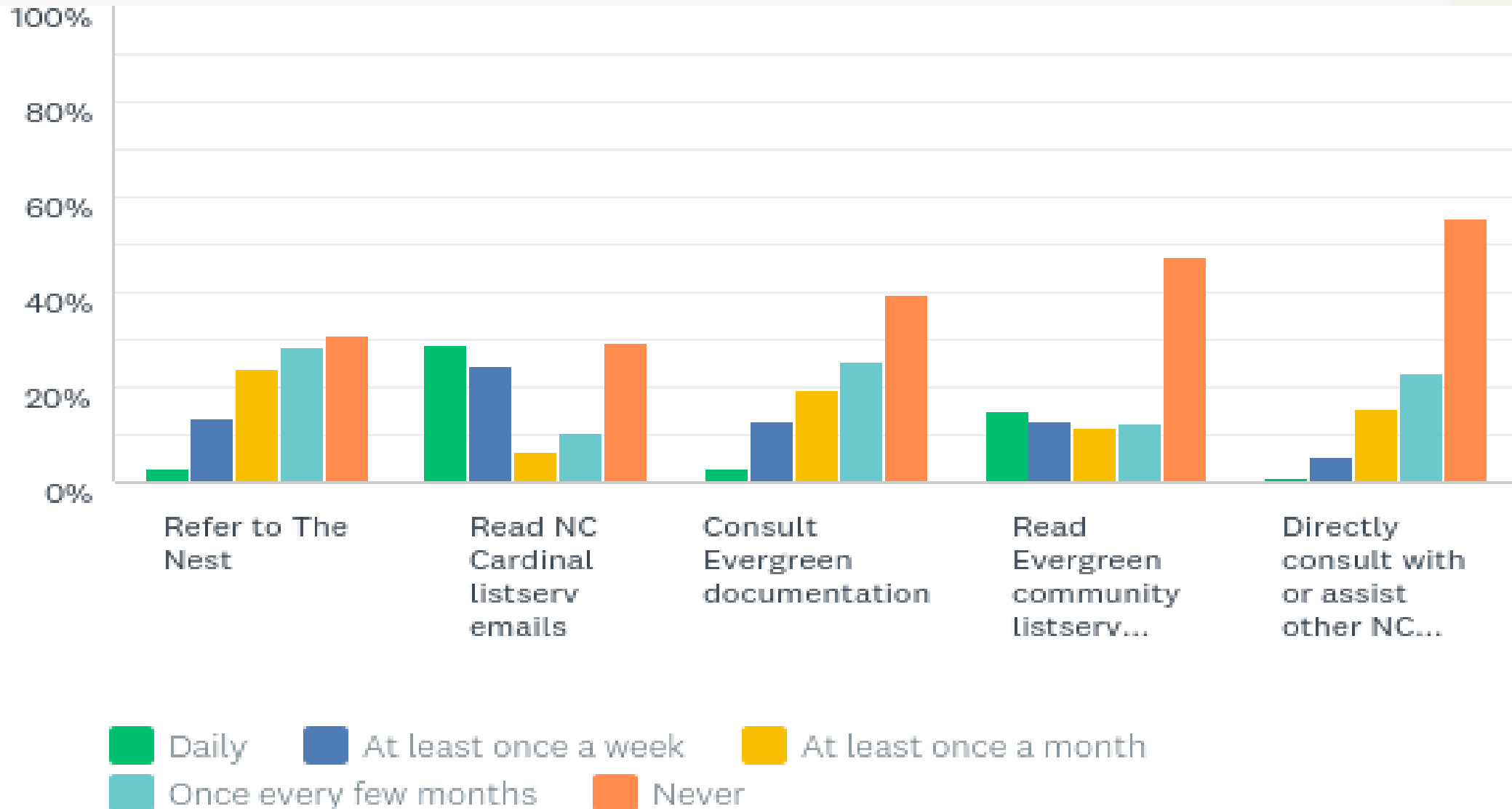
How satisfied are you with the following NC Cardinal services?



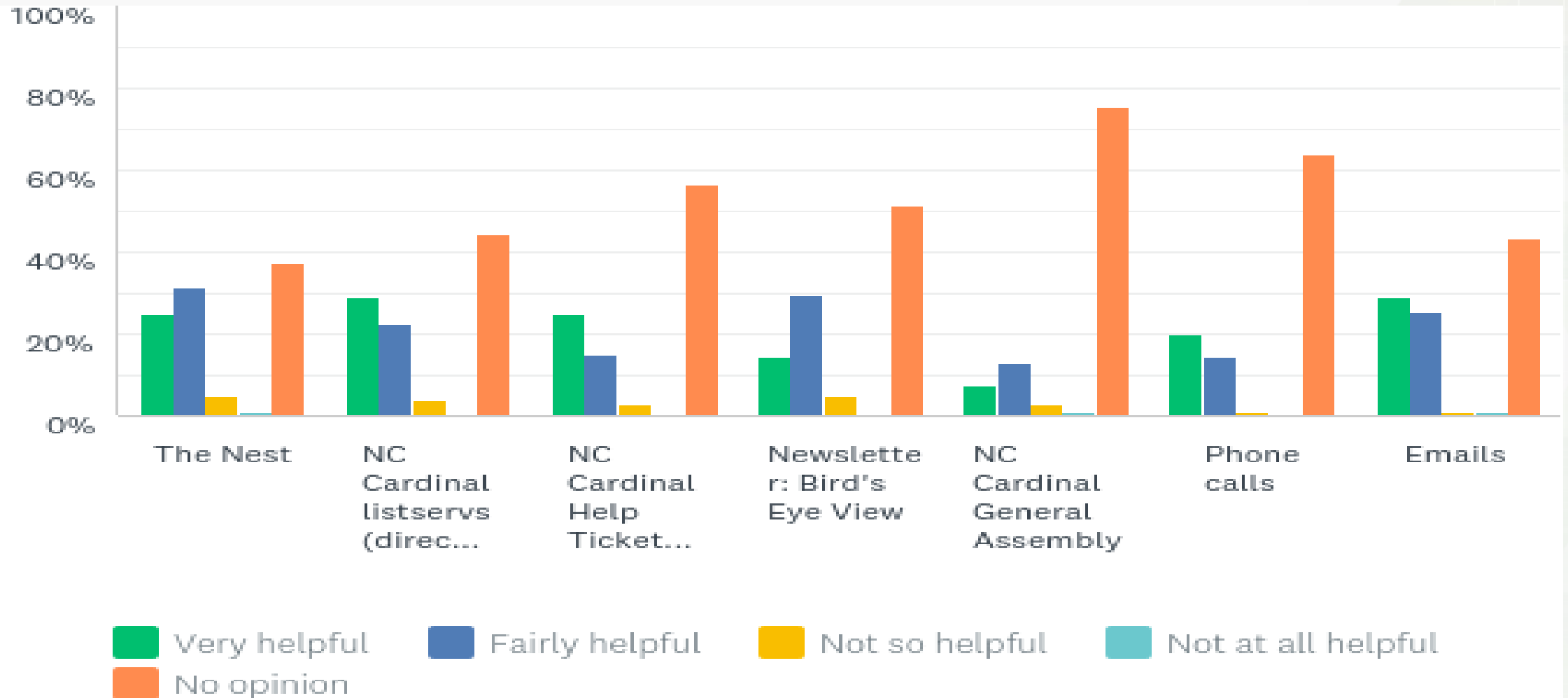
How satisfied are you with the following NC Cardinal projects?



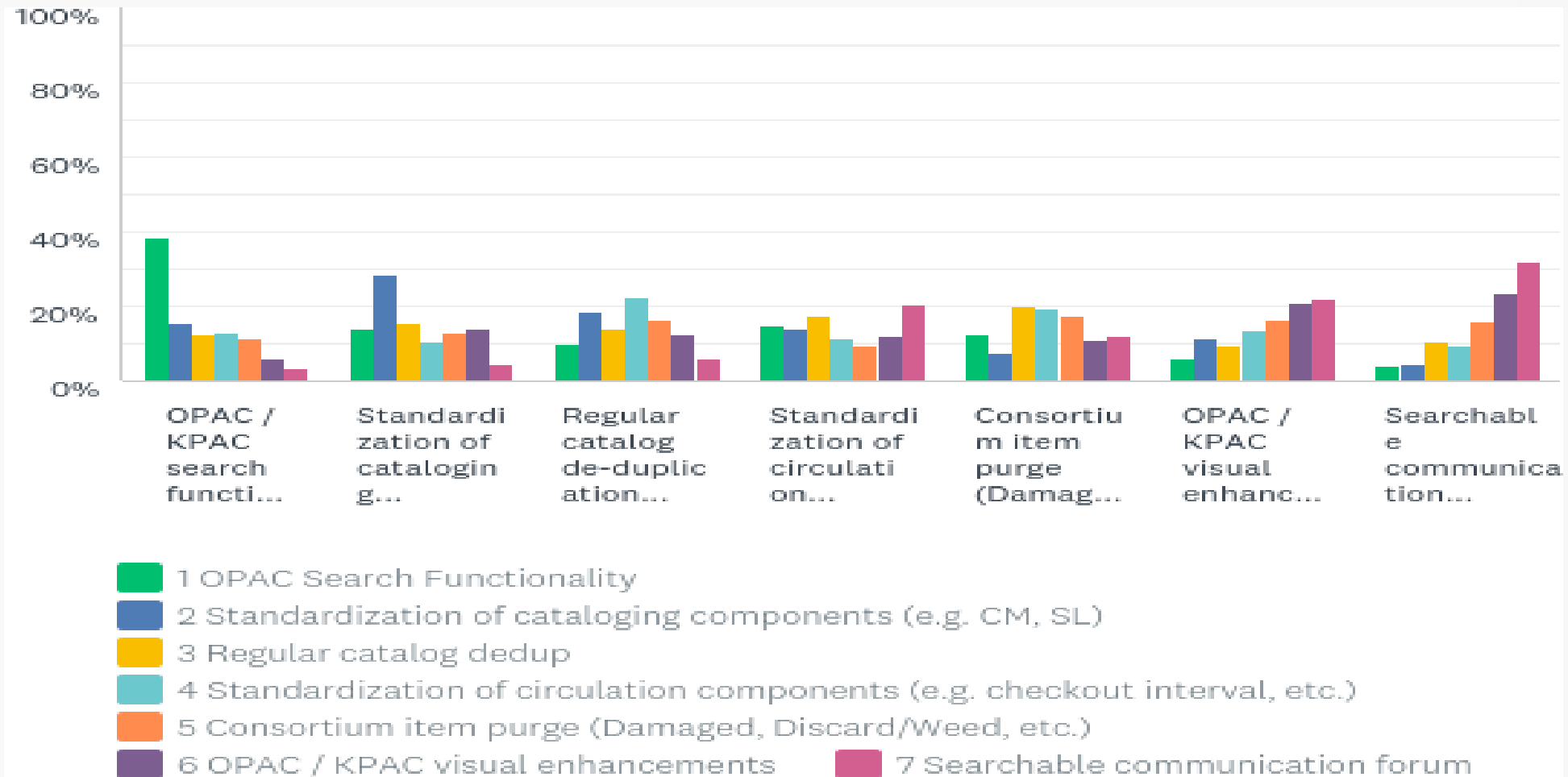
How often do you...?



How helpful to you are each of these NC Cardinal communication methods?



Q8: Ranked existing and proposed development requests in order of priority to you (1-highest to 7-lowest).



StudentAccess Program

StudentAccess Program

StudentAccess accounts have the following policies within NC Cardinal:

- Students will have the ability to borrow items from their local library
- Checkout limit is 10 print and/or audiobooks
- DVDs can't be checked out on StudentAccess accounts
- No overdue fines will be charged for School ID accounts
- Accounts will be responsible for lost or damaged books fees
- StudentAccess accounts will not be able to place holds
- All of StudentAccess accounts will be identified by the permission group "School", including teacher and student records.

5 4 StudentAccess Program

1. The first step is to get together your Memorandum of Agreement between your Library System and your School organization and your Parent Opt-out Letter
2. Collect names and submit spreadsheet by second week in September.
3. New accounts issued and ready for use by the beginning of October

Governance Committee Voting Logistics

Governance Committee Voting Logistics

The Governance Committee consists of five (5) members from participating NC Cardinal Libraries and two (2) members from the State Library: the NC Cardinal Program Manager and a representative from the Library Development Section. Governance Committee members must be selected from the Senior Management staff of Member Libraries. There must be at least one representative from: municipal, county, and regional library.

A term of office shall be two (2) years, to commence at the beginning of the next Quarter after the election. The first meeting of the new Committee will determine staggered terms of office.

Only Library Directors are able to vote.

Governance Committee Voting Logistics

Please vote for five (5)
candidates total:

- At least one from a Regional Library
- At least one from a Municipal Library
- At least one from a County Library

Nominees:

County Libraries:

Ruth Ann Copley	(Davidson)
Gigi Francis	(Buncombe)
Cotina Jones	(Cumberland)
Michael Roche	(Rockingham)

Municipal Libraries:

Sharon Stack	(Mauney)
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Regional Libraries:

Karen Wallace	(Fontana)
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Governance Committee Voting & Lunch



Summon for NC LIVE Libraries

Claire Leverett
Assistant Director, NC LIVE

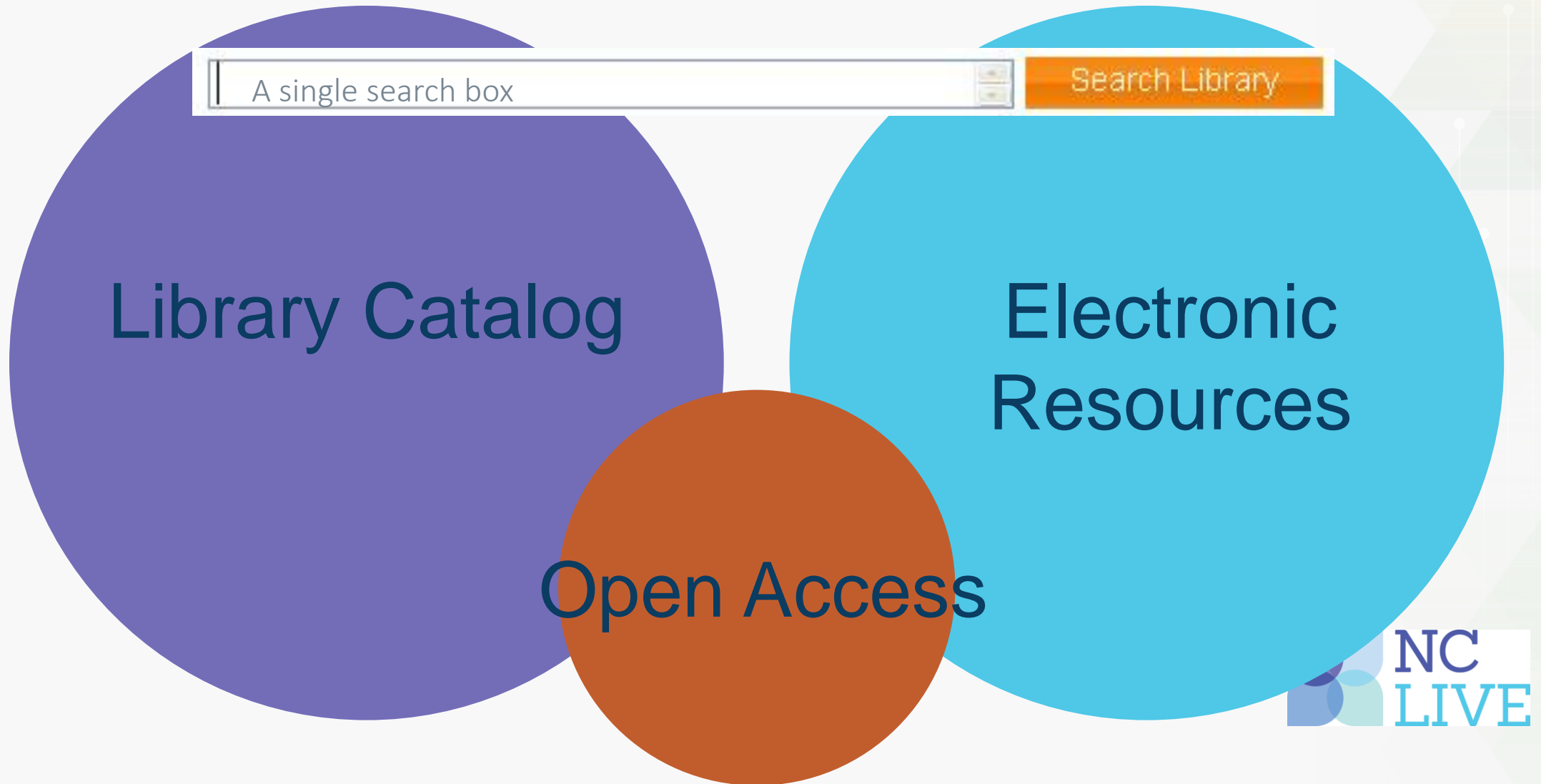
60 Why use Summon?

- Google and Amazon have raised patron expectations
- Patrons don't want to be trained to search like a librarian
- Quality of content means nothing if patrons can't find it



Summon™

What is Summon?



What is Summon?

- A single search box for your library's entire collection
 - ➡ print and electronic content
- Relevance ranked results
- All content treated equally
- Available to search without authentication barriers
- Customizable for the library and the user

6 3 How does it work?

- Library registers its electronic resources in Client Center
- Catalog holdings are exported to ftp site
- Summon index updated twice weekly

For NC Cardinal



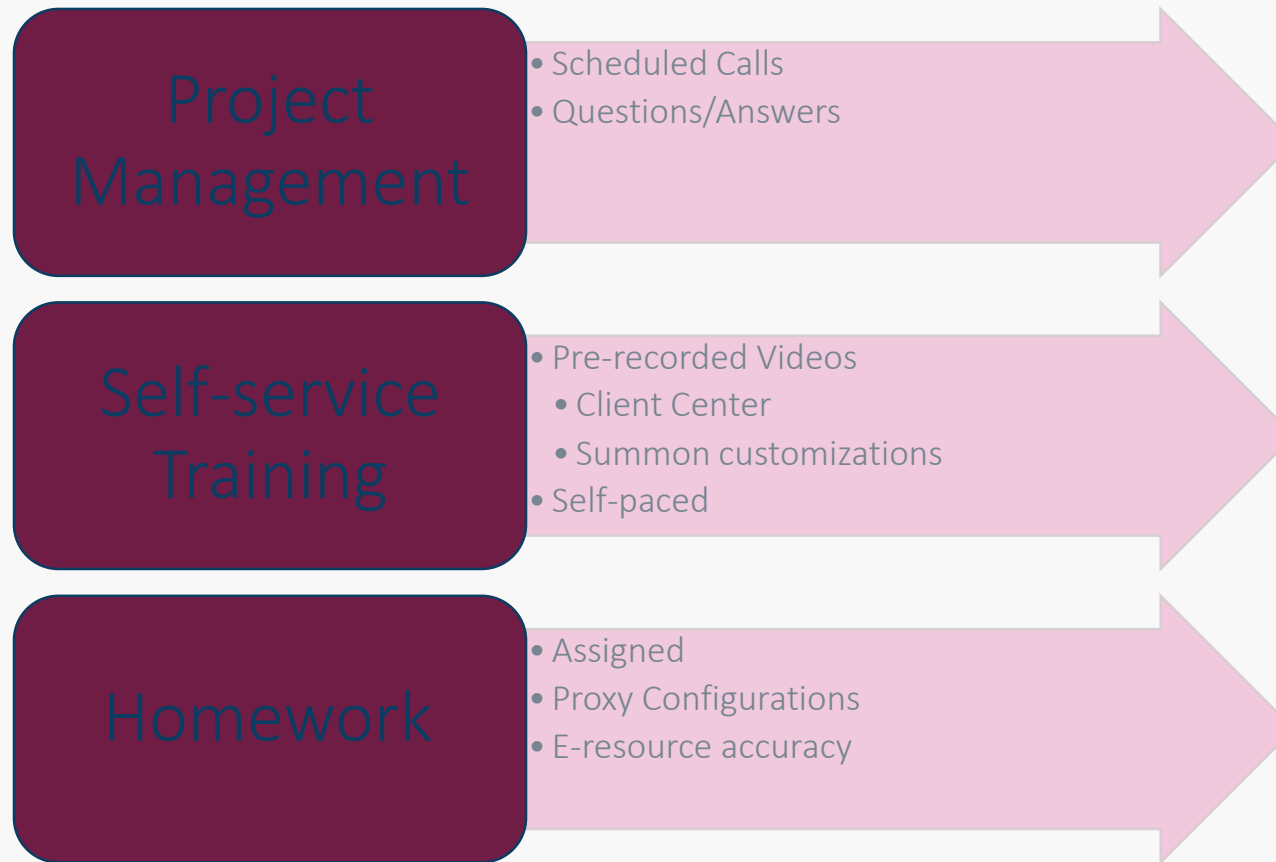
Summon Instances for Cardinal NC
Libraries

12 week process on average

ID	Task Name	Duration	二月 2016						三月 2016			
			24/1	31/1	7/2	14/2	21/2	28/2	6/3	13/3	20/3	27/3
1	Project Creation	1w	■									
2	Project Start	1w		■								
3	Configuration & Basic Setting	2w			■	■						
4	Database/Title Population	3w			■	■	■					
5	ILS Integration	6w			■	■	■	■	■	■		
6	Summon Launch and Project Closeout	1w									■	

From Jane Burke's presentation on Summon for NC LIVE

Training and Implementation



From Jane Burke's presentation on Summon for NC LIVE

Other information

- Summon part of a 6-year contract with ProQuest
- No cost to NC LIVE libraries
- 360 Link included
- More info and webinar about Summon webinar at
➔ www.nclive.org/summon-for-nclive-libraries

Summon Sites in North Carolina

Wake Forest University
Campbell University
Wake County Pub Library
Wake Technical College
Warren Wilson College
Cleveland Community College
Methodist University
Meredith College
Pfeiffer University
Central Carolina Community College
Surry Community College
East Carolina

Questions?

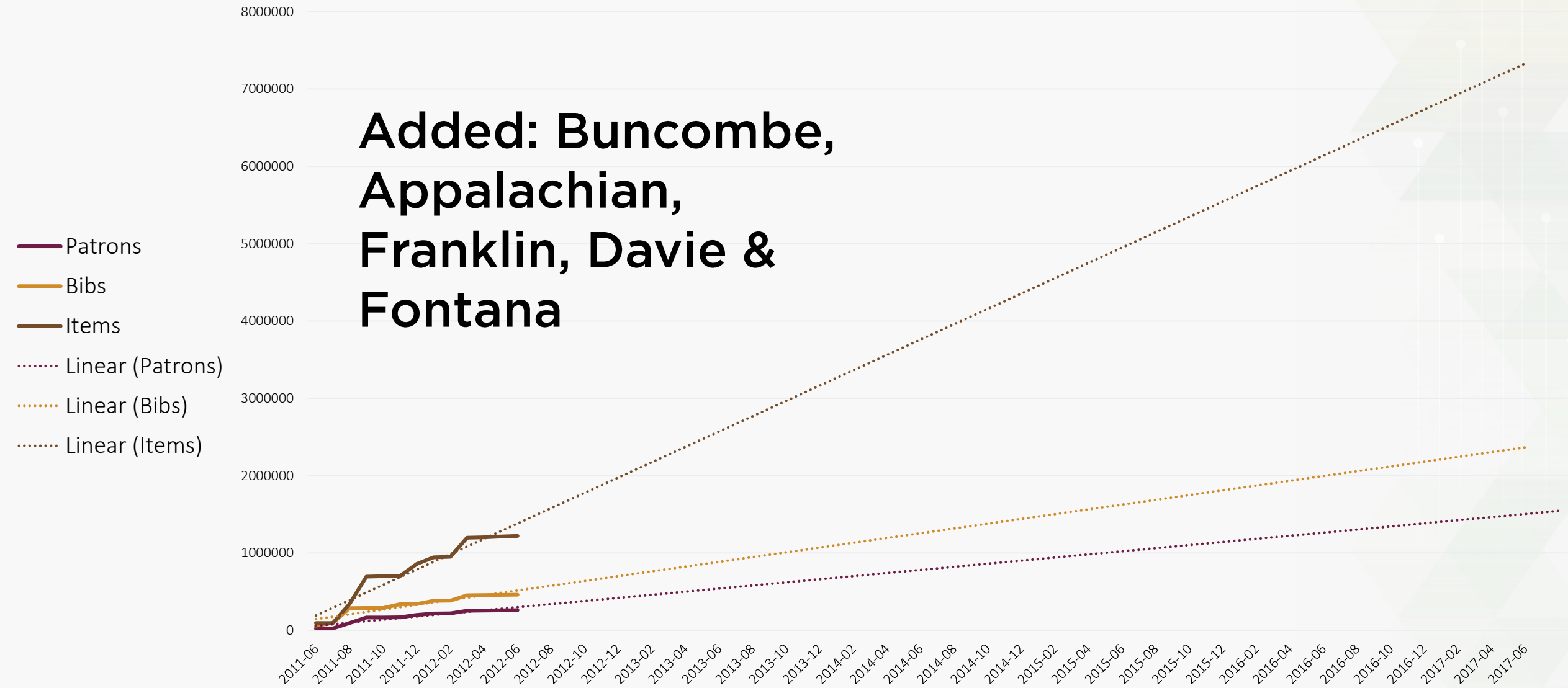


New Governance Committee Members Announcement

FY 2017-2018 and The Way Forward...

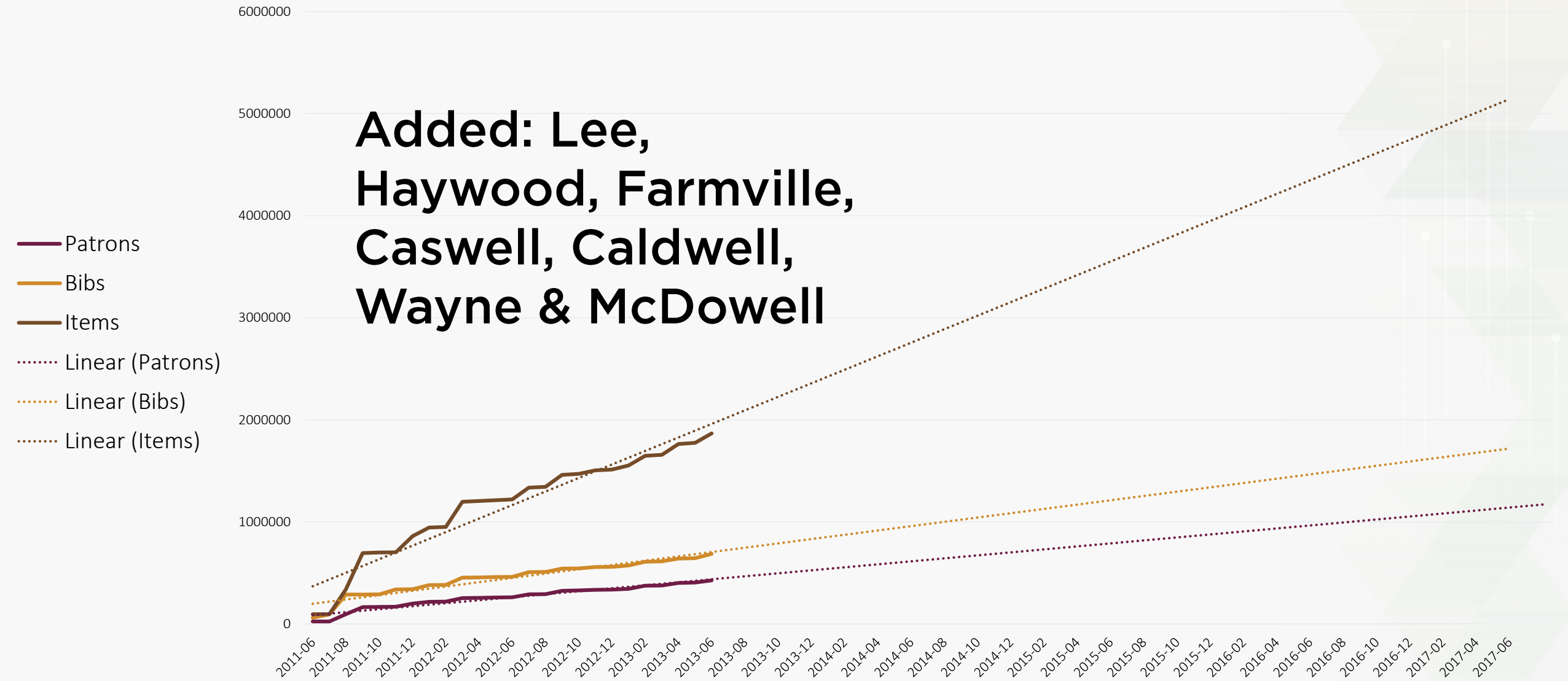
Growth in NC Cardinal: FY 11-12

**Added: Buncombe,
Appalachian,
Franklin, Davie &
Fontana**



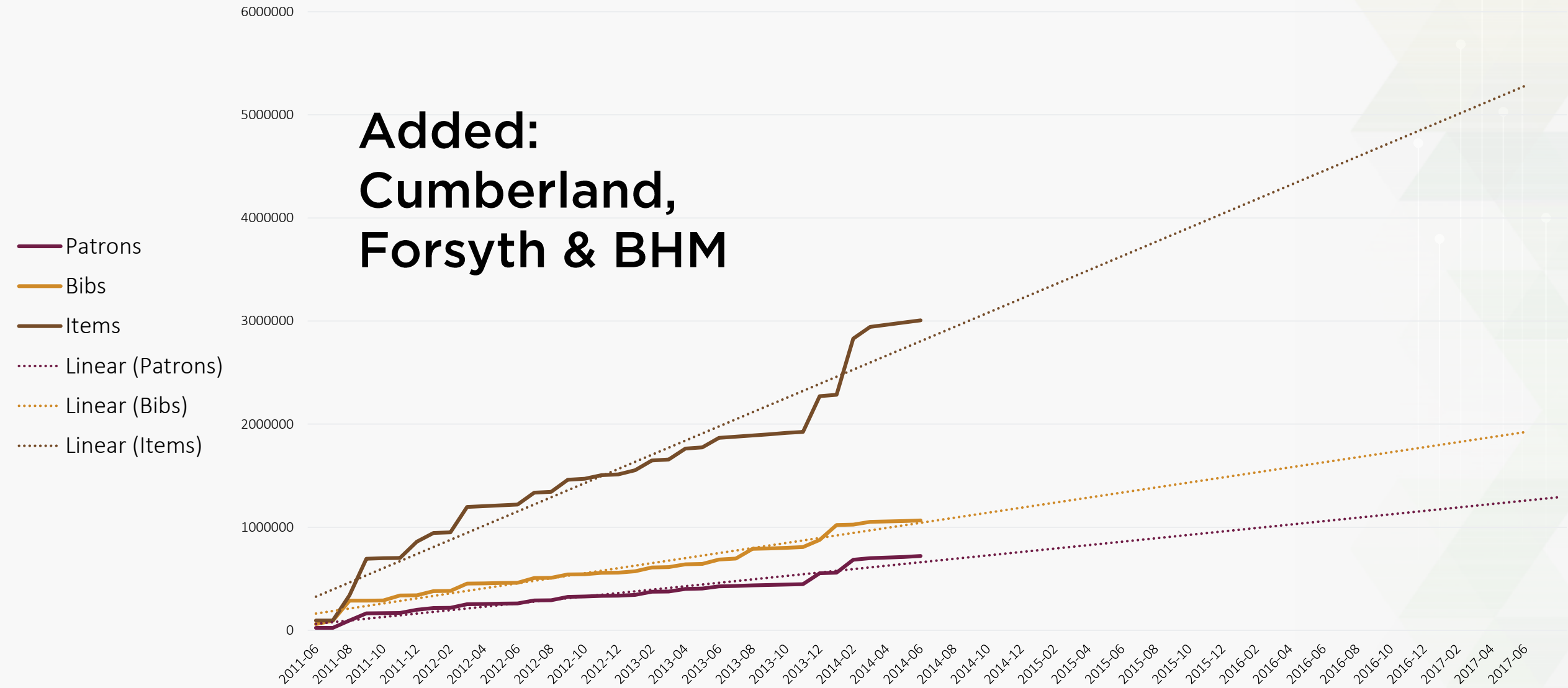
Growth in NC Cardinal: FY 12-13

**Added: Lee,
Haywood, Farmville,
Caswell, Caldwell,
Wayne & McDowell**



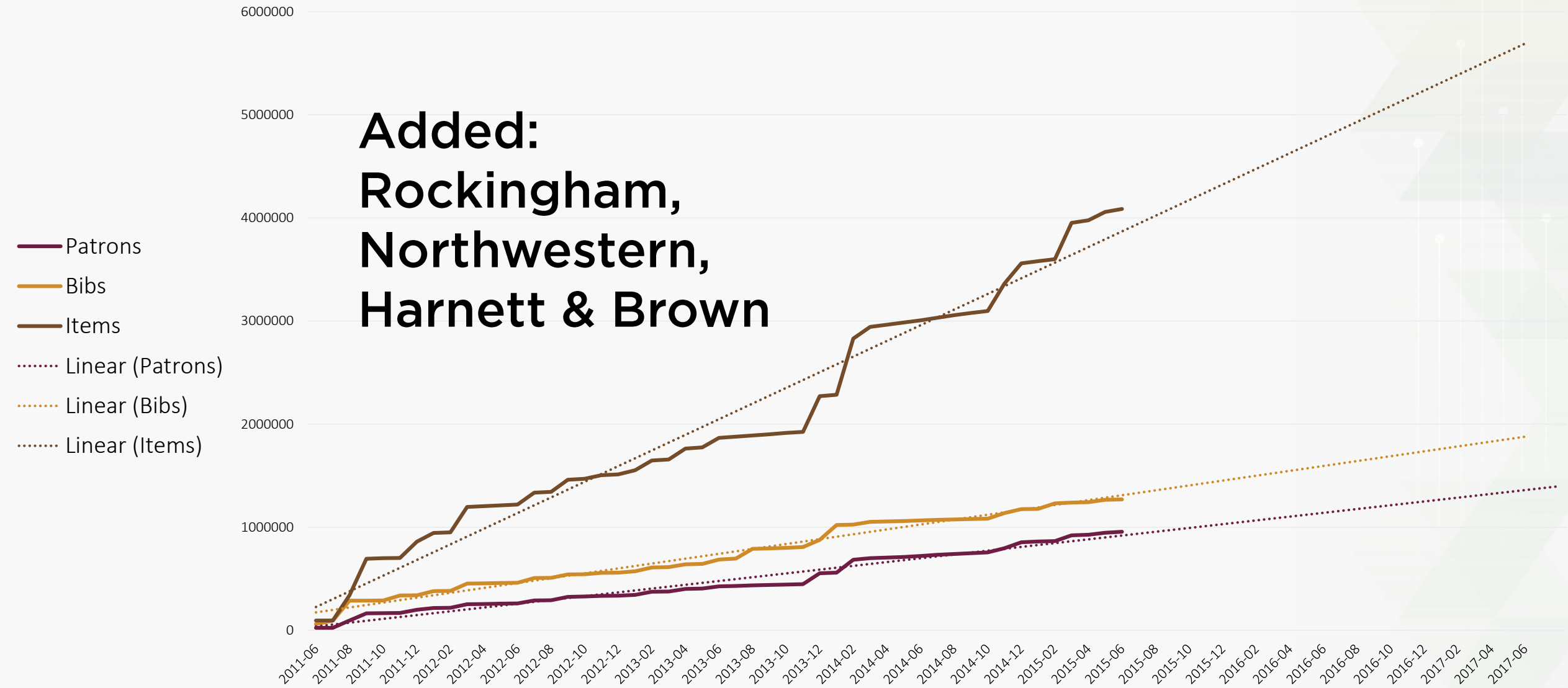
Growth in NC Cardinal: FY 13-14

**Added:
Cumberland,
Forsyth & BHM**



Growth in NC Cardinal: FY 14-15

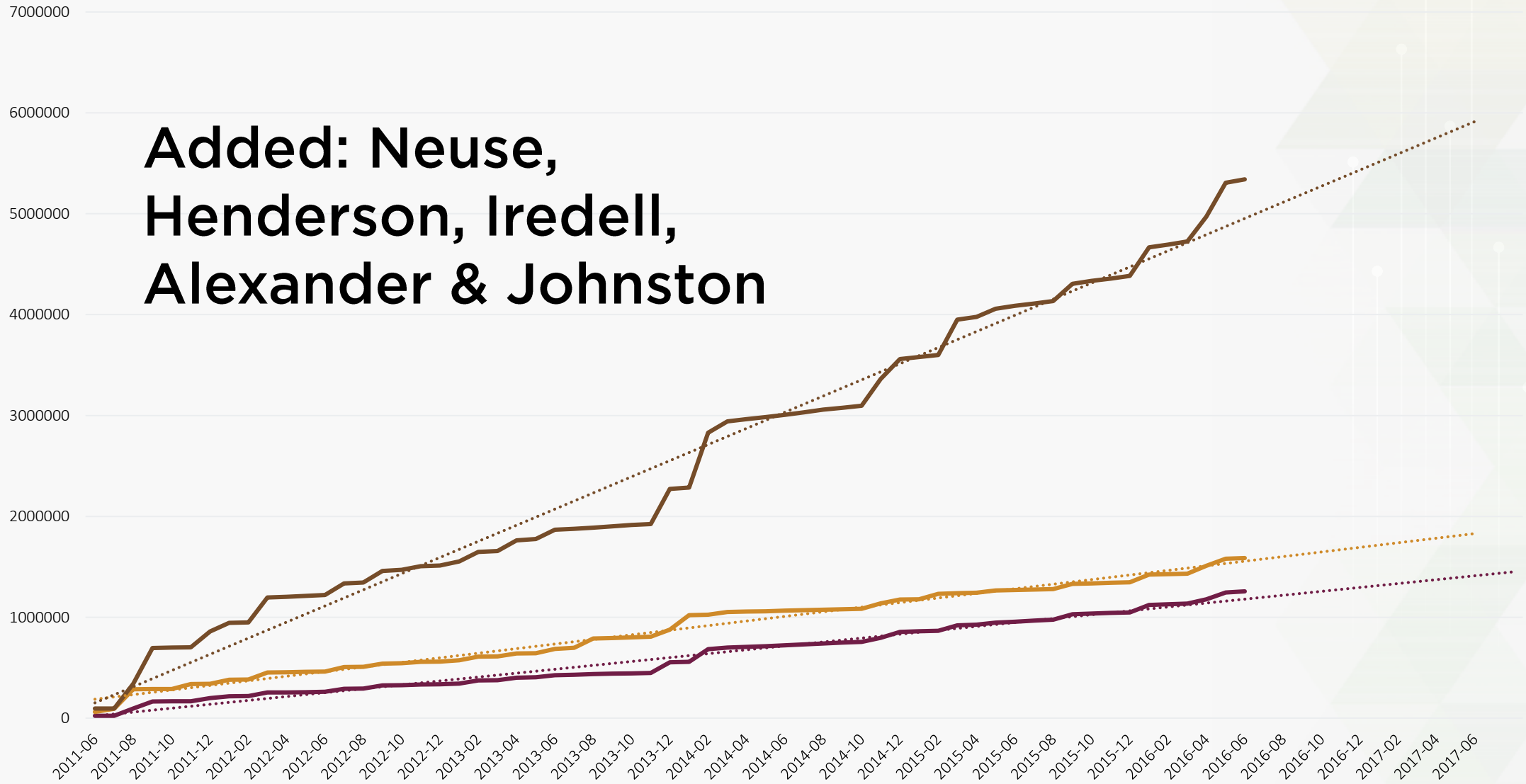
**Added:
Rockingham,
Northwestern,
Harnett & Brown**



Growth in NC Cardinal: FY 15-16

**Added: Neuse,
Henderson, Iredell,
Alexander & Johnston**

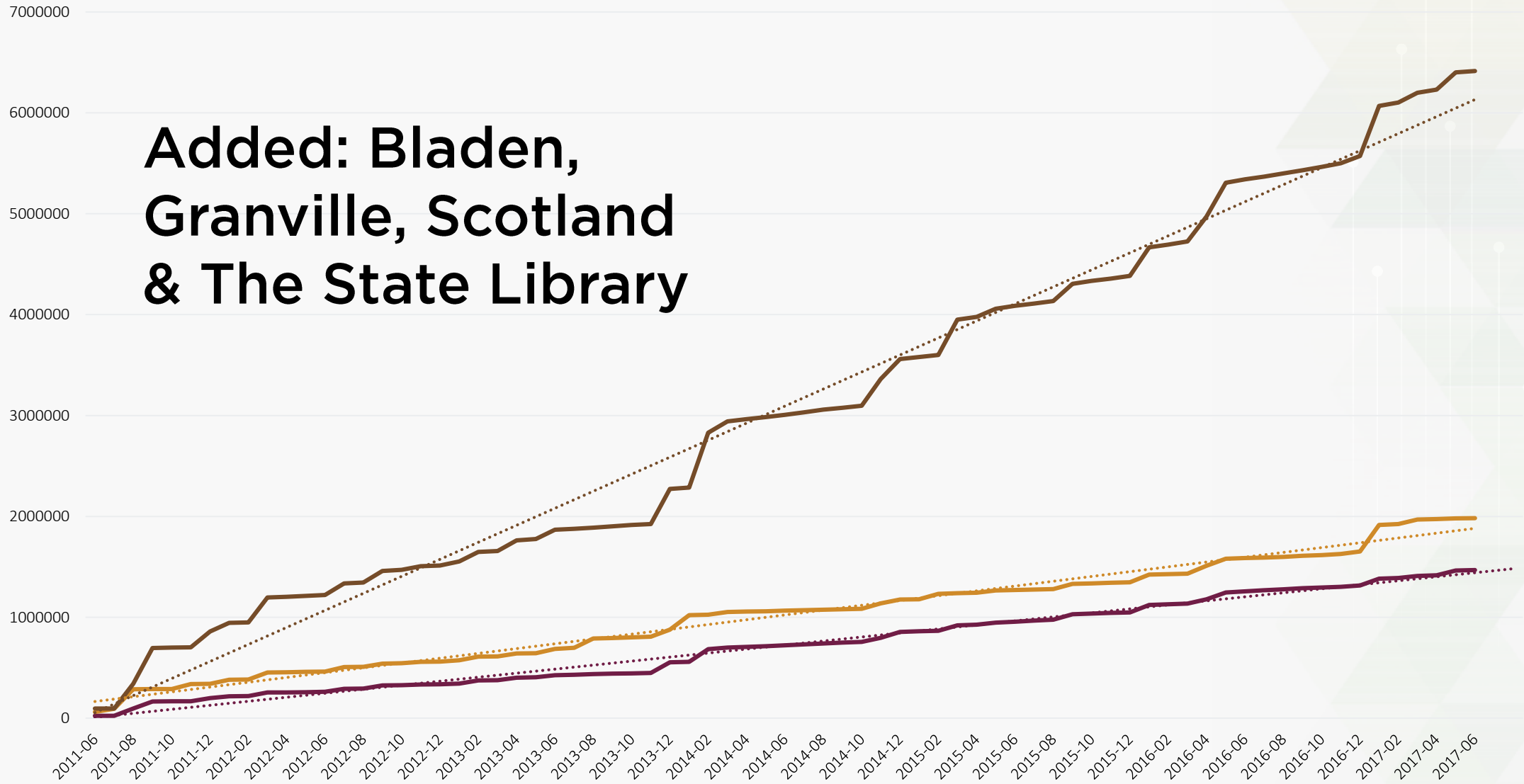
— Patrons
— Bibs
— Items
..... Linear (Patrons)
..... Linear (Bibs)
..... Linear (Items)



Growth in NC Cardinal: FY 16-17

**Added: Bladen,
Granville, Scotland
& The State Library**

— Patrons
— Bibs
— Items
..... Linear (Patrons)
..... Linear (Bibs)
..... Linear (Items)



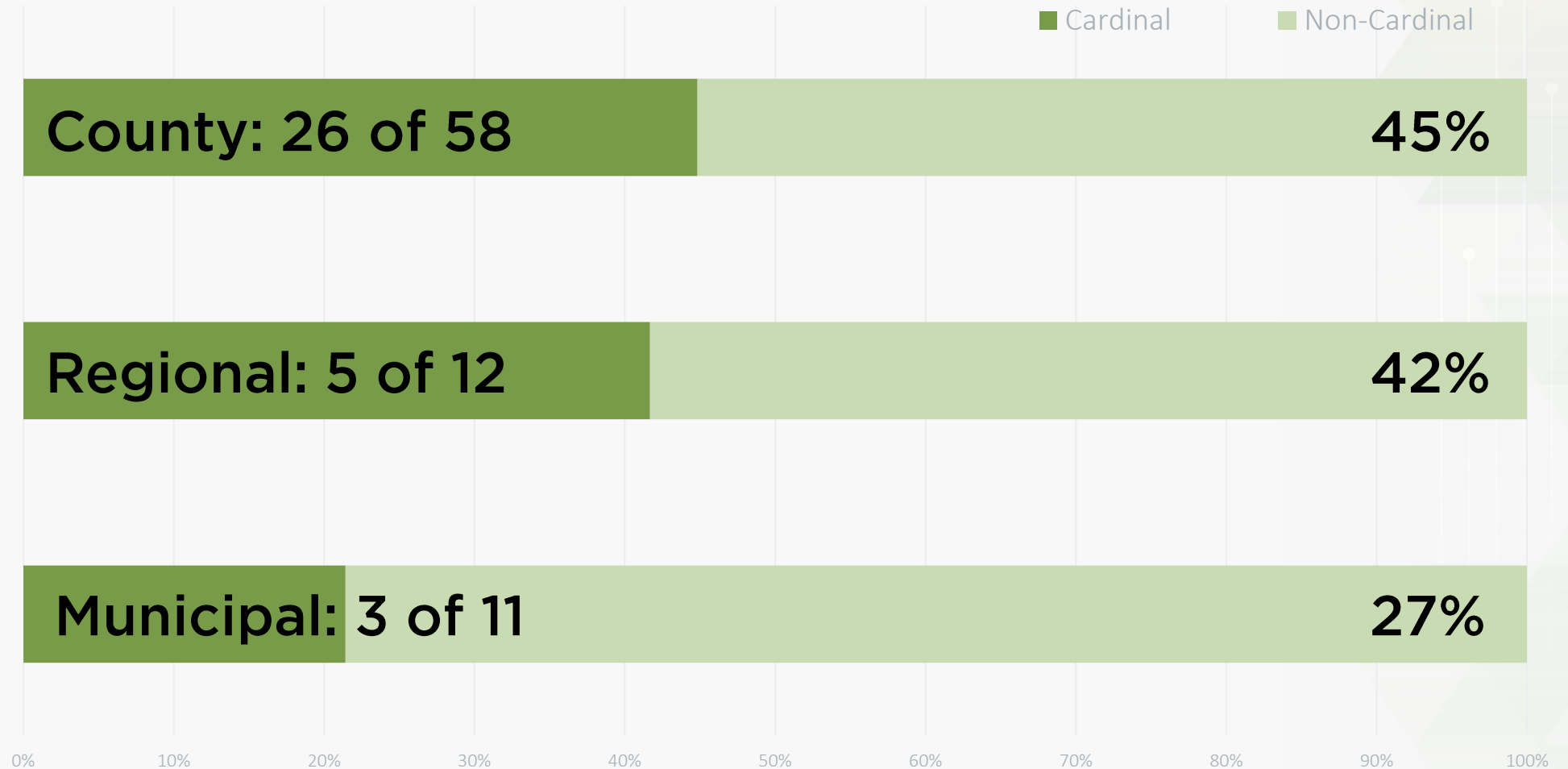
NC Cardinal As Of Fiscal Year 16-17

County
26

Regional
5

Municipal
3

Special
1

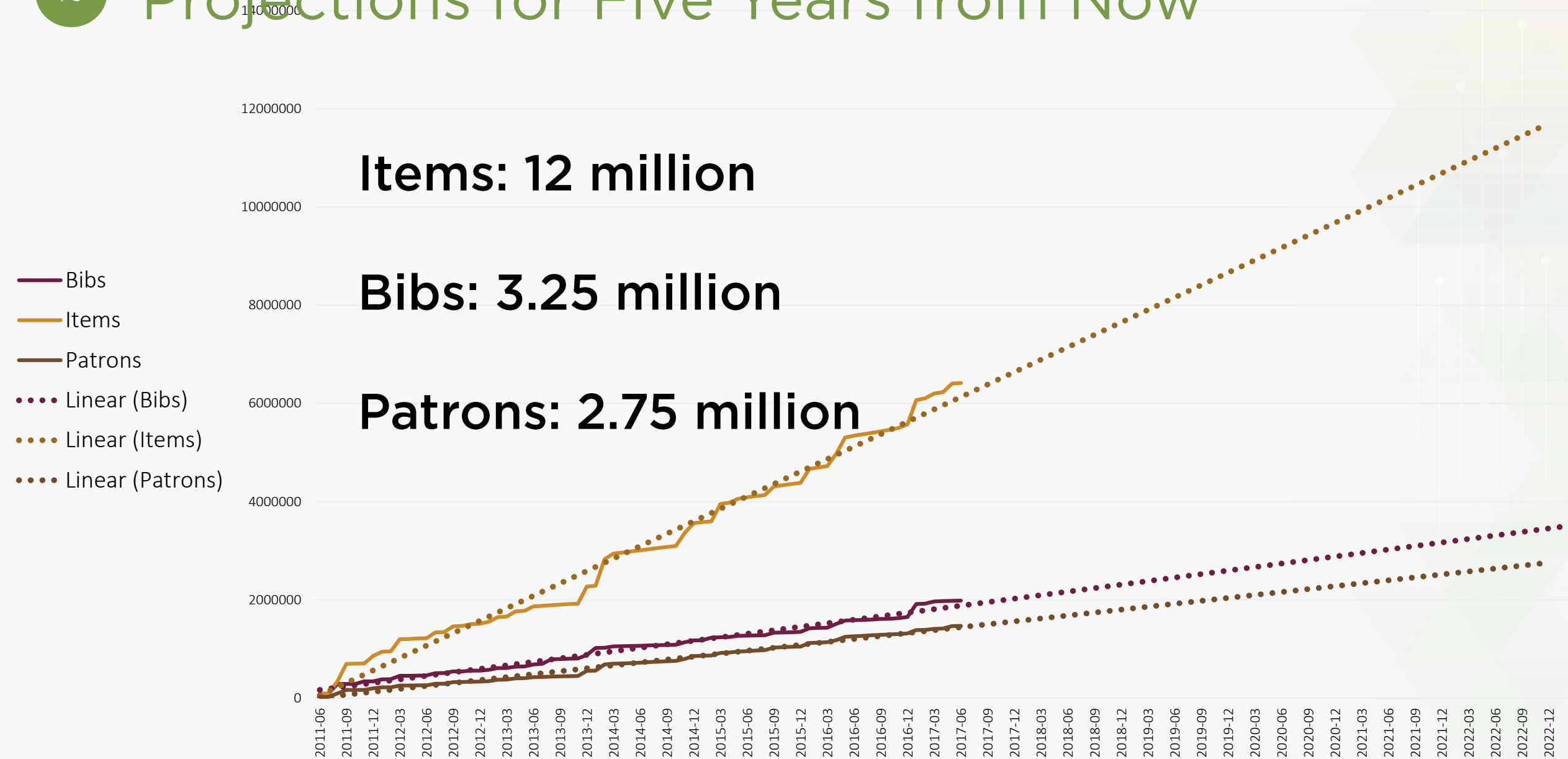


Projections for Five Years from Now

Items: 12 million

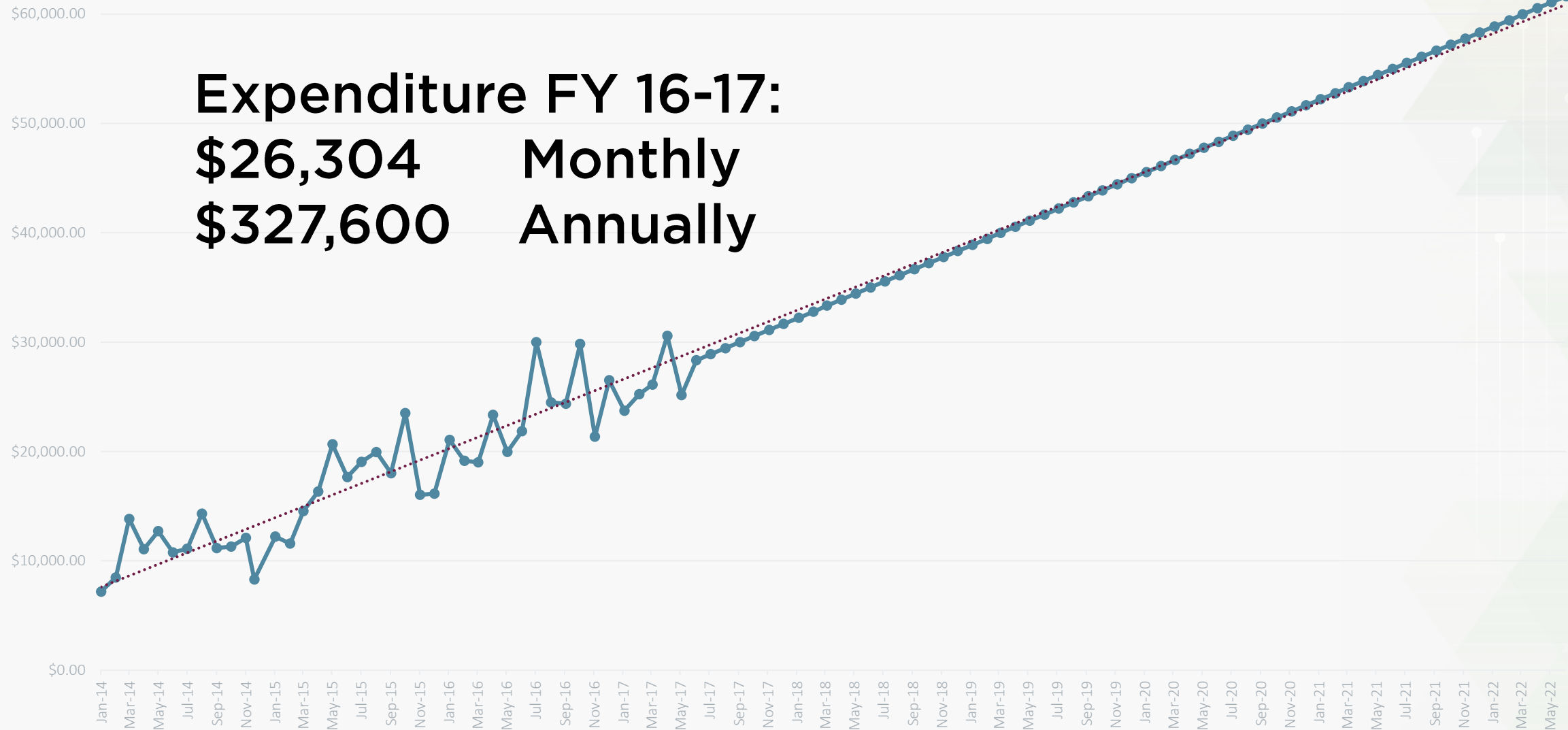
Bibs: 3.25 million

Patrons: 2.75 million

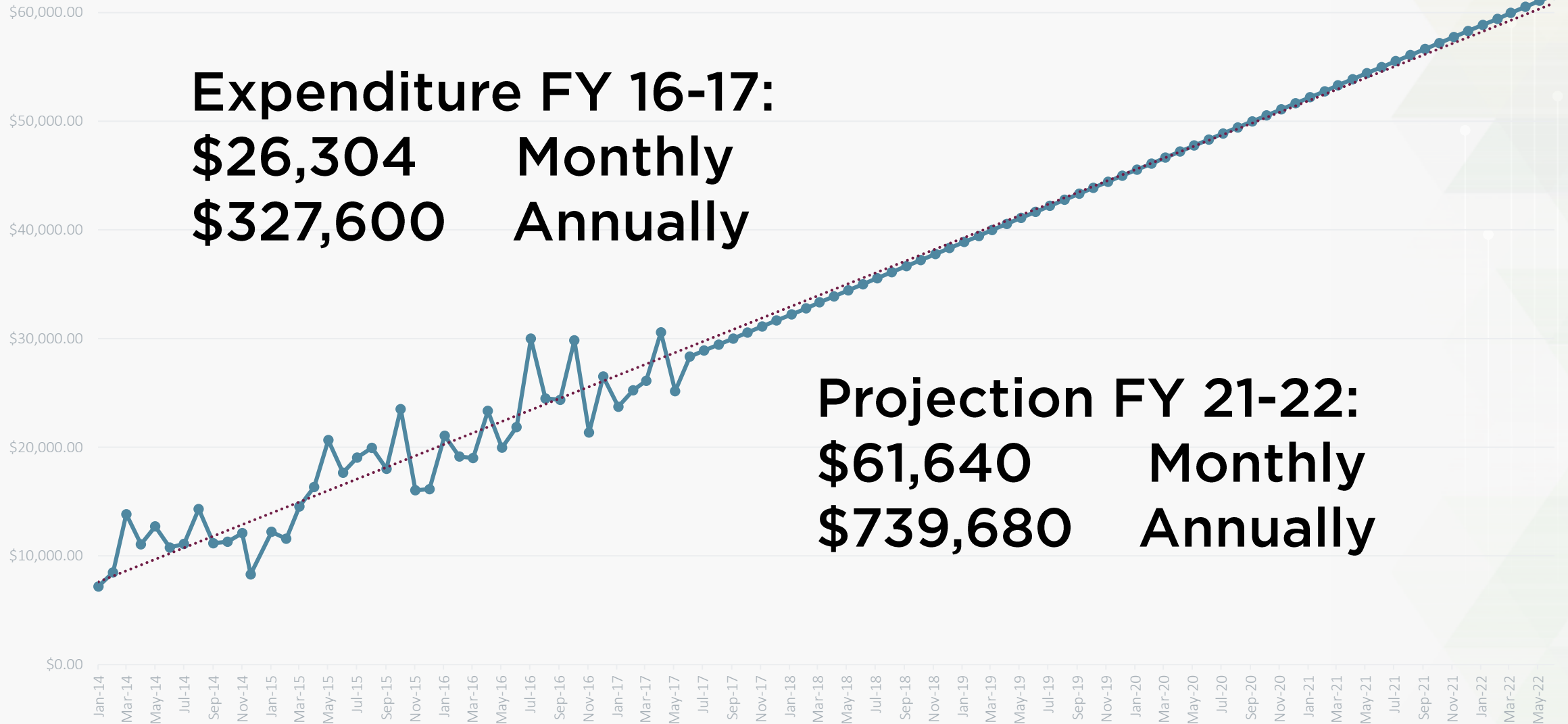


Transit Projections for Five Years From Now

Expenditure FY 16-17:
\$26,304 Monthly
\$327,600 Annually



Transit Projections for Five Years From Now



What are we doing right now to move NC Cardinal forward?

Invitation For Bid for Evergreen Hosting Vendor

Environmental and Organizational Assessment
Leads to Strategic Planning

Resource Sharing Assessment

Summon Discovery Layer Project

Invitation for Bid And Hosting Possibilities

8 4 Invitation For Bid and Hosting Possibilities



Invitation For Bid and Hosting Possibilities



Environmental and Organizational Assessment

Environmental and Organizational Assessment

Summary of Recommendations :

Collaboration:

Increase participation in larger Evergreen community

Resource Sharing:

Consider adding additional organizational grouping for hold targeting

Environmental and Organizational Assessment

Summary of Recommendations :

Resource Sharing:

Put out an RFP for a regional courier service

Set standards for delivery and turn around timing

Environmental and Organizational Assessment

Summary of Recommendations :

Communications:

Communicate announcements via blog rather than email

Improve the use of the Help Desk Ticketing System

Environmental and Organizational Assessment

Summary of Recommendations :

Additional Services:

Explore ILL

Purchase eBooks as a consortia

Environmental and Organizational Assessment

Summary of Recommendations :

Institutional Change:

Access Hosting / Support Options

Move towards more shared costs and reduce
reliance on LSTA funds

Environmental and Organizational Assessment

Summary of Recommendations :

Institutional Change:

Investigate independence of the State Library

Clarify engagement required from member libraries

Environmental and Organizational Assessment

Summary of Recommendations :

Committees:

Use committees to publish Common Standards, Practices and Policies throughout the consortium

Draw on different talents sets for the Governance Committee

Environmental and Organizational Assessment

Summary of Recommendations :

Connectivity:

Work with E-Rate to improve the network system-wide

Keep the focus on public libraries



Resource Sharing Assessment Project

Resource Sharing Assessment Project

What are we trying to accomplish?

We would like to engage a consultant to analyze:

- The policies used to generate holds
- The processes used to ship materials
- Whether our UPS contract is better than a courier service
- The ways that the consortium's resource sharing can be improved to make these efforts more sustainable
- The value these shared resources provide to recipient libraries

Resource Sharing Assessment Project

Some of the questions we'd like to answer...

- How consistent are transit times throughout the consortium?
- Are library systems equally sharing the burden of resource sharing?
- Are materials moving in the most efficient routes, and if not what policies can be implemented to select the most viable item to fulfill a hold request?

Resource Sharing Assessment Project

Some of the questions we'd like to answer...

- What is the trade off between speed and expense?
- Could targeted purchasing or collaborative collection development reduce the frequency of long distance transits throughout the state?
- How might library systems work together collectively to meet demand for new titles?

Resource Sharing Assessment Project

Some of the questions we'd like to answer...

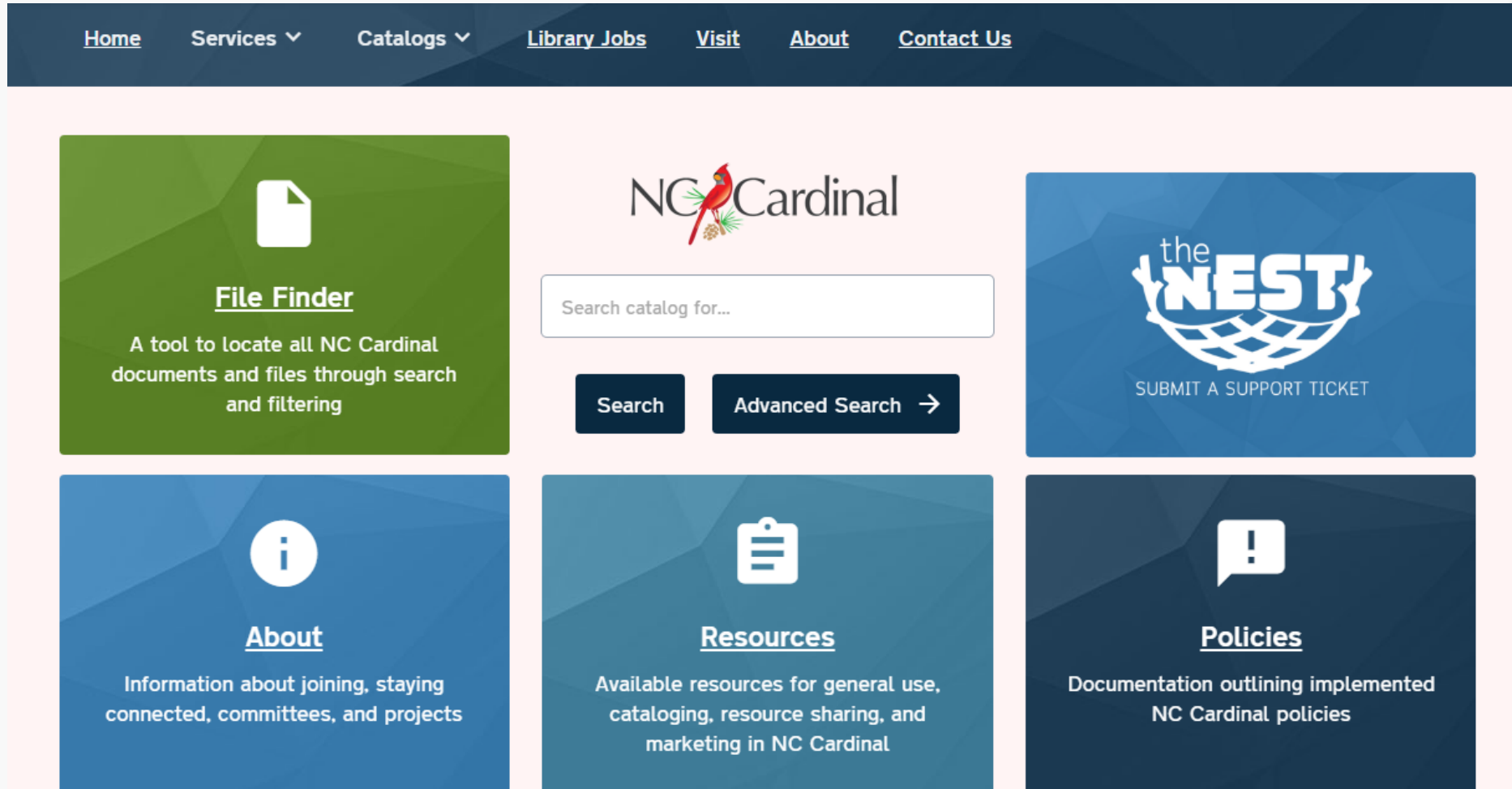
- Should resource sharing policies differ according to library location or collection size?
- What is the cost / benefit ratio for libraries sharing resources and how can participants collaborate to improve the shared value?



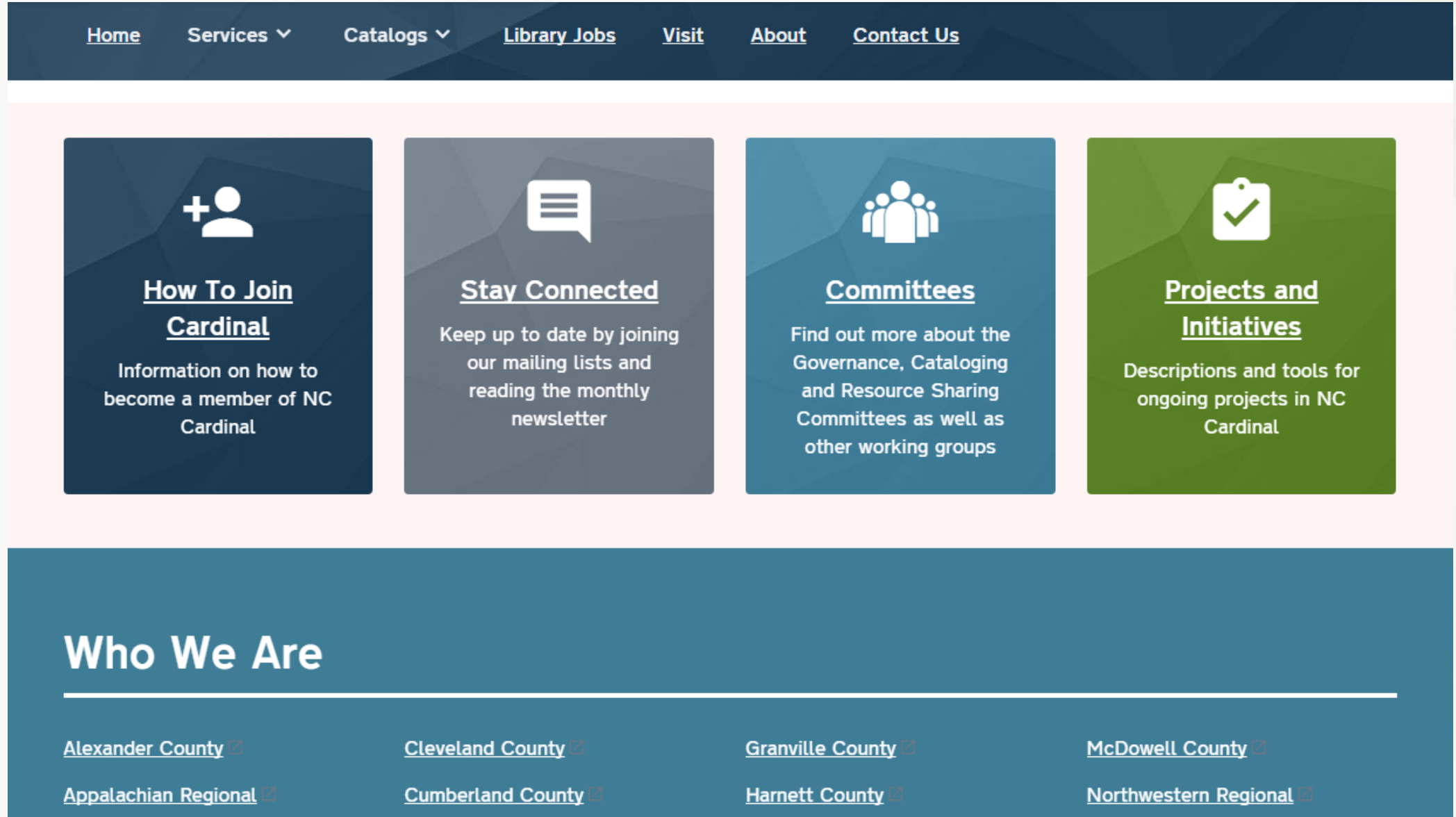
New NEST Website

New NEST Website

<http://statelibrary.ncdcr.gov/ld/nc-cardinal>



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Title	Description	File Type	Category
UPS Address Import Instructions	Instructions on how to import the latest Library Hub address list to your UPS address book.		resource sharing
UPS Address Import File	UPS address file to import into your account. This file must be a .csv file to import.		resource sharing
System Slow Instructions	Information to include in a help ticket when a library is experiencing a slow database.		
System Down Instructions	Instructions for submitting a help ticket when the system is down.		
Shipping Branches	A comprehensive list of systems and their branches; the shipping hub library is also identified.		resource sharing
September 2016 Newsletter	The Bird's Eye View newsletter from September 2016.		newsletter
Resource Sharing Manual	Contributed by the RSTF committee. This document outlines best practices for resource sharing within NC Cardinal. All policies and procedures are recommended for implementation throughout the consortium. As issues arise, this document will be amended.		resource sharing



Other Things We're Thinking About

Other Things We're Thinking About

The update to 2.12 and eventually 3.0

2.12

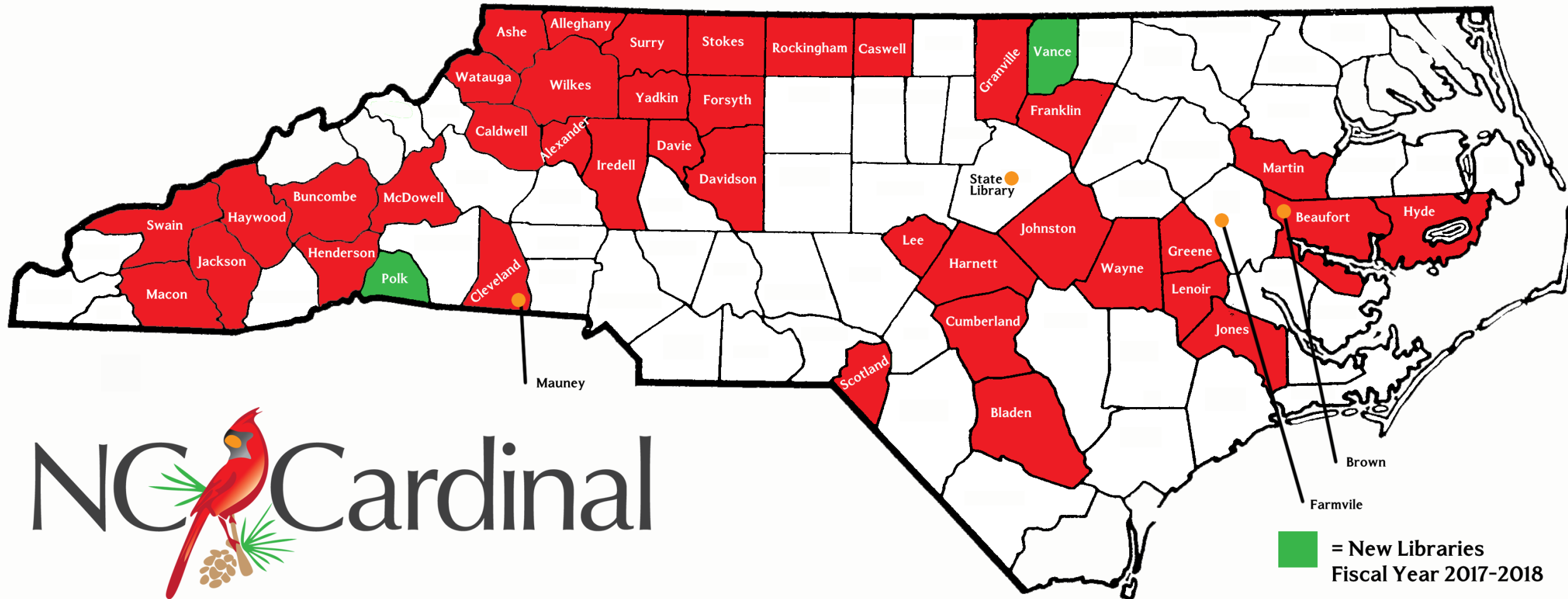
Test in October?

Production in November?

3.0

Other Things We're Thinking About

New Libraries Migrating in FY 2017-2018



Other Things We're Thinking About

Consortial Communications

What is the best way to keep everyone up to date with relevant information, about committees and working groups, training opportunities, etc.?

How do we make sure that different audiences have the information that's of interest to them?

Other Things We're Thinking About

Training

How can the NC Cardinal staff meet you at your point of training need?

- Online documentation and guides
- Task oriented videos
- Webinars and online “office hours”
- In person training and meet ups

Training Documentation on KnowledgeBase

NC Cardinal Help Ticket System

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- [Reports in Evergreen](#)
- [Administrative](#)

[Manual](#)

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Reports in Evergreen

Documentation of the reporting module in Evergreen and NC Cardinal reporting procedures.

Incorporates elements of Evergreen Documentation under Creative Commons Attribution Share-Alike 3.0 License (<https://creativecommons.org/licenses/by-sa/3.0/legalcode>) and available to share under the same license.

- [1. Introduction to Reports](#)
 - [1.1. Reports permission group](#)
- [2. Folders](#)
 - [2.1. What Are Report Folders?](#)
 - [2.2. Creating Folders](#)
 - [2.3. Managing Folders](#)
- [3. Templates](#)
 - [3.1. Find Existing Templates](#)
 - [3.2. Cloning Templates](#)
- [4. Generating reports](#)
 - [4.1. Run a report template](#)
- [5. Report Output](#)
 - [5.1. Viewing report output](#)

1. Introduction to Reports

1.1. Reports permission group

Evergreen permits access to report folders based on login account. All permission groups in NC Cardinal have reporting permissions, so any staff member can create, clone, and run reports using their individual login or a shared generic circulation login account. By default, report folders are not

nccardinalsupport.org

Other Things We're Thinking About

What is the best organizational process to go from an idea to a policy?

How do we use our committees to scrutinize ideas, make recommendations and decisions?

How do we codify those decisions and best practices?

How do we document them so that they are easy for everyone to find and implement?

Other Things We're Thinking About

Longer Term Strategic Planning

What it will take to sustain NC Cardinal as a program?

How do we meet the needs of our users in the years ahead?

Shifting Gears

“NC Cardinal has many characteristics of a startup beginning to see the need for a higher level of sophistication, accountability, and strategic intentionality. There has been a shift of focus from “growth” to organizational sustainability, consolidation, and standardization of practices, policies, and procedures, enhanced training of system and library staff, improved migrations, and opportunities to shift from the current hosting, administration, and support of the ILS to a new operational model.”

Environmental and Organizational Assessment

Ideas!

Questions?

And

Discussion...



Thank you!

