

SIUG Annual Conference
J. Murrey Atkins Library ---Room 125
University of North Carolina at Charlotte
Charlotte, NC
January 28, 2010

- 8:30-9:00 **Registration**
- 9:00-9:15 **Welcome & Business Meeting**
 Presidential Update/Comments
 Michael Winecoff
- 9:15-10:45 **Innovative Corporate Update**
 Carey Hunt, Innovative Interfaces, Inc.
- 10:45-11:00 **Refreshment Break**
- 11:00-12:00 **Circulation and the Truth about Customer Service**
 Dorothy Hargett, Regent University
- 12:00-1:00 **Lunch**
- 1:00-1:45 **The “In” and “Out” of WebBridge**
 Catherine Wilkinson, Appalachian State University
- 1:45-2:30 **Collaborative Efforts in Setting Up an Approval Plan for University Press Books**
 Susan Broome, Mercer University
- 2:30-2:45 **Refreshment Break**
- 2:45-3:30 **Encore, & Research Pro, & AirPac, Oh My!**
 Carrie Volk, Winthrop University
- 3:30-4:15 **Web Logs - Finally! Now What Do I Do With Them?**
 Dan Pfohl, University of North Carolina Wilmington
- 4:15-4:30 **Conference Wrap Up**

ABSTRACTS OF PROGRAMS

Circulation and the Truth about Customer Service:

This fun, informative, interactive, and exciting workshop provides practical and easy to implement ideas and tools to give you immediate and noticeable results in the quality of the "Patron Experience."

The "In" and "Out" of WebBridge:

This program will provide an overview of the two sides of WebBridge and how they can be used to link together your information resources. It will cover the basics of:

- 1) offering links in your catalog to external resources - - the "out" of WebBridge; and,
- 2) offering links from external resources for WebBridge to resolve to the full text you license - - the "in" of WebBridge.

Collaborative Efforts in Setting Up an Approval Plan for University Press Books

A popular country song opines, "I wish I didn't know now what I didn't know then! I wish I could start this whole thing over again." NOT! Approval plans with added services are a very practical means of acquiring library materials if there are more funds available than there are employees to purchase, catalog, and process them. This presentation will focus on one academic library's experience in working with Innovative, Midwest Library Service, and PromptCat to develop an approval plan and a method by which cataloged and processed books would be shipped weekly with catalog records available and a single lump-sum payment to be made on arrival.

Encore, & Research Pro, & AirPac, Oh My!

This presentation will look at the implementation of three Innovative products, Encore/Research Pro Select and AirPAC at Winthrop University. It will provide an overview of the planning phases in addition to issues and concerns that arose both during implementation and after going live.

Web Logs – Finally! Now What Do I Do With Them?

The ability to compile and access Millennium web server logs has been an enhancement request for some time. Now, with Release 2007, web logs are available for download and analysis. This program will review the steps to access and download these files, review and compare the suggested free analysis software packages (Analog, Webalizer, & WebLog Expert Lite), describe the basic reports, and discuss some of the analysis findings and limitations of web log analysis.