Day in and day out you know there’s more you and library staff could be doing if you had the time, experience and expertise. You recognize that the Concierge service could provide the extra hands you need. But how can you convince your manager that the value you’ll get from Concierge will far outweigh the cost of the subscription?

Here are some tips on how to explain the benefits of Concierge.
Our Challenge

We have projects we can’t get done because of lack of time, staff and/or skills.

MAKING THE CASE

Compile a list of projects that have been on the back burner. Explain why they haven’t been able to be completed.

“The tune up was incredibly helpful for us. Some mysteries were cleared up, [staff] received some much needed technical background on ILLiad, and some issues that I haven’t been able to take care of have been fixed.”

How Concierge Can Help

Atlas Concierge staff will do what we don’t have the time or staff to do. We don’t have the expense of hiring or training more staff to get our projects done.
Our Challenge

Even if we have the staff, what is the cost of using them for these projects rather than having them focus on their core mission of serving our users?

MAKING THE CASE

- Estimate the cost in staff time of recent projects.
- Provide examples of projects staff did that it would have been more cost-effective and efficient to have outsourced to Atlas staff.

[Atlas staff] was indispensable in moving a major merged database project nearer to completion. The ILLiad Tune-Up was certainly well worth our money and time!

How Concierge Can Help

Concierge staff can be our extra hands. The average cost of Concierge for two years is about $400 a month—far less than we’d pay a staff person. And, with Concierge, there’s no learning curve, no time figuring out how to get started, no time wasted with false starts, and the end result will be accurately and professionally done.
Our Challenge

There’s never enough time to analyze our processes, procedures and workflow to ensure we’re being our most productive.

“We have been using ILLiad for about 10 years and we knew there were probably ways we could improve our workflows. I believe we will save significant time and/or money on every single request we process in both borrowing and lending thanks to the training we received.”

How Concierge Can Help

Concierge includes a Tune-up every two years. With a Tune-up we get two days of on-site help to analyze and improve our workflow. A Tune-up can also include database cleanup and customized instruction based on our needs.
Our Challenge

When Atlas software is updated it’s hard to find the time to do the upgrades.

How Concierge Can Help

Our Concierge will schedule time with us to do the upgrades so we know we’ll gain access to new functionality in a timely manner.
Our Challenge

Upgraded software offers productivity enhancements we aren’t even aware of. We’re not taking advantage of new functionality because we don’t have time to learn about it.

[Atlas staff] found many ways in which we could save time and money in our current processes. The man-hours saved by these new processes/workflows will more than pay for this training in just a few short weeks.

How Concierge Can Help

Our Concierge will call us whenever there’s a new release and work with us on a rollout plan for the new functionality. We’ll learn how the new release will impact us. Our Concierge will help us implement the new release and train staff as necessary to take advantage of new functionality.
Our Challenge

It’s hard to find the time and resources to update our old ILLiad Web pages. IT people don’t always understand how ILLiad works so we need to spend time training them.

Our ILLiad Tune-Up goals were to update our web pages and to be fully functional in the latest version of ILLiad. Everything is working smoothly.

How Concierge Can Help

Our Concierge will update our pages for us so we’ll always put our best face forward to our users.
Our Challenge

It’s hard to find the time for training to keep current staff up to speed on new functionality or to introduce new staff to ILLiad or Ares.

How Concierge Can Help

Concierge includes a subscription to the Video Training Library with 24/7 on-demand access to online class recordings, self-paced training modules, and tutorials. Staff can access training when it fits their schedule. This is a $999 value.

We learned so much the last two days, and have already put in place some time-saving processes.
Our Challenge

It’s not always possible to find funds for training when we need it.

“Thanks to the training we received we now have the resources and impetus to move forward with improved tools and optimism.”

How Concierge Can Help

Concierge includes unlimited access to online classes so we can access training whenever we need it without worrying about budget constraints. These classes cover a wide range of topics.
CONCIERGE

Helping us do what we don’t have time or staff to do.

- Customized care from our own assigned Atlas concierge
- Implementation assistance with new ILLiad and Ares versions
- One on-site Tune-up every two years
- Technical and editing help with Web pages, Word documents and email messages
- Unlimited access to the online Video Training Library and live online classes