



# New Director Welcome Meeting

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CONNECTING LIBRARIES TO STRENGTHEN COMMUNITIES

# Welcome and Introductions

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Please introduce yourself

- Name and Library Name
- New to the library?
- New to the director position?
- New to PrairieCat?



# 138 PrairieCat Members

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## **Library Type**

104 Publics  
31 Schools  
3 Academic/Special

## **Membership**

83 Fully Participating  
20 Basic Online  
35 Union List

# Membership Levels

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## **CIRCULATING**

### **Fully Participating Members**

All member functionality within the software

Voting members and may hold any office

Patrons have full access to the benefits of the ILS

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## **CIRCULATING**

### **Basic Online Members**

All basic circulating, cataloging and online catalog functionality within the software

Voting members and may hold any office.

Patrons have full access to the benefits of the ILS.

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### **Union Listing Members**

Contribute their holdings to the database for resource sharing activities only

Limited use of functionality within the PrairieCat software

Use staff-initiated holds to request materials for their users from other PrairieCat libraries

Patrons of the library are not included as part of the patron database of the ILS

Union listing members have four representative who vote at Delegates Assembly.

# Resource Sharing

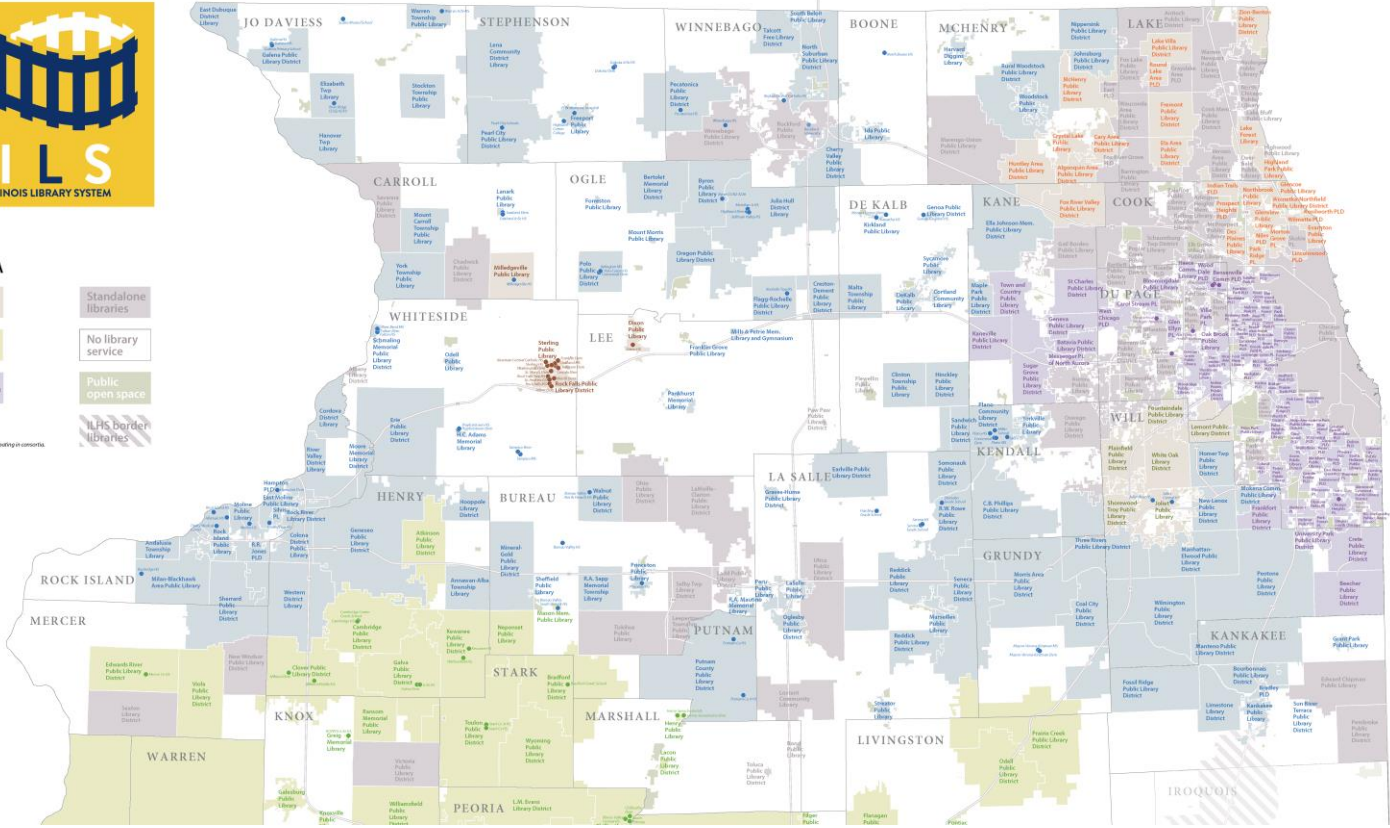


**CONSORTIA**

- CCS Central Illinois Cooperative System
  - PrairieCat
  - RRC Rock River Consortium
- PLC Prairie Library Cooperative
  - RSA Resource Sharing Alliance
  - SWAN Southwest Area Network

- Standalone libraries
- No library service
- Public open space
- ILIS border libraries

© Colored dots identify individual institutional members participating in consortia.



# Resource Sharing

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1.2 MILLION  
BIBLIOGRAPHIC RECORDS



5.1 MILLION ITEM  
RECORDS

# What is the difference between PrairieCat and RAILS?

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- PrairieCat is a consortium of 138 libraries that share an integrated library system (ILS).
- The PrairieCat member libraries each have an intergovernmental agreement (legal contract) with the other PrairieCat members to share services and the ILS.
- PrairieCat libraries pay PrairieCat membership fees which cover about 75% of the costs of operating the ILS.
- PrairieCat receives a grant from RAILS to provide support and services to the member libraries which covers the remaining costs. RAILS uses a grant from the Illinois State Library to cover the costs in its budget for supporting PrairieCat.
- RAILS membership is required to be a PrairieCat member.
- The Reaching Across Illinois Library System (RAILS) is one of three state-funded regional library agencies in Illinois (the other two are Illinois Heartland Library System and the Chicago Public Library).
- RAILS is primarily funded by a grant from the Illinois State Library, an office of Secretary of State and State Librarian.
- RAILS has approximately 1,300 members, representing more than 4,200 individual library facilities, and has other shared consortia like PrairieCat.
- RAILS not only supports resource-sharing and shared catalogs like PrairieCat, but also provides delivery, consulting, continuing education, grants and group purchasing and vendor discounts.
- There are no membership fees to belong to RAILS, but all RAILS members must re-certify their membership each year.

# What does PrairieCat do?

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Manages Sierra and Vega products for member libraries.

Communicating with Innovative and other vendors

Troubleshooting problems

Assisting with cataloging

Database maintenance and cleanup

Updating circulation settings

Training members

Managing notices and alerts

Communicating and resolving issues

Managing catalog add-ons



# What doesn't PrairieCat do?

These are some of the library support services we get frequent questions about:

- Manage delivery services (RAILS)
- Provide Continuing Education Credits
- Manage L2 (RAILS)
- Facilitate Networking Groups
- Find More Illinois (RAILS)
- Explore More Illinois (RAILS)
- eRead Illinois (RAILS)
- Overdrive/Ebooks (OMNI)

# PrairieCat Terms

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- LLSAP – local library system automation program – an Illinois term for a consortium that is partially supported by an Illinois library system (e.g., RAILS).
- ILS – integrated library system – also known as a library management system (LMS) – a unified computer system for a library or group of libraries, used to track items owned, orders made, bills paid and patrons who have borrowed. An ILS usually comprises a relational database, software to interact with that database, and two graphical users interfaces – one for patrons, one for staff. Separate software functions within the ILS can be called modules.
- Innovative – the vendor that supplies the software for PrairieCat’s integrated library system.

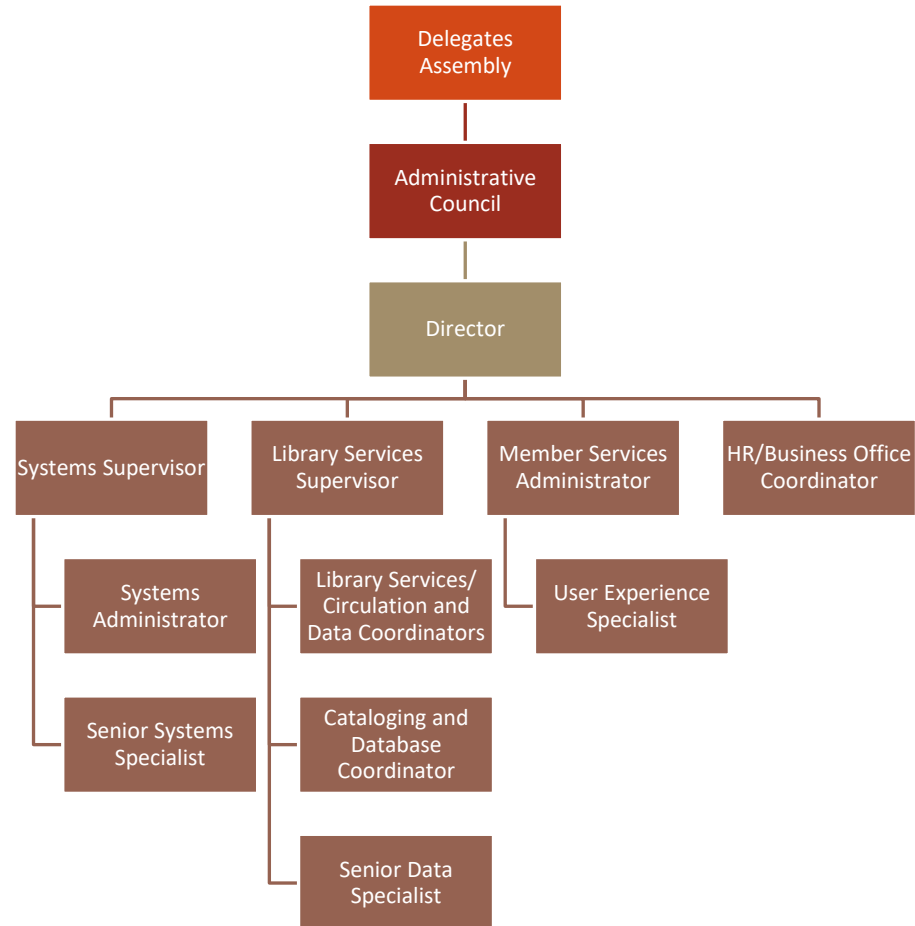
# PrairieCat Terms

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- Syndetics Unbound– reader’s advisory information available in Vega Discover that provides series information, similar authors and titles, reviews and more.
- IPA Innovative Phone Alerts – PrairieCat uses IPA to make automated calls to patrons for holds pickup and overdue notices; and a Telephone Renewal System so patrons can call in to renew materials at 888-542-7259.
- eCommerce – the ability for patrons to pay fines and fees via My Account in the public catalog. Member libraries are reimbursed quarterly for eCommerce payments.
- PrairieCat Email – each library location has a PrairieCat email account in Microsoft 365 that PrairieCat uses to distribute paging lists, member notices and reports.

# PrairieCat Organization

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# Governance

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## Administrative Council

- 11 Elected Members
- Monthly Meetings

## Delegates Assembly

- 103 Representatives from Circulating Libraries
- 4 Union List Representatives
- Quarterly Meetings

# Delegates Assembly

## **What is a Delegate?**

Each Fully Participating and Basic Online member library appoints its chief administrator or another staff member to act as the Delegate on the Delegates Assembly. The Delegate may also designate, in writing, an alternate to vote in their absence. The four Union List member representatives are also voting members of the Delegates Assembly.

## **When does Delegates Assembly meet?**

Delegates Assembly meets quarterly in July, October, January, and April on the last Wednesday of the month. The PrairieCat fiscal year budget is passed at the April meeting. Registration details are listed in L2 and on PrairieCat website.

## **Do delegates need to attend every Delegates Assembly meeting?**

Delegates Assembly attendance is a membership requirement for Fully Participating members, Basic Online members, and the four Union List representatives per the IGA and Bylaws.

## **Non-Attendance Fine**

If a Delegate or Alternate for a member does not attend **at least two meetings in one year, and at least once in person**, that member will be charged \$150.00 per PrairieCat bylaws. This rule is in place to assure that membership attends and we have sufficient quorum to carry out business.

# Delegates Assembly

## Upcoming Delegates Assembly

- ❑ Wednesday, October 30, 2024 10:30am to 12pm
- ❑ New Lenox Public Library District and online via Zoom
- ❑ [See PrairieCat website for details](#)

Attendance is required for Fully Participating and Basic Online members.

The meeting locations alternate around the PrairieCat service area.

# Compliance Reminder

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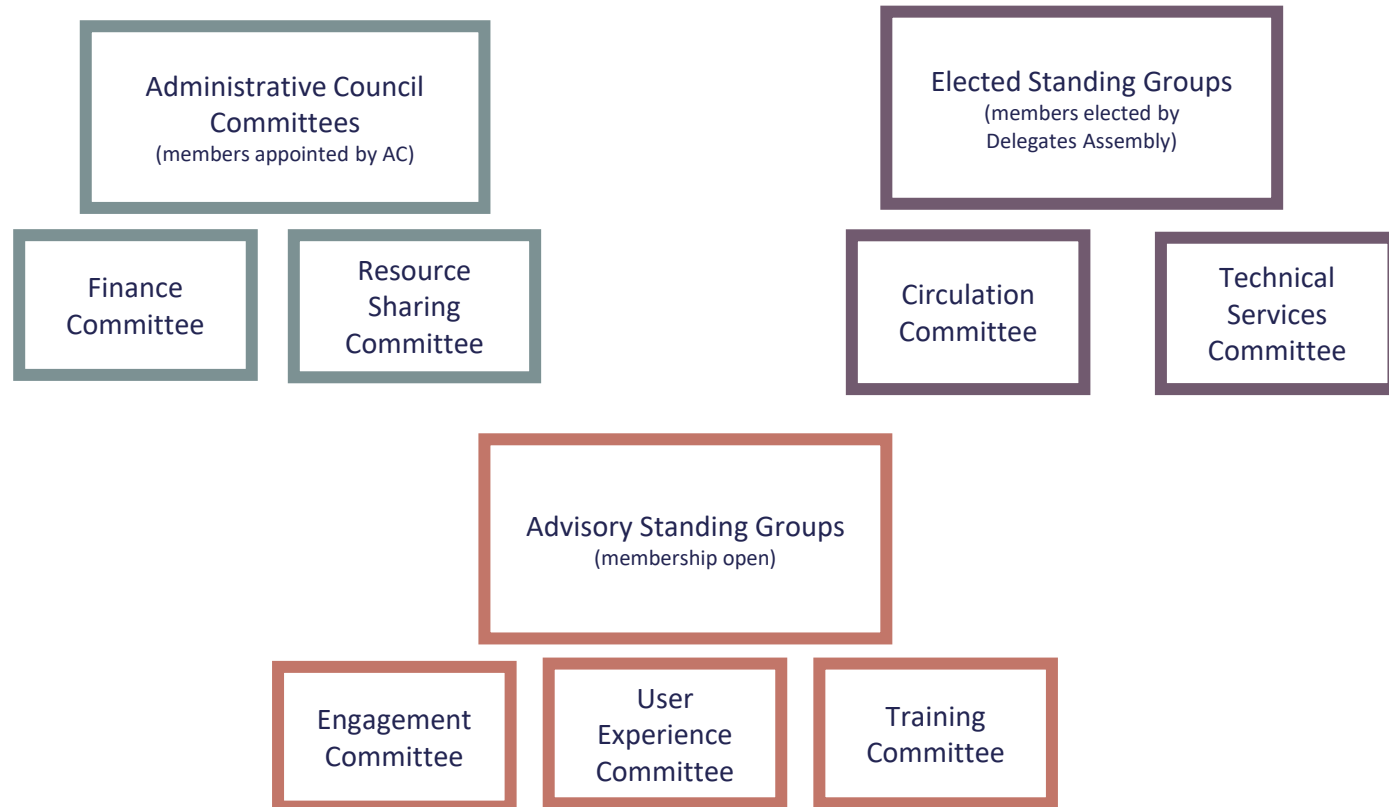
## Responsibilities of Member Libraries

- Complying with PrairieCat policies and procedures as detailed in the IGA, Bylaws, General Policy Manual, Circulation Policies and Procedures Manual, and Technical Services Policies and Procedures Manual
- Twice a year, Administrative Council reviews member compliance report regarding:
  - **OCLC membership**
  - **Adding items to PrairieCat**
  - **Lending materials on PrairieCat**
  - **Item Entry Certification**



# PrairieCat Committees

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# Budget and Finance

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## **Elements of PrairieCat member fees (circulating libraries):**

Per library fee-flat fee. Basic Online members pay approximately 70% of the Fully Participating member amount.

“Usage” fee, made up of three-year averages of circulation, patron, and item counts

Annual Capital Reserves contribution. Basic Online members pay approximately 70% of the Fully Participating contribution

Annual hosting fee, again with Basic Online paying 70% of the Fully Participating amount

## **Union Listing Fees:**

A per library fee that is approximately 25% of the fully participating library fee

A Capital Reserves fee that is approximately 25% of the fully participating library fee

# Special Projects



## Vega Discover Catalog

Visit the website for project details  
Find your library's customized catalog url on the Quick Library Lookup



## PrairieCat Support Site

New site launched in last year  
Users log in with L2 account  
New staff to access training resources



## PUG Day 2024

Professional development and training for library staff.  
Virtual event on September 26 -27.



# Director Resources

[RAILS CE Archive – Directors Essentials](#)

[RAILS CE Archive – Compliance with the Open Meetings Act](#)

[FOIA and OMA Training](#)

[Library Service Map](#)

[Annual Library Certification](#)

[Public Libraries | IPLAR Information](#)

[IL State Library Grant Programs](#)

# Communication and Logins

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## L2 login

Create your own  
Used to log in to PrairieCat Website

## Talent LMS login

Create your own  
Different from L2/PrairieCat website

## Sierra login

A mix of shared and  
individual or “named” logins

## PrairieCat Mailing Lists

[support.prairiecat.info/mailing-lists](http://support.prairiecat.info/mailing-lists)

## PrairieCat Newsletter

<http://eepurl.com/bW-ILD>

Facebook @PrairieCatLibraries

# PrairieCat Mailing Lists

[support.prairiecat.info/mailling-lists](http://support.prairiecat.info/mailling-lists)

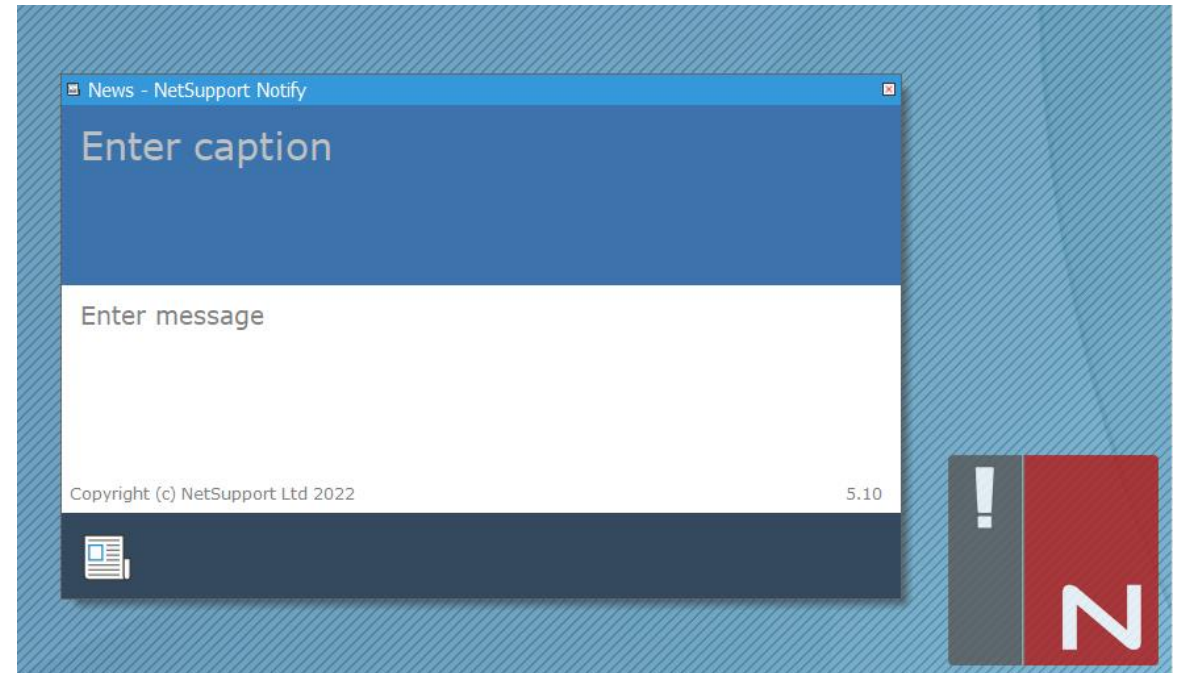


### PrairieCat Email Subject Categories

<b>CRITICAL</b>	<ul style="list-style-type: none"><li>System-wide, unplanned, critical issue</li><li>Sent to all PrairieCat primary mailing list subscribers</li><li>Concurrently sent to NetSupport Notify subscribers</li></ul>
<b>ALERT</b>	<ul style="list-style-type: none"><li>System-wide, planned issues</li><li>Sent to all PrairieCat primary mailing list subscribers</li><li>Concurrently sent to NetSupport Notify subscribers as needed</li></ul>
<b>UPDATE</b>	<ul style="list-style-type: none"><li>Report on an ongoing issue or project (critical or non-critical)</li><li>Non-critical issues—updated weekly</li><li>Sent to all PrairieCat primary mailing list subscribers</li></ul>
<b>NEWS</b>	<ul style="list-style-type: none"><li>Member news</li><li>General announcements</li></ul>
<b>TRAINING</b>	<ul style="list-style-type: none"><li>Announcements of new training sessions</li><li>Reminders about upcoming training</li><li>Tips &amp; Tricks</li></ul>
<b>REPORTS</b>	<ul style="list-style-type: none"><li>Announcements when reports and statistics are posted, with action steps</li></ul>
<b>BRIEF</b>	<ul style="list-style-type: none"><li>Executive summaries from governance and committee meetings</li></ul>

# NetSupport Notify

[Desktop Notification System](#)



# Websites

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## **PrairieCat Specific**

PrairieCat Website

<http://support.prairiecat.info>

PrairieCat Help Desk

<http://helpdesk.prairiecat.info>

PrairieCat Email (notices and paging lists)

<https://login.microsoftonline.com/>

Talent LMS Training

<https://prairiecat.talentlms.com/>

## **Other**

RAILS

<http://www.railslibraries.org>

RAILS Delivery Help Desk

<https://railslibraries.org/delivery>

Upcoming RAILS CE events

<https://railslibraries.org/education>

Library Learning (L2)

<https://librarylearning.org/>

Illinois State Library

<https://www.ilsos.gov/departments/library/>



Quick System Status: ● Sierra ● Encore ● eCommerce



### Help Desk



PrairieCat staff are available to assist employees of member libraries.

Phone: (877) 542-7257

Contact Help Desk

### News

#### PrairieCat Closed - Labor Day

We will be closed on Monday Sept. 4th in Observance of Labor Day. No phone or one line support will be available...

### Calendar

#### PrairieCat Back to School Session

Tue, Sep 12 2023, 12:30pm - 3:30pm  
[Learn More](#)

### Members

#### PrairieCat Users Group (PUG) Day

Friday, September 29, 2023

In-person event at Waubensee Community

# PrairieCat Website

[support.prairiecat.info](https://support.prairiecat.info)



## Help

### Standard Support Hours

8:30 am - 5 pm | Monday-Friday

(877) 542-7257

### Critical Phone Support Hours

5 pm - 9 pm | Monday-Friday

9 am - 5 pm | Saturday

12 pm - 5 pm | Sunday

### Special Support Contacts

Billing issues:

Contact Carolyn Coulter

RAILS delivery issues:

railsdelivery@railslibraries.org

[View](#) [Access control](#) [Edit](#) [Unpublish](#) [Outline](#) [Delete](#) [Revisions](#)

Library users: Please contact [your home library](#) for assistance with the PrairieCat catalog.

### Contact Help Desk

PrairieCat staff are available to assist employees of member libraries.

[Submit a Ticket](#)

Phone: (877) 542-7257

### Known Issues

Status

There are no known issues at this time. Visit the issue queue for a complete list of previous issues.

Any

Need help? Ask  
the Help Desk

# PrairieCat Help Desk

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When to Call | Critical issue | 877.542.7257

Addressed during business hours and after hours on-call support

- A service is down (Sierra, Ecommerce, Vega Discover etc.)
- Circulation is impacted
- Unable to perform key job functions

When to Open a Ticket | Standard issue | Submit a help desk ticket

Addressed during business hours


- Questions and troubleshooting
- Report issue
- System changes (for example, IP address changes)
- Integrating new services
- Report request


[support.prairiecat.info/help](https://support.prairiecat.info/help)


# Ticket Portal

- This is the main hub of the new system
- Submit and Track tickets here
  - Submitting tickets through the Forms on the support site remains the same
- Access this by going to the direct website or the Support Site and clicking a link



 [Support Center Home](#)

 [Open a New Ticket](#)

 [Check Ticket Status](#)

## Welcome to the Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

[Open a New Ticket](#)

[Check Ticket Status](#)

[helpdesk.prairiecat.info](https://helpdesk.prairiecat.info)

# Circulation Services

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Please open a Help Desk ticket if you need changes made to the circulation configuration in Sierra for your library. Examples of changes PrairieCat staff make regularly are:

- Loan rules and fine rate changes.
- Adjusting limits by format.
- Customizing date due slips, receipts or hold pickup wrappers.
- Adding self-checkout workstations.
- Adding days closed for holidays or special closings.
- Special projects such as remodeling or moving to a new building.
- Loan Rule Review – Not sure how your library's loan rules are setup? Put in a help desk ticket.

# System Services | Reports

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Monthly statistical reports are posted on the support website

Other reports include: eCommerce transactions, items that have been too long in a certain status, new item conversions, withdrawn items, problem holds, and more.



Members can also run their own reports using Decision Center or Create List (FP only).



PrairieCat staff can run custom reports when requested, or to do bulk updates on a group of records such as a group of item or patron records.

Submit a Help Desk ticket if you have a report need or assistance with updating records.



If you are having any issues connecting to PrairieCat services, please contact us at [helpdesk.prairiecat.info](mailto:helpdesk.prairiecat.info) or 877-542-7257.

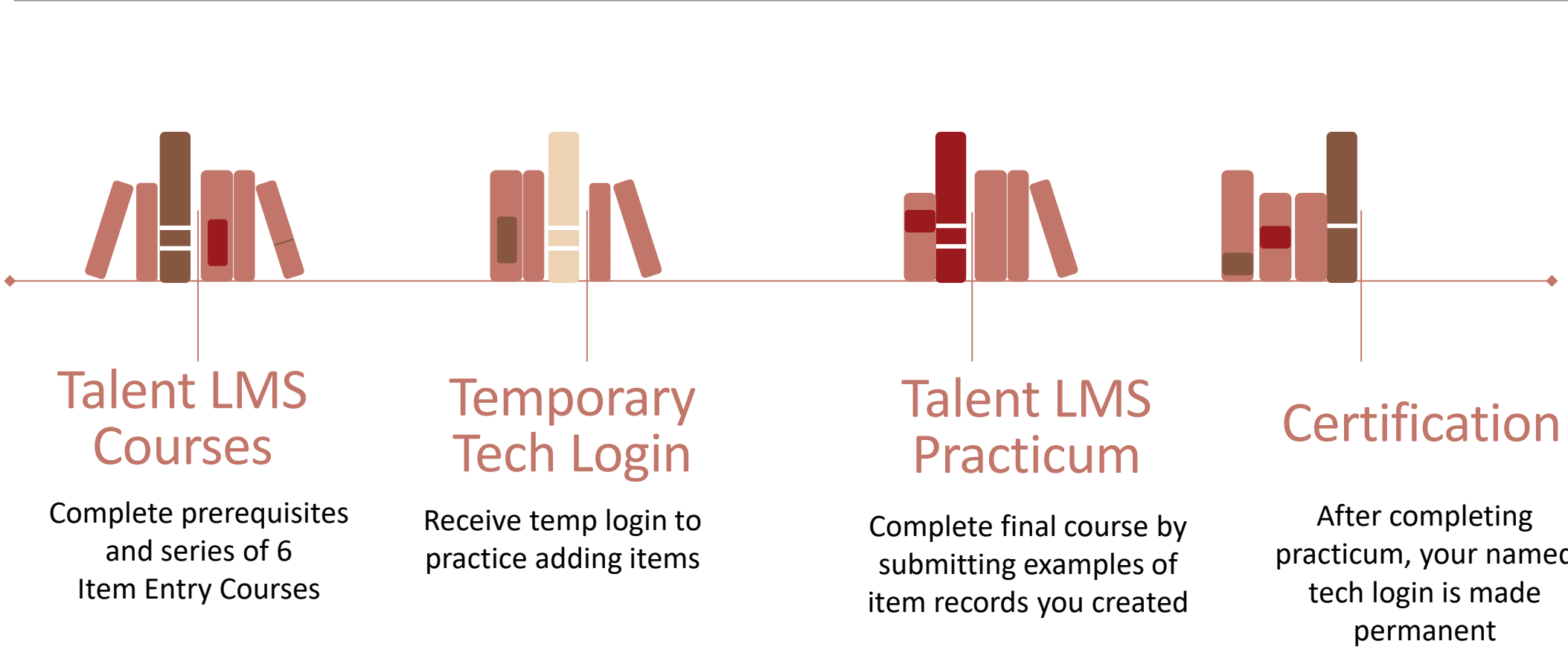
# Cataloging

SERVICES & ITEM ENTRY  
CERTIFICATION

- Load new bibliographic records from OCLC within 48 hours of member request
- Provide original cataloging completed by PrairieCat Catalogers as part of PrairieCat membership benefits
- The PrairieCat Catalogers and certified member catalogers regularly perform database cleanup including
  - record merges and clean-up
  - adding content to bibliographic records
  - multi-volume clean-up and more

Visit Resources > Forms section of the support website to find the forms to report duplicate records or needed bibliographic record clean-up. Please report issues you see, so we can keep our database as clean as possible!

# ITEM ENTRY TRAINING PROCESS





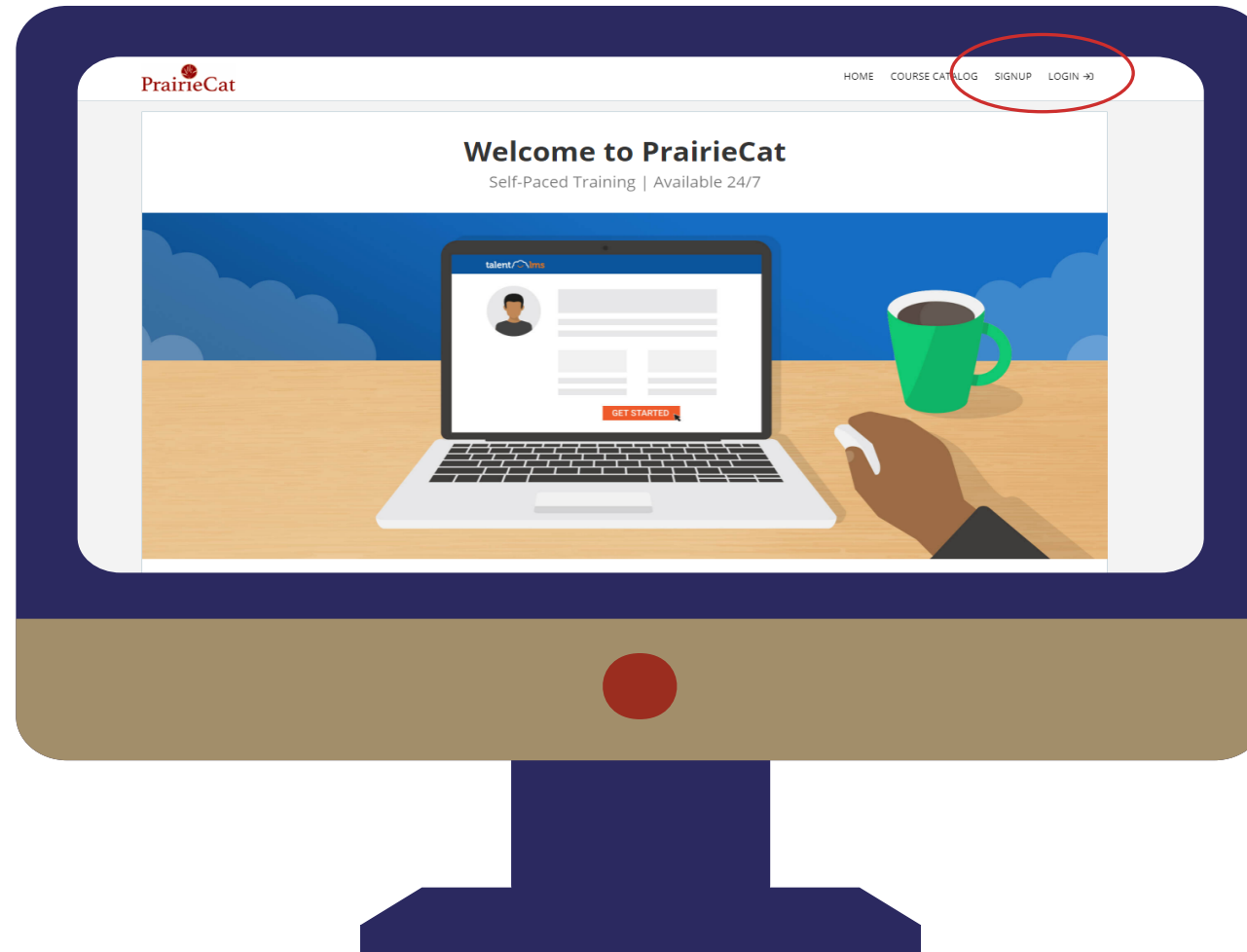
# Training

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- ❑ PrairieCat staff offer live, on-demand training for PrairieCat members.
- ❑ The core Sierra training classes are offered online via Talent LMS. Other more technical classes are offered on-demand via Zoom (and in-person when possible). [On-demand training form](#)
- ❑ The Sierra Navigation class is a prerequisite for all other Sierra classes.
- ❑ PrairieCat training events that are open for all members are listed in L2 and on the PrairieCat website.
- ❑ [Training Resources and Documentation](#) are posted on the PrairieCat support site. Log-in to access.



# Training on Talent LMS



Self-paced

Available 24/7

Free Training

Instructor Help

## Contact Info

Carolyn Coulter, Director

[Carolyn.coulter@prairiecat.org](mailto:Carolyn.coulter@prairiecat.org)

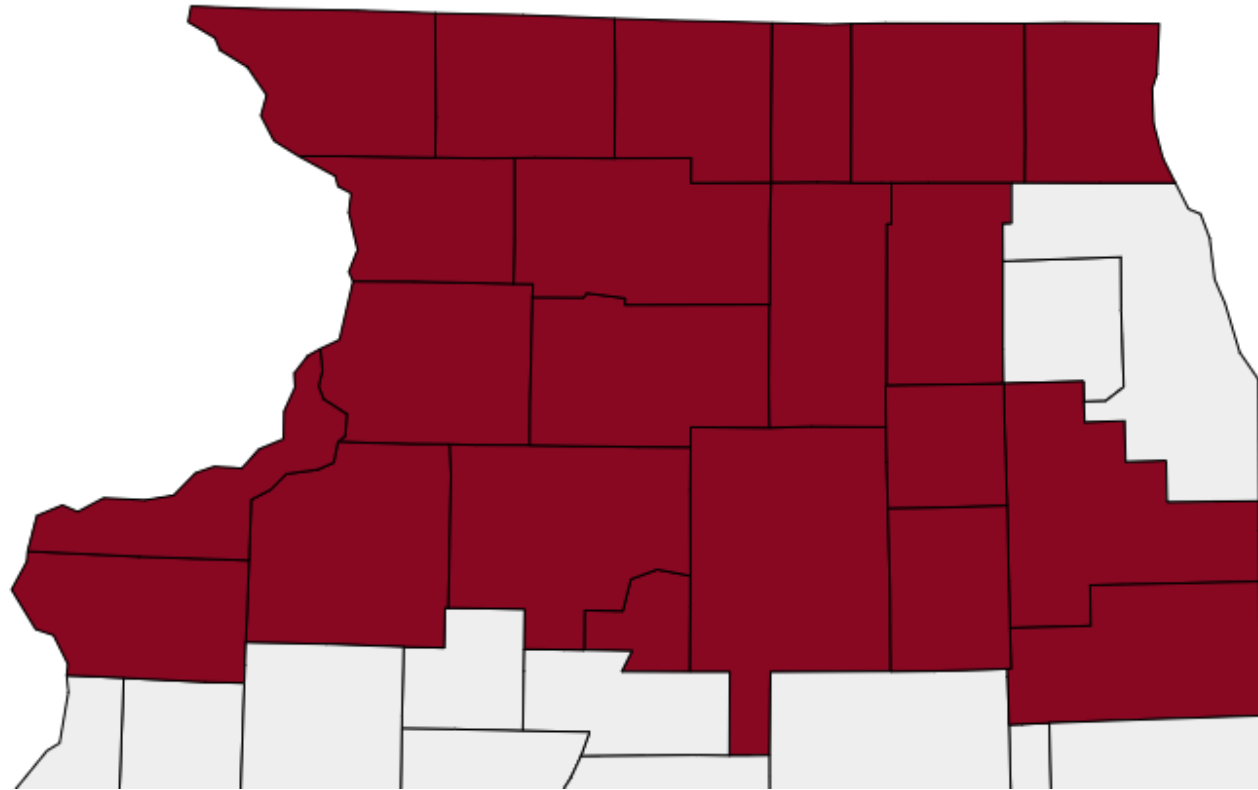
Elizabeth Smith, Member Services Administrator

[elizabeth.smith@prairiecat.org](mailto:elizabeth.smith@prairiecat.org)





Any questions



# Member Sharing

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