



## **Encore Implementation Process – Revised Draft**

- 1) Finalize Innovative Development Timeline
- 2) Encore Configuration Decision Making<sup>1</sup>
  - 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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<sup>1</sup> Encore is primarily a turnkey application; however, some configuration decisions will need to be made.