

Knot Notes...



QUIPU GROUP LLC
services, products and consulting

KNOT NOTES August 2017

Did your library survive Eclipse 2017? As Denverites, we were able to observe not only the eclipse (at 92% totality) but all the craziness that went on around it. Area libraries took thousands of calls in the weeks leading up to the event, and those that waited to distribute glasses on the morning of eclipse were greeted with lines wrapping their buildings, knowing that demand would outrun supply. Hey Cleveland, Indianapolis, Dallas and Buffalo, you've been warned - start preparing now for Eclipse 2024!

An eclipse might take only two and a half minutes, but good customer service lasts a lifetime (do we sound like a diamond engagement ring commercial?). Quipu Group's products are all designed to make providing outstanding library services to your community easy and affordable - call us anytime to learn more.

Why Partner with Museums?

Since introducing ePASS almost ten years ago, Quipu Group staff have fielded a lot of questions from libraries about the hows and whys of partnering with museums. Let's just start with the popularity of museums. The [American Alliance of Museums](#) reports that in 2016, there were approximately 850 million visits to American museums, up from 483 million visits in 2011. Though this pales in comparison to the 1.5 billion visits to public libraries annually, the community which uses museums cannot be ignored. We're in the same business! Both libraries and museums strive to serve the public, act as anchors in the community, and to engage and inform their visitors.

Our ePASS customers have told us that while prior attempts to work with museums were, perhaps, moderately successful, new alliances were more easily forged because of interest in a shared system. Wondering how to get started with local cultural institutions? Check out this [Quick Start](#) guide developed by Contra Costa County Library District. Then call us for a demo!

Make Noise with a Library Card Design Competition

Change can be hard for library customers, even when [new services](#) are being offered for their convenience. A great way to launch a new online library card application is by making it part of a library card design competition! There are a few things to think about up front before embarking on this. First of all, make it clear up front who can submit designs (kids, adults, non-residents, professional designers?) and how the decision will be made (public vote, library staff, celebrity judges?). Then be sure that the submission process is easy and open to all, even those who do not have the ability to upload designs. Have criteria in place for judging, ensuring the intention of the library and its community.

Take a look at these practical outreach opportunities from [McKinney Public Library](#) (TX), [Loudoun County Public Library](#) (VA), and [Winter](#)

DATES TO REMEMBER

LITA FORUM

[LITA Forum](#), Denver, CO

Nov. 9-12, 2017



[Access Services Conference](#), Atlanta, GA

Nov. 15-17, 2017



Driving Library Change with User Experience Design - [online AMIGOS](#)

Dec. 8, 2017

THINGS WE LIKE

[True Strange Library](#).

Maybe it's the new Twin Peaks movie coming up, but it seems that noir is in, again.

[If Only GOT ...](#)

Had paid attention to practical library shelving.

[Build a Better World](#)

How Orange County Library System (CA) Does It

[Haven Public Library](#) (FL), then dream up a scheme of your own.

Quipu Group News

We are delighted to report that Washington County Cooperative Library System (OR) has added eCARD online library card application service for the convenience of their customers and to help free up staff time. Our happy family of eCARD libraries includes [Los Angeles Public Library](#) (CA), [Monroe County Library System](#) (NY), and [Saint Paul Public Library](#) (MN). If you click through to each of these libraries, you'll see that the interface is not about us, it's about you!

To Our Friends in Harvey's Wake

As of this writing, the libraries of Houston, Harris County, Brazoria and many others in Texas and Louisiana remain closed due to damage not only to their buildings, but to that inflicted on their staff and families. Our thoughts are with them! Follow this [link](#) to the Red Cross Hurricane Harvey Relief site if you'd like to make a donation.

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[UNSUBSCRIBE](#)

[Access Services Conference](#) - Nov

[LITA Forum](#) (Denver) - Nov

[Amigos Online Conference](#) - Dec