Genesis G4

Library
Resource
Management
Systems, Inc.

Genesis G4 Library Software and Customer Membership Benefits & License Services

Library systems are only as good as the data added to the program and more importantly the staff comfort of knowing how to use the program on a daily basis. LRMS is dedicated to providing the Tools to make your willing library staff and their inputted data the best it can be so those who visit the library have the "Greatest experience"

What's all included with LRMS services and support.

What does LRMS expect from a partnership with each library and staff members in the management of your MARC Records and the G4 Program.

Annual Software Membership Services –
"What you should know and what is expected".

<u>General Service Benefits</u>
When you purchase the LRMS G4 Library program and annual Membership Services, the following is included.

- Services are purchased and provided as a renewable Annual Service, which is billed normally 30 days prior to expiration by LRMS to the library client and business department.
- Every web-based LRMS Library program includes "Cloud hosting and Daily Data Backup services" using the World premiere services of Amazon Web Service's (AWS).
- LRMS also provides the traditional stand-alone program for an internal server G4 program for those locations that are restricted to any outside influence.
- Software License(s) remote support is provided for both environments.

What's included?

- Annual Software License Support and Membership includes "**All program Updates, Software Upgrades and System Upgrades"**.
- **Web based Support**: includes web-based Terminal service compatibility with MS Windows PC products, Apple devices, Android devices and printers. <u>This is an important</u> factor with LRMS, we believe that instant help is needed when we are contacted; today's library staff may not always be educated in the use of the G4 program. This service allows LRMS to join with them immediately in their session to provide support.
- **LRMS Technical Live Support:** utilizes the (Terminal Services) <u>Remote Desktop Connectivity</u> services as well as Citrix GoToMeeting and GoToAssist remote session support and for product training. This allows a LRMS support member to instantly view and interact quickly within your G4 Program session or even manage your computing device.
- **"Toll-Free" telephone support** and access during regular business hours. This provides an opportunity to ask program questions and show your issue or question directly to our support member.
    - o Those Libraries that are able to deploy SKYPE Internet VOIP Telephone capabilities; we provide Direct Skype call or Live Chat contact to our support staff, or as mentioned there is Toll Free calling, Message recording and Fax communications and Internet E-mail Support.
- **G4 in program "Help" key** interface and our lrms.com Training documents and Videos will help guide staff in the use of G4.
- **LRMS On-line Training Help Guides** with PDF documents with our technical section for your local technician all of which is located at www.lrms.com web-site.
    - o Here you will also find Video Guides for portions of the G4 program, this ever-growing video information is announced regularly through the G4 Program Launcher "What's New" button.
    - o Known as "What's New" this Help document is always available every day and can be printed or saved or simply reviewed online.
- **Annual E-Newsletters**
- **"Private Virtual Web-based User Group Support meetings"** When requested for individuals and Groups online webinars to any library wanting this type of provided service.
    - o Optionally, LRMS has offered live on-line workshop events that cover an array of G4 subjects; we encourage participation for a **"take advantage opportunity"** to enroll library staff members.

- Library customers may also opt to purchase an enhanced support program through add-on Specialized On-line or On-site support packages.

Hosted Web-based Standard Services

1. **Our Hosted service** is a Terminal Server enabled service also known as Remote Desktop Services; this has become a popular and secure method of connectivity to database servers.
2. **Our Web based Libraries** receive extra benefits from LRMS. When assistance or a question is raised LRMS has Instant connectivity to the library user program, with hosted services. Our technicians or support staff can instantly view and review your program screen.
   a. This is a tremendous support advantage, no waiting for a remote session, no attempt to try to describe your questions verbally to someone that does not see your computer screen. LRMS staff members through this link provide peace of mind knowing that help is just a click away when you need it.
3. **Hosted service:** takes away the burden of purchasing and maintaining a network server for the library, you do not need to back up your data as this is accomplished by LRMS nightly and stored for you.
4. **Data Backups:** Your data is safe; in fact, we because of daily data backups LRMS can provide restoration of your data for the last 3 days of activity and or a month end backup if ever needed.
5. **Upgrades and Updates:** Hosted service customers never need to worry about installing Updates or Upgrades as this is included with your Annual Membership and License Service which is provided by LRMS to active members.
6. **Book Cover Images:** As a courtesy of our MARC Record services, LRMS allows the use of the MARC record ISBN number for the purpose of displaying associated Book Covers and further offers the ability for staff to retrieve Book Cover images for display within the Online Library Catalog (OPAC) through the use of a G4 program function known as "the Document Repository". This image is on loan and does not transfer out with a MARC record export, the exception to this is if the library purchased access to the image contained within the book vendor MARC record.
7. **Reading Programs and MARC Records:** MARC records when purchased from a book supplier or when downloaded as a free MARC record can contain multiple reading programs information. When ordering; only purchase the specific reading program information that applies to your standard and when downloading from a free MARC record site to be sure to edit the MARC record to only have the reading program information used within the library. This will avoid confusion when this Reading Level information is displayed within the OPAC.
8. **Reading/Study Program data:** LRMS displays the Reading Level option within G4's Catalog Search by matching the MARC record ISBN number and then will display this within the Catalog Management's Catalog Search menu of the staff computer and also within the Library Online Catalog. The LRMS Reading Level Master Database is compiled from LRMS user accounts and shared with all members. G4 only displays within its Catalog Search by matching an ISBN number to an associated Reading Level for the Study/Reading Program when setup and activated through Advanced Settings.
9. **Circulation and Reading level Enforcement:** During Circulation this free option (when turned on by staff) allows reading levels set within the borrower profile to be managed by G4 at time of

circulation. Borrower reading level range is added to the profile information within the Reading program being used.

10. **Database annual review**, upon request LRMS will review cataloged data for the purpose of reporting issues, errors and offer corrected options.

11. **Multi-Collection Management:** Free use to create unique collections to manage and circulate different cataloged materials, examples Textbooks, Equipment, Technology equipment, Sports/Band materials or create room locations or classroom collections without additional cost.

12. **No-cost MARC Records retrieval** and automatic insertion of found records into your cataloged collection, G4 provides two options for free records to be added the first time or to be added to enhance any current records by over writing the record with greater data.

    a. **Easy ISBN Cataloging** an exclusive G4 Z39.50 MARC record cataloging utility with access to multiple Z39.50 sources with millions of MARC records.

13. **Collection Evaluation:** When data has been managed by many different library managers views of how the library is to be cataloged and set up can vary dramatically; upon request LRMS will evaluate and suggest changes and when approved will assist with deploying agreed upon changes.

14. **G4 No-cost Training:** Upon request small group private Internet G4 Webinar training of library staff members as an individual or in a Group setting.

15. **New Library Staff Assistance program** where LRMS will assist new staff members (on a No-cost basis) who require help in the use of the G4 Library program through the use of Terminal services Remote Control of the library member G4 connection session.

16. Private Group hours for specialized and targeted training of individuals and group sessions, this is a pay for use of Block training hour packages. Training hours purchased only expire through use of the hours; there is no loss of use clause.

17. LRMS Processing Center service; this service is one that allows LRMS to manage importing of collection records, reviewing collected and cataloged data, performing Collection analysis, manage record displays within the library online catalog making necessary corrections, manage and promote student information. We will create reporting and special reports to help borrowers and responsible parties to understand what has been read by the individual. More…. Contact LRMS.

Termination or discontinue use of Genesis Software and the LRMS Services:

Termination requires a 30-day written notice, either party (Library client or LRMS) can notify either party in writing of its intent to terminate and discontinue use of services. Upon this 30-day written notification, LRMS will issue the required Export codes to the requesting client library for the purpose of extracting its MARC records and Holdings. Export codes are issued on a daily bases and can only be used by the client library, under no circumstance will LRMS or the client provide access to the Genesis G4 Library Program (also referred to as G4) to any outside or foreign entity or agent as this would violate the use of our program and services.

What does LRMS expect from our Partnership?

Given the opportunity we will gladly assist you in the management of G4, cataloging MARC Records and use of all the features of the Program.

- ✓ *A great working relationship*
- ✓ *Open dialog and messaging*
- ✓ *Allow LRMS to work with library staff to lower and eliminate any individual tension.*
- ✓ *Keep LRMS up to date with Contact information.*
    - o *Staff and local Technical support member names, email address, phone number and extension, hours of operation.*
- ✓ *Take advantage of New Member Training: When new library staff is added allow time for new staff training and provide contact information to LRMS to create program support and training.*
- ✓ *Staff freedom to contact LRMS support staff members for assistance to become familiar with our program.*
    - o *We understand this need, as all library management programs can vary in use.*
    - o *Call Toll Free –877-700-5767*
    - o *Email support@lrms.com*
- ✓ *Manage library cataloging using the national standards.*
- ✓ *Use the rules of cataloging according to local state library associations and the Library of Congress cataloging standards.*
- ✓ *When using the G4 MARC record retrieval options, staff will examine the new found record for completeness of the library internal standards, and modify as necessary to create an accurate record. MARC record accuracy is the responsibility of the library.*
- ✓ *Multi-library locations; if this exists a common set of standards for cataloging, barcode numbering, labeling, etc. should exist or be created. LRMS once again will collaborate with the library staff to lend our experience in the creation of standards or the modification of old standards.*
- ✓ ***Support:*** *When any issue is discovered, it needs to be reported immediately with as much detail as possible (Detailed description: What was being done at the time of the issue appeared) to allow support staff to quickly understand the issue and seek a resolution. Failure to report or provide details can lead to service charges.*
- ✓ *When making contact with LRMS for assistance by telephone if for some reason we miss your call do leave a call back number and identify yourself so we can return your call. When possible, please provide information as to what assistance is being requested to allow LRMS support staff an opportunity to prepare a response or investigate any inquiry before follow-up.*

- ✓ *Email assistance - use the G4 Program Main Menu item - Contact Customer Support link this form will be sent directly to our Support team.*
- ✓ *LRMS and staff would like an open and honest and ethical relationship. LRMS prides ourselves in providing an all-inclusive support that includes the any necessary staff training, the best of services and support response time.*

Partying Ways?

Termination or discontinuous of LRMS and the Genesis G4 Software Services:

- ✓ **Termination requires a 30-day written notice,** either party (Library client or LRMS) must notify either party in writing of its intent to terminate and discontinue use of services. Failure to provide this 30-day written notification can terminate use of LRMS Services.
- ✓ **MARC record exporting:**
  - o Requires good data, records are the responsibility of the library.
  - o Exported records will not contain Book Cover images, only records that contain book cover images links within the original purchased MARC records will be valid.
  - o **Requires that each item to Export contain a Call Number located within the 852h tag and subfield, records lacking this will not export!**
- ✓ LRMS will issue the required Export codes to the requesting client library for the purpose of extracting its MARC records and Holdings. MARC Record Export codes are issued on a daily bases and can only be used by the client library staff.
- ✓ Custom Reports can be generated and be created in a CSV or PDF file format to help with your information transition. Reports can be created to include open circulation of any current patron, we would encourage creating reports.
- ✓ Under no circumstance will LRMS or the client provide access to the Genesis G4 Library Program software or services (also referred to as G4 or LRMS) to any outside or foreign entity or agent as this would violate the use of our program and services.