

## Evergreen Pre-Launch Update #2

August 2, 2010

To: All KCLS Staff

From: Jed Moffitt—Director of ITS

### **Why is KCLS moving to Evergreen?**

Information, Reading, Entertainment—we look around and we can all see first-hand how the basic services that we provide to our patrons are being transformed by technology.

Organizations that provide these services and thrive—such as Apple, Google, and Amazon—are organizations that have direct control over their information systems. These organizations are constantly updating their systems to address changes in the way customers use services. They have at least this in common: all of these organizations can make regular modifications to their information systems, at a reasonable pace, to support evolving needs and goals.

At KCLS, we need to be able to make changes to our information systems, changes that will support our strategies to better serve our patron's. Of all the library software systems available today, Evergreen gives us the best chance to do this.

Right now we are stuck in the opposite condition: We have to design our services—and your workflow in the libraries—around the way our current Millennium library system functions. We have very little indirect influence, and no direct control over this system.

So as you well know, we have to endure a variety of difficult and challenging workflow absurdities on a daily basis that we can't do anything about such as:

- Different catalogs that produce different search results for patrons and staff
- A holds system that was designed for academic library collections that breaks hold relationships constantly between items and patrons
- A Byzantine and lengthy process to reattach those holds
- Locked records that occur many times a day that encumber the patron check-out experience

These are just a few of the many daily workflow inconveniences and inefficiencies that we need to be able to change if we're to improve the effectiveness of our technology workflow, and then transfer that previously wasted energy into better service to patrons.

Along with better staff efficiency, the other leg of Evergreen advantage is the enormous potential it has to give us better control over development of our online catalog. Our excellent Web-Services team of Lisa Hill, Melissa Falgout, Josh Ring, and Mindy Seppala (with visiting help from Kirsten Corning) is doing some beautiful design work based on patron usability for both the online catalog and the mobile online catalog.

Much of the visionary opportunity is for the future though. For this September we are simply trying to make a clean conversion of our existing services and make sure that the new system is robust and responsive to the heavy load we will bring to it.

So, in conclusion, we are trying to gain a beachhead here with Evergreen. We're trying to give ourselves a platform we can develop from to ensure the quality and relevance of our online services to our patrons into the future. At the same time, we're hoping to fix a whole bunch of nagging issues that we haven't been able to fix heretofore.

Challenges and unforeseen problems will appear along the way. You can count on it. But we feel confident that we will have a better ability to meet them and address them in a reasonable timeframe better than we ever have before.

Thank you all for your support.

Sincerely,

Jed