Encore Implementation Process – Revised Draft

1) Finalize Innovative Development Timeline

2) Encore Configuration Decision Making
   a) Members Library Staff Advisory Group - Jessica Kerr; Gillian Thorpe; Tom Lawrence; Rhiannon Leo; Sue Ray; Annalee Giraldo; Julie Dempsey; Beverly Santero

3) Updates on Encore Prior to Going Live
   a) Central Library/CD Advisory Committee (April 11)
   b) Resource Sharing Committee (April 24)
   c) Director’s Association (May 6)

4) Communications to the Staff of Member Libraries
   a) Focus is Service Advantages of Encore
   b) Communicate Methods
      i) MHLS Bulletin
      ii) Handout for Distribution to Every Library Staff Member
      iii) Sierra Listserv

5) Staff Training
   a) MHLS Staff Visits to Member Libraries Based on Directors’ Request
   b) Innovative Live Webinar Available at: MHLS, Library/Home Computers
   c) GoToMeeting Session(s) Based on Specific Training Request(s)
   d) 3 Minute Training Modules in Knowledge Base Available On Demand

6) Communications to the Library Patrons
   a) Focus is Service Advantages of Encore
   b) MHLS Staff & Marketing Committee Develop Communications (e.g., Countdown to Encore notices on the OPAC & member Websites, Q & A sheet covering likely patron questions, screen shot flyers, desk signs with talking points on back)

7) Going Live with Encore
   a) All Libraries @ Once
      i) 37 MHLS managed Web sites
      ii) 29 library managed Web sites
   b) Current WebPAC Pro Interface Phased Out with Full Encore Implementation

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1 Encore is primarily a turnkey application; however, some configuration decisions will need to be made.