



Encore Implementation Process

Projected Dates

- 1) Finalize Innovative Development Timeline (April 28)
- 2) Encore Configuration Decision Making¹ (May 2 or 5)
 - 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) ~~Resource Sharing Committee (April 24)~~
 - b) 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 (Started April 15)
 - ii) Handout for Distribution to Every Library Staff Member (Week of May 5)
 - iii) Sierra Listserv (Started April 15)
- 5) Staff Training
 - a) MHLS Staff Visits to Member Libraries Based on Directors' Request (Weeks of May 5 & 11)
 - b) Innovative Live Webinar Available at: MHLS, Library/Home Computers (May 1)
 - c) *GoToMeeting* Session(s) Based on Specific Training Request(s) (Weeks of May 5 & 11)
 - d) 3 Minute Training Modules in Knowledge Base Available On Demand (June)
- 6) Communications to the Library Patrons
 - a) Focus is Service Advantages of Encore
 - b) MHLS Staff & Marketing Committee Develop Communications
 - i) Q & A sheet covering likely patron questions, screen shot flyers, desk signs with talking points on back (Distributed at staff training & via Delivery Services week of May 5)
 - ii) Website Messages MHLS managed Web sites (Starts week of May 5)
 - iii) Encore notices on the current OPAC (Post staff training & library implementation)
- 7) Going Live with Encore
 - a) All Libraries @ Once (May 13)
 - i) 37 MHLS managed Web sites
 - ii) 29 library managed Web sites (Starting May 13)
 - b) Current WebPAC Pro Interface Phased Out with Encore Implementation (November 13)

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