

# LIBRARY SERVICE LIVE!



**Library Service Live! Theatre** is a series of brief presentations by Innovative's Customer Services and Training specialists, who will share their knowledge and experience on the following timely topics.

Location: California C & D/2<sup>nd</sup> Floor

*Please come to the Library Service Live! Theatre early as seating is limited to 40.*

## Monday, May 18

12:30 – 12:50pm **Robots, Crawlers, and Spiders...Oh My!**  
Automated Searches and Your WebPAC

1:05 – 1:25pm **Encore: Ratings, Reviews, and Tagging**

2:35 – 2:55pm **Work Smarter with CSDirect!**  
Documentation, Training, and more

4:05 – 4:25pm **Holds Management: Best Practices**

## Tuesday, May 19

8:30 – 8:50am **"De-crypting" the SSL Certificate Process**

10:05 – 10:25am **Stay Current!**  
Tips for Upgrading Your Millennium Software

11:35 – 11:55am **Holds Management: Best Practices**

12:30 – 12:50pm **Work Smarter with CSDirect!**  
Documentation, Training, and more

1:05 – 1:25pm **WebBridge: Tips and Tricks**

2:35 – 2:55pm **Empower Distance Education**  
Visiting Patron, Pickup Anywhere, and INN-Reach

4:05 – 4:25pm **Enabling and Delivering Auto and Courtesy Notices**

## Wednesday, May 20

8:30 – 8:50am **Robots, Crawlers, and Spiders...Oh My!**  
Automated Searches and Your WebPAC

10:05 – 10:25am **Encore: Ratings, Reviews, and Tagging**

11:35 – 11:55am **Empower Distance Education**  
Visiting Patron, Pickup Anywhere, and INN-Reach

12:30 – 12:50pm **Enabling and Delivering Auto and Courtesy Notices**

1:05 – 1:25pm **Work Smarter with CSDirect!**  
Documentation, Training, and more

2:35 – 2:55pm **"De-crypting" the SSL Certificate Process**