

Innovative and TRAC Meeting

Meeting Date: April 12th, 2018

Client: The Regional Automated Consortium (TRAC), Alberta, CA

Website: <http://catalogue.tracpac.ab.ca/polaris/default.aspx?ctx=1.1033.0.0.3>

Organization Background:

- TRAC is a partnership of the Marigold Library System, Northern Lights Library System, Peace Library System and Yellowhead Regional Library and all of their 180 member libraries. TRAC enables Patrons to borrow materials throughout Alberta, subject to local policies and lending programs.

Attendees:

- **TRAC Board Members:**
 - Michelle Toombs: President TRAC and CEO Marigold System
 - Julie Walker: Executive Director Northern Lights System
 - Linda Duplessis: Director Peace L System
 - Kevin Dodds: Director Yellowhead Regional Library
- **Innovative Interfaces Team:**
 - Jim Tallman-CEO III
 - Karen Karmilowicz- SVPAM
 - Dennis Todd- Polaris Expert
 - Regan Dewey- AM Canada

Meeting Notes:

Topic Of Discussion:

1. **Relationship:** TRAC Board Members requested an overview of the company, our knowledge of TRAC, and an overview of the changes recently made within the Innovative Team as it relates to the TRAC working relation. Innovative emphasized its commitment to TRAC and Canada by providing an overview of our recent sales account team and services team expansions and restructuring. Regan Dewey, has been assigned as the new AM for Canada and moving forward will set up meeting with TRAC and each Library system to address their goals and needs driving customized detailed Account Plans. Innovative also has 4 other resources also dedicated to Canada in different areas for New Logo sales, the Polaris Site Management (Jesse), product and support staff. TRAC specifically mentioned the very valuable and consistent support for TRAC from Jesse.

Action Plan: Innovative will develop a TRAC Account Plan which will outline the 2018 TRAC business initiatives, required product and services support, the relationship and communication plan and the schedule for continued meetings to ensure our partnership is clearly outlined with deliverables and timelines. In addition, we will also develop 4 Regional Account Plans to ensure overall success of each system's goals and needs working together in a collaborative effort. Innovative will intend to attend OLA in 2019 and have III representation at other conferences throughout Canada by outlining them in the Account

Plan. Innovative has agreed to provide a sample of an Account Plan for the upcoming session to TRAC.

2. Future of III: Jim Tallman reviewed the 2018 business plans for the company and addressed the TRAC relationship. To establish a base line, one of the items recommended was to outline a proposal to conduct a TRAC Account & Systems Health Check. The health check would review the Polaris system setup, status of upgrades and workflows, and the hosting environment to ensure TRAC is using the most recent updates and resources available to them. It will be important as III continues to invest in Next Gen and the supporting infrastructure to safeguard the future of libraries.

Action Plan: III will secure the input of TRAC in our next Gen plans and review TRAC's current systems to position the partnership to be able to take advantage of the Next Gen products being rolled out in 2018, 2019, and 2020.

3. Contracts, Billing and Invoicing:

The Parties openly discussed the issues with contracts, billing and invoicing. The biggest concern is the Need to Set up Billing and Invoices to the correct Regions or TRAC. TRAC has **Centralized** Billing to all of their locations. Action Plan: As part of the Account Plan, the parties will review what services are specifically ordered and paid for by TRAC and what products and services are ordered and paid for by the member libraries. Innovative will update our system of record for TRAC invoices, renewals and other financial matters that are directed to the appropriate TRAC resource. III will investigate why renewals were recently delayed and checks were returned from Dublin. We will map out and establish the point of contact with the right billing going to the correct Region ie. All Renewals, Maintenance billings and Each Region will need to be customized.

4. Contract: TRAC would like de facto to be Canadian law, Akin (Chief Legal) needs to approve. III does accommodate country specific.

Today, TRAC is on year to year agreement. We discussed the opportunity to collaboratively work with TRAC to discuss future goals of moving to a new multi-year licensing agreements.

Interested in lower rate longer term contract. Also, TRAC inquired as to how Innovative applies the standardized 5% or CPI index, whatever is greater, cap at 5%. Subscription based on sizing of libraries.

Action Plan: Evaluate TRAC contracts and discuss future goals to develop a proposal for a multi-year agreement.

5. Hosting vs. Servers: TRAC mentioned that servers will need to be replaced down the road and they would like to evaluate Amazon Web Service (AWS).

The Board Members would like to discuss how to move to a central system management of 1 database. Michelle requested evaluating a 5-year plan for TRAC's evaluation to control support costs.

Also noted was that the Public Library works off VPN off the super-net (in Province) and that all feed into the TRAC network.

TRAC would like to understand how AWS would work by connecting VPNs to AWS in Canada.

Action Plan: III will work with TRAC to understand their hosting needs and timeline to develop a hosting proposal for TRAC's evaluation.

6. Communication: TRAC Board members expressed that the 4 of them are the Only Regional Members who should be sent email blasts from III unless otherwise notified (as my announcement went to over 25 libraries within different Regions and the board members had to field many calls and emails). TRAC consists of the 4 Board Members for each Region and there are no employees or a TRAC Provincial Library. Each Region has Library Boards and each Library within the region is autonomous. TRAC maintains all communication that goes out to their Regions and libraries. TRAC serves 83% of the Provence.

Action Plan: Update III Marketing on the 4 Board Member only emails asap for companywide communication.

TRAC Board Members also expressed the lack and inconsistency of communication over the last year.

Action Plan: The Account Plan moving forward will help to drive communication per quarter collaboratively and because it is a living breathing document, it can be updated as needed throughout the year.

TRAC is interested in engaging in future plans and the conversation with III for the development of systems and products. (My Library, Idea Lab)

We discussed how III moved to Agile methods with releases scheduled every 6 weeks. Jim also shared that Polaris will be replaced within 3 years with Next Gen.

III will continue to support Polaris and will work off of the new Data Base. Next Gen Discovery Platform. Next Gen first phase is the discovery layer where we move Polaris into the Data Base.

Jim asked how does TRAC want to participate moving forward? (Beta Test partners-every 6 weeks/Strategic Partners- check points, demos, provide feedback or Every 6 months)

Action Plan: Jim is going to talk with Katherine/Mark Eskander about TRAC and what Polaris options there are to be engaged in moving forward.

7. Training: TRAC shared that only Headquartered Staff needs training. Throughout the conversation there was interest in training for a few areas such as creation of Bibs/Acquisitions. Polaris training topics discussed. Website, Bootcamps, hot topics. As part of our discussion and we also made mention of our Professional Training and Service offerings.

Action Plan: The Account Plan process will include Training in the discussion to help identify the specific ongoing training needs of TRAC and the 4 Regions.

Also wanted to include the Polaris link where TRAC can sign up online independently at any time. Please Visit the link below to Learn More.

Bookwhen (iii Webinars, workshops, and more)

<https://bookwhen.com/innovative>