

INNOVATIVE EXPERT SERVICES

Innovative's comprehensive range of Expert Services—from customized consulting to “we-do-it-for-you” assistance—is designed to meet the needs of the modern library. As libraries continue to do more with less, Innovative offers the cost-effective, extra help you need to accomplish your library's goals and fulfill its vision. Discover the ways that Innovative's experts can work with your library to maximize the value of your integrated library system.

WE'RE HERE TO HELP!

Innovative's Expert Services, conducted by experienced professionals with extensive library and IT expertise, will help you take full advantage of your library's technology investment and implement effective workflows that will save you time and money. From a one-time consultation to ongoing assistance, Innovative can design a service package that is customized to fit the exact needs of your library.

UNIQUE SOLUTIONS FOR YOUR LIBRARY

Libraries of all types and sizes benefit from the flexibility, value, and high quality of Innovative's Expert Services offerings. In partnership with your library, Innovative will create unique solutions that deliver the following:

Customization – Innovative will work with you to design a custom service package that is tailored to your library's specific needs.

Cost-effectiveness – No matter the size of your library or budget, Innovative offers services that will maximize your staff's time and make the most of your library's existing resources.

Experience – Innovative's experts are highly-skilled library and IT professionals who have years of experience working with Innovative systems.

WORKFLOW CONSULTING

An integrated, seamless workflow can make all the difference when it comes to maximizing your staff's valuable time. By examining your current workflows, Innovative will identify opportunities for improvement and suggest changes that will increase efficiency. Depending on the needs of your library, our consultants will focus on workflow improvements in specific areas, such as holds, technical services, collection development, or circulation. As your library implements the new workflows, Innovative will guide you all along the way.

LIBRARY MANAGEMENT CONSULTING

You need information and statistics to make decisions, plan for the future, and successfully manage library and system changes. There are several ways that Innovative can make sure you are getting the most precise and relevant information from your system. During an on-site system audit, experts will optimize your system configuration, use of codes, and library processes. Other options include: analysis of your collections to ensure accurate data gathering for your statistical and reporting needs, an adjustment or restructuring of your Statistical Category Table, or a change of your library's location code structure.

SYSTEM TUNE-UP SERVICES

Innovative will ensure that your library is making use of recently added features and your system is configured for optimal performance. Our experts can upgrade your system to the most recent software release or customize the look of your public catalog with new colors or library logos. Innovative can perform a "checkup" of your system in which an expert consultant will thoroughly review your system, identify areas for improvement, and perform recommended changes.

THE RIGHT SERVICES FOR YOUR LIBRARY

Because your library is unique, we'll work with you to design a custom service package to meet your library's specific needs. Expert Services are flexible and are available on a one-time or long-term basis. Depending on your library's needs and activity level, you may want as few as five hours per month up to full time. Whatever situation your library is facing, Innovative will offer options to see you through. Together, we'll ensure that you are getting the most of your Innovative system.

LEARN MORE

For more information on Innovative's Expert Services, please contact your Customer Sales Consultant at sales@iii.com.

For detailed pricing and packaging information:

email: info@iii.com
call: 510.655.6200
on the web: iii.com

Discover more at:

iii.com