

Knot Notes...



QUIPU GROUP LLC
services, products and consulting

KNOT NOTES November 2016

Well, to be honest, we should call this our "Winter" edition as we have quietly slipped into December. Blame the turkey and pumpkin pie! Thanks for taking a moment during this busy time of year to read Knot Notes. You'll find news about product updates, completed jobs, and new business (and customers) that lie ahead.

Consultant's Corner

Two big consulting projects were wrapped up in the third and fourth quarter of this year. Both [San Antonio Public Library](#) (TX) and [Cooperative Computer Services](#) (IL) came to Quipu Group for development of an ILS RFP, and with those completed, work will begin with [Fairfax County Public Library](#), also for an ILS RFP.

Let's Have a PITS Parade!

Quipu Group's Patron Incident Tracking System (PITS) is starting to get some major traction. In just the last three months, we are pleased to have added [Salt Lake City Public Library](#) (UT) and [Clearwater Public Library System](#) (FL) to our growing list of PITS customers. These libraries wanted to allow staff to create online incident reports to assist in the management of disruptive patrons in a secure web-based application, which PITS accommodates. Interested in seeing a demo? Just [give us a holler](#), and we'll set it up!

eCARD Goes International

Quipu Group's eCARD system allows patrons/borrowers to self-register for a library card online, remotely or onsite, adding convenience for the patron and time-savings for staff. While we have a long list of U.S. library customers, [London Public Library](#) (ON) is the first Canadian library to implement eCARD! Also now on the list of eCARD customers - Chattahoochee Valley Library (GA), Houston Public Library (TX), Monroe County Public Library (NY), Metropolitan Library System (OK), and Saint Paul Public Library (MN).

In other eCARD news - [Phoenix Public Library](#) (AZ) asked Quipu Group to help implement online borrower renewal for their Innovative/Polaris ILS. This will allow all library card holders the ability to renew their library cards online. We hope to have this option for other Innovative/Polaris ILS systems in 2017.

ePASS Makes the Going Easy

Watch for news in 2017 on ePASS enhancements and improvements, funded in part through an [Innovation Grant](#) awarded to Contra Costa County Library (CCCL) by the Pacific Library Partnership (PLP)! CCCL is a longtime development partner of Quipu Group, and there is one quote we'd like to share from the award letter which Carol Frost (PLP) sent to Stacie Deng at CCCL - "I wanted to thank all of Contra Costa Library staff on their continued interest, support and development of Discover & Go. This is a rich resource for residents, and has such far-reaching impact. Your grant really exemplifies your commitment to taking this to the next level." Our customers are just the best!

Come Hear Quipu Group at Computers in Library 2017

Going to [CIL 2017](#)? If so, put this session on your schedule - *Community Relationships with Collaborative Apps*, presented by Paula MacKinnon, Interim Director, Califa Group, with Melissa Stockton, partner, Quipu Group - all happening on Tuesday, March 28, from 3:15-4:00 PM. Registration opens mid-December, hope to see you there.

DATES TO REMEMBER

Jan 20-24, 2017 - [ALA Midwinter](#), Atlanta GA

March 28-30, 2017 - [Computers in Libraries](#), Arlington VA



April 2-5, 2017 - [IUG](#), National Harbor MD

April 19-22, 2017 - [TXLA](#), San Antonio TX



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