



## MANAGED SERVICES FOR SIERRA OR MILLENNIUM

Innovative clients find our unique approach to Managed Services to be a cost effective way to drive returns on their library system investment. Innovative’s library professionals bring extensive library and IT expertise to the administration of Sierra or Millennium applications and our mission is to ensure that the library is running efficiently and providing users the best possible experience.

Libraries can contract for Managed Services as a way to replace or augment staff. Our professionals have been contracted to provide assistance when staff are out on leave, to provide a level of ongoing support during a recruitment period, or to manage system implementations. Regardless of your library’s needs, our services can provide a level of assurance to you and your staff by ensuring your system operates at an optimal level. Our Managed Services packages are fully customizable but our most popular packages are Basic, Standard, and Premier. This service is provided remotely.

### BASIC - 5 Hours Per Month Minimum

Your Innovative consultant will monitor system status/backups, answer software/workflow questions, make sure you are fully utilizing Sierra/Millennium functionality, and be available for regular phone calls to help with any issues. Contact your consultant to make user/login/permissions, system option/parameters, and routine WebPAC changes at any time. Expect a fast response and thoughtful analysis of how changes will impact your system and workflows.

### STANDARD - 10 Hours Per Month Minimum

In addition to the above, your consultant will schedule software upgrades, manage add-on product installs, and make routine changes to WebPAC and load tables in consultation with the library.

### PREMIER - 15 Hours Per Month Minimum

We initiate the premier package with a multi-day library visit to learn about your staff, discuss areas of focus, and provide you with a detailed report on recommended projects and changes. The premier package includes all standard package services as well as a System Checkup Service within three months of project start, recommended for libraries that have been using Sierra/Millennium for more than five years. We educate you on current best practices and reconfigure codes/tables for optimal system use.

PACKAGES	BASIC	STANDARD	PREMIER
Ensure your library taking full advantage of your system’s suite of functionality	•	•	•
Provide advice on workflow best practices	•	•	•
Maintain system access logins	•	•	•
Make routine system option and parameter changes	•	•	•
Make routine WebPAC updates	•	•	•
Monitor file system status and daily backups	•	•	•
Coordinate/install software upgrades; consult/implement new features		•	•
Coordinate and assist with add-on product installs		•	•
Consult on record loading; answer profile questions; make routine table changes		•	•
Consult on reports and statistics needs		•	•
Library visit with follow-up report on recommended projects or changes			•
System Checkup–review system codes/tables and implement best practices			•
Monthly webinar training sessions, topics determined as needed			•
Circulation Parameters and Holds Consultation Services			•