IUG 2017 Conference Summary
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The Innovative Users Group (IUG) Conference opened with a company overview by Innovative Interfaces Inc.’s (III) CEO, James Tallman. He highlighted the following goals he will be working on:

- bundled pricing
- standard contracts
- continued improvement in customer support

He shared that the company had just received its ISO 27001 Information Security Management Systems Certification, a global security compliance standard. Some of the goals that the company had accomplished since the last IUG conference included:

- implementing Amazon Web Services
- quarterly product release trains
- expanded professional services.

We met with our new account manager, Melissa Congdon, and Dennis Todd, a sales engineer. We discussed our need to get our digital management software implemented. The contract amendments have now been sent and signed and implementation will begin in May. We were able to schedule Melissa and Dennis for our LYNXI Summit on April 28. We discussed other issues and other Polaris experts were brought in to see if these problems could be resolved. We asked for enhancements where the current product is unable to provide the solutions that the Consortium needs.

There were forums wherein attendees could ask questions about the various modules. These provided tips and tricks for using Polaris. They also provided insights for the struggles other libraries are having with Polaris.

A couple of presentations stood out for their quality and relevance and are summarized below.

*Building an In-Demand Collection: Demand-Driven Acquisitions for E-Books*, presented by Mike Hawkins of Sno-Isle Libraries, outlined their attempt to implement Demand Driven Acquisitions (DDA) for e-books at their library. They used Strategic Funds for the program, which represented a large portion of their e-resource collection budget. They worked with OverDrive and set some initial parameters, including a list of approved publishers, and restrictions on publications dates (no publication date limit on fiction, 5 year publication date on non-fiction, 12 month publication date limit on computer, technology, and travel books). Despite doing a soft launch, they had to eliminate Harlequin from their publishers list on day four and added a cap of $75 per user due to the unexpected cost of the program. These steps did not help much. By day 14, they had expended 27% of the budget that they had planned for the entire year of the project. At this point, they excluded audiobooks (48% of the costs they had incurred), bundled books, and public domain titles. They were not prepared for how popular the project would be.
For 2017, they have added a limit to the publication dates and only books published between 12/1/2016 and 12/31/2017 can be purchased. At one point in their project, they looked at the 37,000 titles that were purchased in this program. Of the 37,000 titles, 12,000 had only circulated once.

*What's New and Ahead for Leap,* was presented by Kellie Conner, the product development manager for Leap. The goal is to make “Leap Only” a viable solution for the circulation desk. She spent time reviewing all of the features that have been added since IUG 2016. Some of the features that she highlighted coming in the 5.5 release in late 2017 are: record set management (create & delete; other record set functions), bib/item/authority record delete/undelete, ILL work form, unclaimed ILL view on picklist, item work form default view, check out keyboard shortcut, find tool (export to record set). Post 5.5 development will focus on the following: continue with ILL, finishing up record set development, adding API layer to Web Admin, integrated e-commerce, and bulk change.

Other important information that was gleaned from the conference:

- The next version of Polaris will be version 5.5. The most significant changes:
  - Additional features will be added to Leap including bulk holds etc. The long-term plan is to move all Polaris features to a web client (although not necessarily in Leap).
  - The Polaris PowerPAC (which is being rebranded the Polaris Discovery tool) will get a complete interface redesign. Besides a new clean looking interface, the design will also be responsive to screen size. This will allow the PAC to work on any size screen (including phone) and be more useful on touchscreens. The existing mobile PAC will still be available but will no longer be developed. Once the responsive design is available, it is recommended that the Consortium discontinue the mobile version of the catalog.
- My Library!, an app used on the Sierra platform, will be available for Polaris libraries later this year.
- ILL continues to make improvements in the Polaris API. There are examples of libraries that wrote their own website integrated version of the catalog using the API (see https://www.darienlibrary.org/).
- Additional features were demonstrated for our Tech Logic RFID wands. Brad will be working with Tech Logic to implement these features.

ILL will be implementing a new enhancement process which will allow users more input into product development.