

Effective Library Communication During Puzzling Times

The Challenge:

- ◇ Migration to OCLC WorldShare Management Services (WMS) and WorldCat Local (WCL)

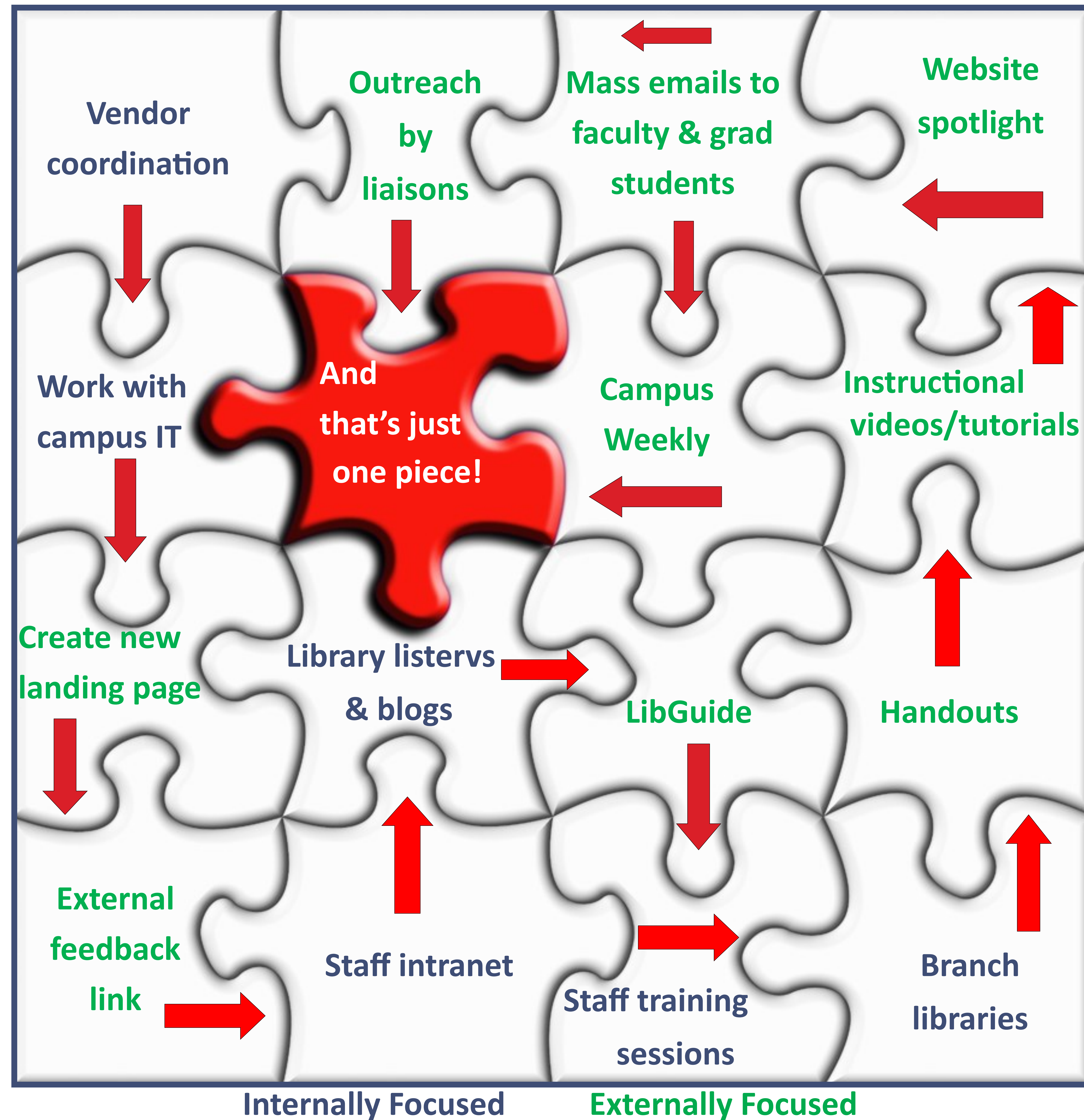
Major communication issues:

- ◇ New accounts for staff work
- ◇ Fine amnesty & extended due dates
- ◇ Print reserves in prior catalog and WMS
- ◇ WMS go live
- ◇ Circulation, patron data gaps
- ◇ WorldCat Local go live
- ◇ Delinking prior OPAC, journal linking system
- ◇ **New accounts for item renewals & holds**
- ◇ Journal linking system in databases, Google Scholar

Key Players:

- ◇ Library staff
- ◇ Faculty
- ◇ Students
- ◇ Friends of the Libraries and guests
- ◇ OCLC
- ◇ Campus IT

One small piece of the puzzle: New accounts for item renewals & holds



Lea Leininger, Health Sciences Librarian

Terry Brandsma, Information Technology Librarian

Kimberly Lutz, Director of Marketing