Effective Library Communication During Puzzling Times

The Challenge:
- Migration to OCLC WorldShare Management Services (WMS) and WorldCat Local (WCL)

Major communication issues:
- New accounts for staff work
- Fine amnesty & extended due dates
- Print reserves in prior catalog and WMS
- WMS go live
- Circulation, patron data gaps
- WorldCat Local go live
- Delinking prior OPAC, journal linking system
- New accounts for item renewals & holds
- Journal linking system in databases, Google Scholar

Key Players:
- Library staff
- Faculty
- Students
- Friends of the Libraries and guests
- OCLC
- Campus IT

One small piece of the puzzle:
New accounts for item renewals & holds

Vendor coordination
Outreach by liaisons
Mass emails to faculty & grad students
Website spotlight
Instructional videos/tutorials
Campus Weekly
Handouts
LibGuide
Library listervs & blogs
Create new landing page
Work with campus IT
And that’s just one piece!

Staff intranet
Staff training sessions
External feedback link
Branch libraries
Internally Focused
Externally Focused

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