LION Core Services Summary
FY2022/2023

Integrated Library System

- Maintain LION Helpdesk;
- Provide on-demand training;
- Implement upgrades;
- Support ILS modules;
- Maintain operational tables.

Online Public Access Catalog (OPAC)

- Implement and manage enhancements (e.g. Syndetics, Shoutbomb, PIKA);
- Manage scoping;
- Provide Customization;
- Maintain and upgrade security certification.

Cataloging/Bibliographic Management

- Load, deleting, and merge records;
- Provide quality assurance through authority maintenance.

Information Technology Support

- Install and support Local Area Network (LAN) and Wide Area Network (WAN), including security and vendor relations;
- Install, support, and upgrade staff PCs, public PCs, library servers, and OPACs;
- Install and support WiFi networks;
- Install and support self-checkout stations;
- Install and support PC reservation and print management systems;
- Provide email services and webhosting, including organizational listservs;
- Provide expertise, services, and support to special projects (e.g. Minecraft Game Server, Security Systems, Local Area Network Planning Consultation).

Delivery Service

- Provide route coordination and notifications;
- Address and resolve complaints;
- Request and compile statistics;
- Purchase bins and arrange offsite delivery;
- Coordinate billing among vendor and member libraries.

Digital Content

- Budget for and purchase items from Overdrive.

Communications/Social Media

- Maintain and update LION website;
- Update LION Facebook and Twitter presences;
- Create and distribute board, working group, and emergency notifications.

Reports

- Produce scheduled and ad hoc circulation reports;
- Provide reports on database usage (Overdrive, RBDigital, etc.);
- Generate weekly, monthly, and annual statistics, both per library and system-wide;
- Produce bibliographic database weeding reports.

Financial Services

- Develop, manage, and monitor budget and financial transactions;
- Negotiate, manage, and enforce contracts;
- Oversee organizational investments;
- Collect and redistribute patron financial payments;
- Create and manage group purchases.

Miscellaneous Services

- Coordinate and house shared objects collection;
- Purchase and distribute barcodes;
- Print and mail patron overdue notices.

Advocacy/Professional Outreach

- Represent LION at professional meetings and conferences;
- Participate in library advocacy efforts in Connecticut and nationwide;
- Promote LION services to prospective members.