

# FROM IMPLEMENTATION ....

# TO TRAINING ....

# WE ARE THERE FOR YOU.

The **Learning Access Institute's** commitment to you only begins with our state-of-the-art software. We also make sure that your library is prepared to get the most out of the systems we offer.

From comprehensive up-front needs analysis, project management, training, implementation, customization and ongoing support options, we are there for you.

## Why we are different

The Learning Access Institute, a non-profit 501(C)3 organization, is different from the typical library vendor. Our abiding interest is in your library and your community in why you have never been able to automate or keep your systems up-to-date, and in how to design and implement systems that best serve you and your users.

We understand that staff in many smaller libraries are overcommitted, often relying on volunteers and struggling to make budgets work each year. This is why our tools are optimized to maximize the benefits in your settings, including strategies for using volunteers to accomplish your automation tasks.

## On-Time, On-Budget

Before you start your automation tasks, the Learning Access Institute will provide you with a project manager to oversee the entire implementation process. Any new project begins with a detailed needs analysis and discussion of the resources available to accomplish the project.

As organization we are extremely adept at finding ways to maximize scarce resources, to utilize volunteers effectively, and to find optional resources to accomplish your project on-time. We help you plan ahead so that you know what you're getting, and when.

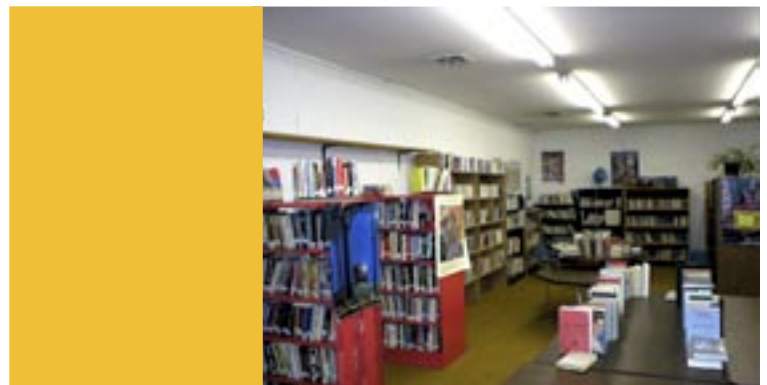
## Be prepared

The **Learning Access Institute's** offerings prepare you, your staff and volunteers for the initial implementation and subsequent on-going daily operational tasks. We provide various levels of hands-on instructor-led classes including training and course materials for your new volunteers. Our training material include many **QuickGuides®** to help you accomplish tasks efficiently and to guide you through the most important steps while using our systems.

## We are there for you

At the Learning Access Institute we understand your need to make technology work for you and not have it create yet another burden. We also understand that your local support options may be limited and that you may have unique support requirements.

Our experience in helping many smaller libraries of all types with their automation tasks, combined with our deep commitment to your community, lead us to provide unparalleled access to support, advice, and training. We are sure that we have a support solution which fits your needs and your budget and are committed to finding a mutually agreeable option that is tailored to your specific needs.



## Support Offerings

The Learning Access Institute offers libraries support in the following categories:

### Pre-planning and preparation

- Pre-automation planning analysis  
Typically a two day on site workshop and a “getting to know your library” consultation visit.
- Retrospective Conversion planning and preparation  
Typically a two day on-site workshop to prepare and setup for retrospective conversion using the LearningAccess ReCon® toolset.
- Project Management  
Typically a combination of on-site visits and bi-weekly conference calls to assist you in keeping the project on track and moving forward.

### Application support

- Basic Software Maintenance and Updates  
Annual renewable subscription service.
- Full system support  
Various service levels, based on annual renewable service agreements from incident based to full 7-by-24 support.
- System Recovery Service  
Nightly mirroring of full system to a Learning Access Institute backup server, providing for instant recovery in case of systems failure or natural disaster.

### Hosting Service

Learning Access Institute’s hosting services give libraries the option of a controlled server environment, where all daily technical support, upgrades and database maintenance tasks are managed by our professional staff. Hosting services may be ideal for your library to get started without taking on the initial extra burden of managing additional server hardware and software. This option may be especially useful to your library during the initial Retrospective Conversion phase using the LearningAccess ReCon tools.

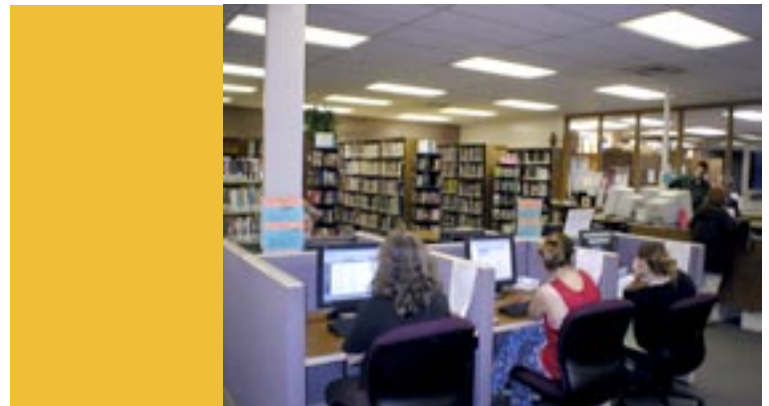
## Training Services

At the Learning Access Institute we understand how important training is to the success of your library. We therefore offer a broad array of training classes, including training offerings to help you to become an effective teacher to instruct volunteers and community residents in the use of our systems.

### Selected Course Offerings

- Searching the online catalog
- Training users to effectively use the Web OPAC
- Introduction to cataloging
- Introduction to serial cataloging
- Managing Circulation
- Training volunteers in circulation
  
- Using the LearningAccess ILS
- Using LearningAccess ReCon
  
- Writing ad-hoc reports
- Managing your server
- Learning the power of SQL
- System administration for librarians

All courses are interactive and taught in small classroom settings, and use both hands-on and lecture formats. The classes are taught at your library and tailored to your staff and community volunteers.



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