

Memo

To: Montana State Library Commission

From: Jennie Stapp, State Librarian

Date: November 29, 2018

Re: On-call Policy status

In June, staff presented a proposed update to the State Library on-call policy. That update was tabled at the August meeting, at the request of staff, pending discussion by the Montana Shared Catalog (MSC) membership regarding the need for on-call support. MSC staff determined that on call support was no longer warranted after the system was moved to a cloud-based system hosted by the vendor, SirsiDynix. At the October membership meeting, the MSC membership agreed to end on-call support.

This action item was tabled again at the October Commission meeting due to a technical error that prevented the Commission from reviewing the policy and presenting it publicly for action.

The Commission is now asked to act on a revised on-call policy that no longer includes on-call support for the Montana Shared Catalog. The other changes to the policy clarify inconsistencies that existed in the previous policy but do not change the policy itself.