

Mid-Life Crisis of an INNOPAC

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What is an INNOPAC "Mid-life Crisis"?

- Outdated policies and procedures
- Not implementing new features
- Not investigating programs that failed before
- Not taking advantage of new programs

Why does this happen?

- Staff Departures
- Staff Stays the Same
- Staff do not get support for change

What are some examples?

- Circulation: Manual Adjustment of fines for billed items & E-mail Circulation Notices
- Batch Record Loading and paper confirmations
- Arcane codes
- Fiscal Close: Running a more complicated method because of a few carry-over and endowment funds.
- Busy Record Logs

What can you do?

- Revisit your workflow. Follow the books on a walk through & look at every paper form.
- Ask WHY?????? (Not as an ass, but out of curiosity).
- Never accept “it’s too hard to setup” or “it won’t work”.
- Be flexible. “Don’t get attached to the results.”
- Place the focus on customer service
“WWJcpD?”

How to you keep things “alive” or “fresh”

- Enhancement voting and release information should be separated and shared with the departments at your library.
- Review the users manual and csdirect for ideas if there are questions or concerns.
- Look to the users groups for solutions already in place at institutions.
- Most of all, you need to be willing to take the plunge and ask “How am I doing?”

What do you need?

- Time
- People
- Training
- Patience
- Money