

# ILLiad



## Atlas Implementation & Training Services

Atlas Systems provides a Standard Implementation Package to ensure a successful ILLiad implementation for your library. A dedicated Customer Service Agent will guide you through the implementation process. Additional support from your local IT staff may be necessary.

### What's included in the Standard Implementation Package?

- **ILLiad Implementation Kickoff Video**

Self-paced video covers key documentation resources and training preparation tips, and answers many of the questions we frequently receive from new ILLiad users.

- **Customizations**

Atlas provides a Setup Wizard for each site to complete. This includes local contact information to use in templates as well as preferences for workflow. Atlas customizes and tests the Z39.50 connection to your ILS if available.

- **Ongoing Support while Implementing**

Your Customer Service Agent is available for questions, technical support and assistance with customizations. You can email our service system or call your agent directly.

- **One Year Free Trial of Atlas Video Training Library**

A subscription to the Video Training Library includes access to the entire archive of recorded sessions. More than 100 classes are available, from basic to advanced topics. Following the one-year trial we strongly recommend that you subscribe to the Video Training Library to make training available to your staff anytime, anywhere.

- **Basic Web Customizations**

Atlas can make basic web page edits to your site so you don't have to secure staff or web development time at your institution. This includes adding your institution's logo to the header, matching color themes to your current site and some minor editing of text.

- **Online Staff Training**

When you are ready, a member of our Training and Library Solutions team will conduct a readiness test to check your configuration and set up private online training for your staff.

***Personalized Online Lending and Borrowing Training***

Your staff will receive a total of six hours of training for Introduction and Lending on two consecutive days and an additional three hours of Borrowing training a few weeks later. Sessions are conducted online and recorded for your convenience. You will be up and running with lending on the first day of training.

***Training for Shared Server Sites***

~ We strongly recommend that shared server sites purchase additional Atlas Implementation and Training packages so that each site can receive targeted training and customization assistance.

~ If shared server sites choose to purchase only one package, the customer selects one site to be the focus of training and that site will receive the web editing, customizations, and workflow consultation services. All sites (main and satellites) will receive basic support and client installation regardless of the number of Atlas Training and Implementation Packages purchased.

**Please see other side for Post-implementation Services**

### Learn More

For more information on ILLiad Implementation & Training Services, please contact us at [training@atlas-sys.com](mailto:training@atlas-sys.com).



Get more from ILLiad with OCLC and Atlas Systems Support and Training

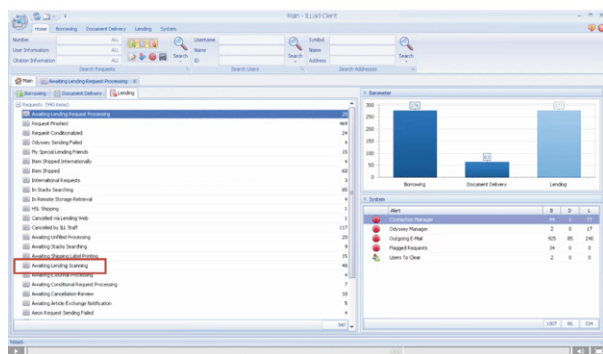
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## Post-implementation Services

### Atlas Training

Implementing a new system provides a great opportunity to examine workflows, policies and processes. Contact [training@atlas-sys.com](mailto:training@atlas-sys.com) to make your ILLiad implementation as effective as possible.

For ongoing training, subscribe to the Video Training Library. With affordable pricing as low as \$30 a month, staff members can watch as many training tutorials as they want, as many times as they need. For more information on the Video Training Library, visit [training.atlas-sys.com/](http://training.atlas-sys.com/). If you have ILLiad, you need the Library!



### OCLC Support

Following the successful implementation of ILLiad, OCLC will be your primary contact for support. If extensive troubleshooting is required OCLC support staff may refer you to Atlas Systems.



### Atlas Access Services Concierge

Concierge is an annual subscription service that helps you get work and projects done that you might not have experienced staff or time to do. Concierge is designed to help you derive the maximum value from using Atlas software—without adding and training new library staff.



For more information, visit [www.atlas-sys.com/products-and-services/concierge/](http://www.atlas-sys.com/products-and-services/concierge/). Or, email [concierge@atlas-sys.com](mailto:concierge@atlas-sys.com).



Every Atlas customer site receives superior service and support from our Training & Library Solutions team, including a dedicated Customer Service Agent who knows your library and experienced library consultants who can help you get the most from your Atlas software.