Encore Implementation Process

Projected Dates

1) Finalize Innovative Development Timeline (April 28)

2) Encore Configuration Decision Making\(^1\) (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.