



GRUPO ESPAÑOL DE USUARIOS DE INNOVATIVE

Introducción a Idea Lab!

Sílvia Guivernau,
Customer Success Manager, EMEA

Bilbao, 1 de Junio, 2017



Agenda

- Introducción a Idea Lab
 - Cambios en el proceso de gestión de mejoras
 - Modelo mediante “Retos”
 - Perfiles y participación
- Manos a la obra
 - Crea tu cuenta
 - Añade ideas
 - Comenta y vota (Me gusta/ No me gusta)
 - Comparte con tus compañeros
- Listos para el lanzamiento
 - Primer reto
 - Lanzamiento inicial esta semana
 - Lanzamiento la semana próxima
- Dudas y preguntas





Sarah HickmanAuger | My Inbox | Help | Sign-Out



Idea Lab

a partnership between
iii innovative & iug

Activity

Challenges

Dashboard

Administration



The Future Of Libraries Is Here

Welcome to Idea Lab, where your ideas help build the future! Idea Lab is for libraries and consortia of all types, using any Innovative product. We need all Innovative users to drive innovation. Sign in now to join an active challenge. Share ideas, comment, and vote on what's most important to libraries. We can't wait to hear from you!



Activity Stream



Show Filters



Renee Brumett commented on the idea: Sierra Enable choice of printed or email receipt at time of checkout in the challenge: Always On Circulation & Patron Services.

2 months ago

"And it would be really nice if the system would remember the each patr..." [more](#)

[Reply](#) · [View Comment](#)



Renee Brumett commented on the idea: Sierra Enable choice of printed or email receipt at time of

Open Challenges

All Communities



Meet the Patron

Community: spigit

⌚ Ends in 2 days

Enter



Alwa Patron

Comm

⌚ Ends in 110 days

My Ideas

Sierra Enable choice of printed or email receipt at time of checkout

Trending

1. Personalized On-Time Recommendations

Cambios en el proceso de gestión de mejoras

Implementar una solución que el personal de Innovative, el comité de mejoras del IUG, y todos los demás clientes de Innovative pueden usar para manejar el proceso de gestión de mejoras y innovación liderada por los clientes.

- Colaboración entre IUG y Innovative
- El nuevo “**Idea Lab**” basado en un software de innovación colaborativo (Spigit)
- Acceso para todos los usuarios de Innovative, de cualquier producto y en cualquier país
- Funcionamiento mediante “Retos” para mejoras lideradas por el usuario y nuevos desarrollos
- Soporta la metodología de desarrollo ágil y las necesidades cambiantes de las bibliotecas
- Papeles claves para Innovative, IUG y la comunidad global de usuarios


Resultado = Innovación liderada por los usuarios y mayor valor para las bibliotecas



Modelo mediante retos (challenges)

[Back to spigit - Challenges](#)

[Home](#) [Post Idea](#) [View Ideas](#) [Idea Stages](#) [Dashboard](#) [Administration](#)



Meet The Patron

How can we present patrons and potential patrons with the right library resources and services at the right time that stimulates immediate, meaningful, and lasting engagement with the library?

[Edit Challenge](#)

Phase: Expert Review ?

02

DAYS

19

HRS

15

MINS

Challenge ends: 2 days

5 IDEAS

7 VOTES

7 COMMENTS

50 VIEWS

Challenge Team ▼

View Ideas

Post Idea

Most Liked Ideas		Top Innovators		Activity Stream
Idea	Likes			4 Show Filters
1. Personalized On-Time Recommendations	2	1 Leif Pedersen	1	Spigit Administrator commented on the idea: Search from any device. 2 months ago "Yes, we want to be on any device, but the catalog is not enough for us..." more Reply · View Comment
2. Search from any device	1	2 Sarah HickmanAuger	1	Sarah HickmanAuger posted an idea. 2 months ago Search from any device Share · Comment · Idea Details
3. eBook Downloads	1	3 Renee Brumett	1	
4. Communities of interest	1	4 Joe Montibello	1	
5. Linked data to power answers	1			

Idea detallada

The screenshot displays the 'iii innovative' website interface. A modal window is open, showing the details of an idea titled 'Personalized On-Time Recommendations' posted by Renee Brumett, 2 months ago. The idea includes a description about library notifications and a community link 'Meet the Patron'. The background shows a sidebar with 'Back to spi', 'Home', and a list of ideas. The bottom of the modal has tabs for 'Details', 'Comments', 'Activity', 'Statistics', and 'Idea Page ►'. A notification at the bottom right says 'Sarah HickmanAuger posted an idea.'

iii innovative

Back to spi | Home

Personalized On-Time Recommendations
Posted By *Renee Brumett*, 2 months ago

Share | Follow

Description

Patrons should get notifications about related resources from the library when it's convenient. Like when I return Book 2 of a series, my phone should alert me that Book 3 is available on the shelf for me to check out before I leave the self-check area. And if I have been to 3 maker series programs in the last 3 months, the library should automatically send me the link to register for the maker series program this month the day that registration opens.

Community: [Meet the Patron](#)

Details | Comments | Activity | Statistics | Idea Page ►

Sarah HickmanAuger posted an idea.

Añadir o monitorizar comentarios, votos y actividades

The screenshot displays the Spigit innovative web application. At the top, the 'iii innovative' logo is visible. A post titled 'Personalized On-Time Recommendations' is shown, posted by 'Renee Brumett' 2 months ago. The post includes a circular icon with various symbols and a 'Share | Follow' button. Below the post, a 'Comments' section is visible, featuring two comments: one from 'Spigit Administrator' and another from 'Leif Pedersen'. A 'New Comment' input field is at the bottom of the comments section. A navigation bar at the bottom of the post area includes links for 'Details', 'Comments', 'Activity', 'Statistics', and 'Idea Page'. The background shows a sidebar with 'Back to spi', 'Home', and a list of 'Most L' ideas.

Papeles clave para cada reto

- Líder (“Communication Leads”)
 - Planifica el lanzamiento y gestiona la participación
- Esponsor (“Sponsor”)
 - Articula el reto y se compromete a la implementación
- Moderadores (“Moderators”)
 - Incrementa la comprensión y expande la perspectiva
- Expertos en la materia (“Subject Matter Experts”)
 - Evalúa el valor y restringe la selección
- **Multitud (“Crowd”)**
 - **Aporta ideas, comunica el contexto y vota las prioridades**



Todos jugamos en el mismo equipo

- Innovative Managers
 - Esponsors y moderadores
- Personal de Innovative
 - Expertos en la materia
- Comité de mejoras IUG
 - Líder, moderadores
- Expertos funcionales IUG
 - Moderadores, expertos en la materia
- **Usuarios Internacionales Influyentes**
 - Moderadores, expertos en la materia
- **Comunidad de usuarios de Innovative al completo**
 - La multitud



Fases de los retos

- Ideación y colaboración
 - Proporcionar ideas, Me gusta/No me gusta, comentar, responder, compartir, refinar
- Colaboración (exclusiva)
 - Comentar y refinar
- Análisis experto
 - Evaluar el valor y limitar las opciones
- Por parejas
 - Priorizar las mejores ideas
- Selección
 - Seleccionar y anunciar las ideas ganadoras



Empezamos...

Vamos a echarle un vistazo...





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Sign In

Please enter your Username and Password to sign in.

Username

[Forgot your username?](#)

Password

[Forgot your password?](#)

☐ Remember Username

Sign In

New to Idea Lab? Please register by clicking on this [LINK](#)



Create Account

First Name *

Last Name *

Username*

Email*

Password*

Re-type Password*

Institution Name*





Create Account

First Name *

Sarah

Last Name *

Hickmans

Username*

shickmans@hotmail.com

Email*

shickmans@hotmail.com

Password*

••••••

Re-type Password*

••••••

Institution Name*

Innovative Interfaces



Innovative Interfaces

Innovative Site Code*

IIIEV

Address

5850 Shellmound Way

City

Emeryville

State

California

Country

United States

Phone Number

5104963821

Job Title

Director of Library Product Strategy

Please enter the code below*

ZC4N&K

Z C 4 N 7 K

☒ I have read and understood the Terms and Conditions for this site

Submit

CANCEL

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April 2, 2017

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Agreement

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You agree that this Site is a collaboration space for discussion and that Innovative is not contractually committing to developing any particular idea discussed or developed through such collaboration.

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2. Impersonate another person or falsely say or imply association with another person or entity;
3. Collect or mine information about other users of the Site;
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5. Breach or impair or circumvent any security or authentication measures protecting the Site, or attempt to undertake such activities;
6. Use the Site or its contents for commercial purposes
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 4. is harassing, defamatory, abusive, lewd, pornographic, obscene or otherwise objectionable as solely determined by Innovative;
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Activity

Challenges



The Future Of Libraries Is Here

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Join an active challenge. Share ideas, comment, and vote on what's most important to libraries. We can't wait to hear from you!



Activity Stream



Show Filters

All activity.

Check here to see all activity occurring throughout the program.

Open Challenges

Looks like there aren't any challenges.

Llegado el momento, únete al reto

idea Lab
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Activity Challenges Dashboard Administration

The Future Of Libraries Is Here
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Activity Stream

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"And it would be really nice if the system would remember the each patr..." [more](#)
[Reply](#) · [View Comment](#)

Renee Brumett commented on the idea: Sierra Enable choice of printed or email receipt at time of

Open Challenges

Meet the Patron
Community: spigit
Ends in 2 days
[Enter](#)

Alwa Patron
Community: spigit
Ends in 110 days
[Enter](#)

My Ideas

Sierra Enable choice of printed or email receipt at time of checkout

Trending

1. [Personalized On-Time Recommendations](#)



Sarah HickmanAuger

My Inbox 2

Help

Sign-Out



[Back to spigit - Challenges](#)

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Meet The Patron

How can we present patrons and potential patrons with the right library resources and services at the right time that stimulates immediate, meaningful, and lasting engagement with the library?

[Edit Challenge](#)

Phase: Expert Review ?

02 19 15
DAYS HRS MINS

Challenge ends: 2 days

5
IDEAS

7
VOTES

7
COMMENTS

50
VIEWS

Challenge Team

View Ideas

Post Idea

Most Liked Ideas

Idea	Likes
1. Personalized On-Time Recommendations	2
2. Search from any device	1
3. eBook Downloads	1
4. Communities of interest	1
5. Linked data to power answers	1

Top Innovators

1		Leif Pedersen	1
2		Sarah HickmanAuger	1
3		Renee Brumett	1
4		Joe Montibello	1

Activity Stream

4

Show Filters

- Spigit Administrator commented on the idea: Search from any device.
2 months ago
"Yes, we want to be on any device, but the catalog is not enough for us..." [more](#)
[Reply](#) · [View Comment](#)
- Sarah HickmanAuger posted an idea.
2 months ago
Search from any device
[Share](#) · [Comment](#) · [Idea Details](#)



Sarah HickmanAuger

My Inbox **2**

Help

Sign-Out



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Meet The Patron

How can we present patrons and potential patrons with the right library resources and services at the right time that stimulates immediate, meaningful, and lasting engagement with the library?

Title *

Idea Image *



Upload

Description *

B *I*



Movies Better Than Prime

Idea Image *



Upload

Description *



Right now it's faster and easier (and not even more expensive once you've paid the membership fee) to get videos from Amazon Prime than from the library - accessing movies and TV shows from the library should be at least as easy / fast for identical titles, and when the library has a title that is NOT available on Prime, that would be great to know so I don't waste time looking in both places

Words: 74, Characters: 395

3 Similar ideas found.

Attachments

Add Files

Tags

streaming media × fast service ×

* Required

Cancel

Save Draft

Publish

QuickSave Enabled ?

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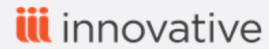


Sarah HickmanAuger

My Inbox 2

Help

Sign-Out



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[Dashboard](#)

[Administration](#)

[Home](#) > [View Ideas](#) > [Movies Better Than Prime](#)

[Prev](#) | [Next](#)



Movies Better Than Prime

by [Sarah HickmanAuger](#) on 05/30/2017 07:03 PM CDT



[Share](#) | [Print Idea](#) | [Delete](#) | [Edit](#)

Description

Right now it's faster and easier (and not even more expensive once you've paid the membership fee) to get videos from Amazon Prime than from the library - accessing movies and TV shows from the library should be at least as easy / fast for identical titles, and when the library has a title that is NOT available on Prime, that would be great to know so I don't waste time looking in both places

Tags: streaming media,fast service

[Comments](#)

[Scores](#)

[Evaluation](#)

[Post a review](#)

No Comments yet!

Idea Stats

Discussion Forum Posts: 0

Views: 0

Approval Rating: 0%

Quality Rating: 0/5

Likes/ Dislikes: Likes: 0 Dislikes: 0

Progress: Submission Stage

Graduation Tasks

☐ Qualified Page Views (0/10)

☐ Votes (0/5)

☐ Approval Rating (0/50)

Attachments

No Attachments Yet!



Sarah HickmanAuger

My Inbox 2

Help

Sign-Out



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[Home](#)

[Post Idea](#)

[View Ideas](#)

[Idea Stages](#)

[Dashboard](#)

[Administration](#)

Search Ideas

Search

Saved Searches

Advanced

Modified

Active Stages

All Categories

6 Ideas



Movies Better Than Prime

by Sarah HickmanAuger, 2 minutes ago

Right now it's faster and easier (and not even more expensive once you've paid the membership fee) to get videos from Amazon Prime than from the library - accessing movies and TV shows from the librar...

in [Meet the Patron](#)

Submission



Personalized On-Time Recommendations

by Renee Brumett, 2 months ago

Patrons should get notifications about related resources from the library when it's convenient. Like when I return Book 2 of a series, my phone should alert me that Book 3 is available on the shelf f...

[View all 4 comments](#)



Leif Pedersen • 2 months ago

Yes, but I would be happy with those kind of

recommendations even if they were just as regular

Idea Stages

Submission (4)

Crowd Validation (1)

Expert Review (1)

Total Ideas: 6

Popular Tags

[ebooks](#) [fast-service](#) [streaming-media](#)

Control Panel



Sarah HickmanAuger

My Inbox **2**

Help

Sign-Out



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[Idea Stages](#)

[Dashboard](#)

[Administration](#)

[Home](#) > [View Ideas](#) > [Personalized On-Time Recommendations](#)

[Prev](#) | [Next](#)



Personalized On-Time Recommendations

by **Renee Brumett** on 03/29/2017 10:14 PM CDT



[Share](#) | [Follow](#) | [Print Idea](#) | [Delete](#) | [Edit](#)

Description

Patrons should get notifications about related resources from the library when it's convenient. Like when I return Book 2 of a series, my phone should alert me that Book 3 is available on the shelf for me to check out before I leave the self-check area. And if I have been to 3 maker series programs in the last 3 months, the library should automatically send me the link to register for the maker series program this month the day that registration opens.

Comments

[Scores](#)

[Evaluation](#)

[Post a review](#)



Spigit Administrator • 2 months ago

What a great idea! Thinking about returns, sometimes I pop in to return my kids' books in between errands, but if I got an alert that there was a story time or other children's program happening within the hour, I might stay longer.



Leif Pedersen • 2 months ago

Yes, but I would be happy with those kind of recommendations even if they were



Idea Stats

Discussion Forum Posts: 4

Views: 29

Approval Rating: 100%

Quality Rating: 5/5

Likes/ Dislikes: Likes: 3 Dislikes: 0

Progress: Expert Review Stage

Graduation Tasks

Expert Review (0/1)

Minimum Review Rating for Expert Review (0/3.50)

Attachments

No Attachments Yet!

[Add Files](#)

Idea Team Members



Sarah HickmanAuger

My Inbox **2**

Help

Sign-Out



[Back to spigit - Activity](#)

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[View Ideas](#)

[Idea Stages](#)

[Dashboard](#)

[Administration](#)

[Home](#) > [View Ideas](#) > [Personalized On-Time Recommendations](#)

[Prev](#) | [Next](#)



Personalized On-Time Recommendations

by **Renee Brumett** on 03/29/2017 10:14 PM CDT

3 0

[Share](#) | [Follow](#) | [Print Idea](#) | [Delete](#) | [Edit](#)

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[Comments](#)

[Scores](#)

[Evaluation](#)

[Post a review](#)



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Likes/ Dislikes: Likes: 3 Dislikes: 0

Progress: Expert Review Stage

Graduation Tasks

Expert Review (0/1)

Minimum Review Rating for Expert Review (0/3.50)

Attachments

No Attachments Yet!

[Add Files](#)

Idea Team Members

Comments Scores Evaluation Post a review



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Leif Pedersen • 2 months ago

Yes, but I would be happy with those kind of recommendations even if they were just on a regular email schedule – it's ok to start small!



Renee Brumett • 2 months ago

But our patrons want those customizable. They want to be able to decide to be notified of things from just one branch. Or maybe only certain types of programs. An easy way to opt out of them too. If it's based on past activity I'm more likely to find it relevant as opposed to just a regular email with a bunch of events or materials I may or may not be interested in.



Reply



Leif Pedersen • 2 months ago

I think we can do even more with mobile technology – like what about using beacons to alert you to a new display when you walk in? Maybe I will add a separate idea just for that...



Reply



New Comment

Minimum Review
Rating for Expert
Review

(0/3.50)

Attachments

No Attachments Yet!



Add Files

Idea Team Members

No team members yet.

[Invite Members](#)

[Become a Team Member](#)

Similar Ideas

[Search from any device](#) Posted By Sarah HickmanAuger

[Linked data to power answers](#) Posted By Leif Pedersen

[Movies Better Than Prime](#) Posted By Sarah HickmanAuger

[Communities of interest](#) Posted By Joe Montibello

[eBook Downloads](#) Posted By Kathie Brown

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Comments Scores Evaluation Post a review



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I completely agree - I only want recommendations for programs at the branch near my house or for books that are available when I'm in the library - I rarely place things on hold

Words: 33, Characters: 177

☒ Follow - If you follow this idea, you will receive notification email(s) for any modification (for example, new post, thread, comment or post edits) under this idea.

Cancel

Post Reply



Leif Pedersen • 2 months ago

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New Comment

Minimum Review
Rating for Expert
Review

(0/3.50)

Attachments

No Attachments Yet!

Add Files

Idea Team Members

No team members yet.

Invite Members

Become a Team Member

Similar Ideas

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[Linked data to power answers](#) Posted By Leif Pedersen

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[Communities of interest](#) Posted By Joe Montibello

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Control Panel

Comments Scores Evaluation Post a review

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 **Sarah HickmanAuger** • now

Edit | Delete


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← Reply

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← Reply

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Rating for Expert
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Attachments

No Attachments Yet!

 Add Files

Idea Team Members

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[Become a Team Member](#)

Similar Ideas

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[Movies Better Than Prime](#) Posted By Sarah HickmanAuger

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[eBook Downloads](#) Posted By Kathie Brown

Control Panel



Renee Brumett • 2 months ago

But our patrons want those customizable. They want to be able to decide to be notified of things from just one branch. Or maybe only certain types of programs. An easy way to opt out of them too. If it's based on past activity I'm more likely to find it relevant as opposed to just a regular email with a bunch of events or materials I may or may not be interested in.



Sarah HickmanAuger • now

I completely agree - I only want recommendations for programs at the branch near my house or for books that are available when I'm in the library - I rarely place things on hold

Leif Pedersen • 2 months ago

I think we can do even more with mobile technology – like what about using beacons to alert you to a new display when you walk in? Maybe I will add a separate idea just for that...



Reply

Reply

Words: 0, Characters: 0

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[eBook Downloads](#) Posted By Kathie Brown

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It would be great if I could fill out a profile so I could get recommendations based on preferences, not just library activity. For example, I picked up the first two Adventures of Sasha books for free at ALA, and I would love to be notified when the library gets the next books in the series so I can check them out for my daughter - even better if they have a read-alike I could get while I'm waiting!

Words: 79, Characters: 404

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Comments Scores Evaluation Post a review

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Sarah HickmanAuger • 13 minutes ago

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← Reply

New Comment

Attachments

No Attachments Yet!

📎 Add Files

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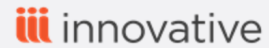


Sarah HickmanAuger

My Inbox **2**

Help

Sign-Out



[Back to spigit - Challenges](#)

Home

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Idea Stages

Dashboard

Administration



Meet The Patron

How can we present patrons and potential patrons with the right library resources and services at the right time that stimulates immediate, meaningful, and lasting engagement with the library?

[Edit Challenge](#)

Phase: Expert Review [?](#)

02 **19** **15**
DAYS HRS MINS

Challenge ends: 2 days

5
IDEAS

7
VOTES

7
COMMENTS

50
VIEWS

Challenge Team [v](#)

View Ideas

Post Idea

Most Liked Ideas

Idea	Likes
1. Personalized On-Time Recommendations	2
2. Search from any device	1
3. eBook Downloads	1
4. Communities of interest	1
5. Linked data to power answers	1

Top Innovators

1		Leif Pedersen	1
2		Sarah HickmanAuger	1
3		Renee Brumett	1
4		Joe Montibello	1

Activity Stream

4

[Show Filters](#)

Spigit Administrator commented on the idea: Search from any device.
2 months ago

"Yes, we want to be on any device, but the catalog is not enough for us..." [more](#)

[Reply](#) · [View Comment](#)

Sarah HickmanAuger posted an idea.
2 months ago

Search from any device

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Community: Meet the Patron

Idea Page ►

1

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Sarah HickmanAuger
My Inbox 2
Help
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Personalized On-Time Recommendations

Posted By *Renee Brumett*, 2 months ago

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New Comment

Words: 0, Characters: 0

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6.	Movies Better Than Prime	0	

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Joe Montibello
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"Yes, we want to be on any device, but the catalog is not enough for us..." [more](#)

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[Sarah HickmanAuger](#)
[My Inbox 2](#)
[Help](#)
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Personalized On-Time Recommendations

Posted By *Renee Brumett*, 2 months ago

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Recipients (Type in a few characters to search for users.)

Message

Cancel

Send

Description

Patrons should get notifications about related resources from the library when it's convenient. Like when I return Book 2 of a series, my phone should alert me that Book 3 is available on the shelf for me to check out before I leave the self-check area. And if I have been to 3 maker series programs in the last 3 months, the library should automatically send me the link to register for the maker series program this month the day that registration opens.

Details

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Statistics

Idea Page ▶

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Linked data to power answers

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Movies Better Than Prime

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Joe Montibello

1

"Yes, we want to be on any device, but the catalog is not enough for us..." [more](#)

[Reply](#) · [View Comment](#)



Personalized On-Time Recommendations

Posted By **Renee Brumett**, 2 months ago



Share | Unfollow

Recipients (Type in a few characters to search for users.)

J

Joe Montibello

Beth Juhl

Cancel

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Joe Montibello

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"Yes, we want to be on any device, but the catalog is not enough for us..." [more](#)

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Personalized On-Time Recommendations

Posted By **Renee Brumett**, 2 months ago



Share | Unfollow |

Recipients (Type in a few characters to search for users.)

Joe Montibello

Enter Name

Message

I think this is similar to what you were talking about at the conference - want to chime in?

Cancel

Send

Description

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Statistics

Idea Page ►

Linked data to power answers

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Joe Montibello

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"Yes, we want to be on any device, but the catalog is not enough for us..." more

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Community: Meet the Patron

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Idea Page ►

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El primer reto empieza pronto

The screenshot shows the Idea Lab web application interface. The top navigation bar is orange and contains the Idea Lab logo (a lightbulb icon) and the text "Idea Lab". To the right of the logo is a search bar and the text "a partnership between innovative & iug". The navigation bar also includes links for "Activity", "Challenges", "Dashboard", and "Administration". The "Challenges" link is highlighted. Below the navigation bar, the "Challenges" section is displayed. It features a "New Challenge" link and two dropdown menus: "All Communities" and "All Challenges". Below these, a challenge card is shown with a green, spiky plant image and the title "Leveraging Data". The card is labeled "Draft" at the bottom.

Idea Lab

a partnership between
innovative & iug

Activity Challenges Dashboard Administration

Challenges

New Challenge All Communities All Challenges

Leveraging Data

Draft

Empezad a pensar en ello...



Leveraging Data

“How might we use data to improve library operations and services?”
We need your ideas to help focus our efforts on solutions that will really make a difference for libraries. Anything is on the table – share whatever questions you want to answer or ideas you have about using

[read more](#)



Plan de lanzamiento y fechas estimadas

- **30 de Mayo y 1 de Junio** – Introducción de Idea Lab (Webinar) para todos los clientes
- **31 de Mayo** – Formación de moderadores y expertos en la materia para el primer reto
- **1-6 de Junio** – Lanzamiento inicial del reto “Leveraging Data”
- **7 de Junio** – Lanzamiento del reto “Leveraging Data”
- **Semana del 12 de Junio** – Sigue el reto
- **Semana del 19 de Junio** – Análisis por parte de los expertos
- **Semana del 26 de Junio** – Priorización de ideas
- **Semana del 3 de Julio** – Selección final
- **Semana del 10 de Julio** – Resultados del reto y recapitulación
- **Semana del 17 de Julio** - Planificar los siguientes pasos



Para saber más: FAQ en la web de IUG y en Supportal

- <http://www.innovativeusers.org/system-enhancements/idea-lab-faq.html>

Enhancements Update: Idea Lab

Q. What's happening with the enhancements process?

A. IUG is collaborating with Innovative on a new process to manage user-driven development and enhancements using a shared space called Idea Lab.

Idea Lab is an innovation environment, designed for users to submit, discuss, and vote on ideas to improve solutions for libraries. Customers using any Innovative product portfolio – Sierra/Millennium, Polaris, Virtua, Vital, or Innovative Resource Sharing – are all welcome to participate.

The new process allows the IUG community to provide input regarding priorities for new areas of development as well as enhancements to existing Innovative products. It also enables Innovative to take more timely action on user-contributed ideas.

Q. Why are we making this change?

A. Our goal is to improve coordination between Innovative and the user community regarding innovation. The previous model limited submissions to incremental enhancements for existing products, and the ballot process was cumbersome and not inclusive. With voting limited to one vote per IUG (or PUG) member library, it was difficult to gather meaningful feedback from all users of the systems. The annual ballot process did not align with Innovative's quarterly development cycle, nor did it include a mechanism for conversations between users and Innovative about the context for requests.

Idea Lab will foster communication and get your winning ideas into the development cycle faster.

Q. Who will participate in Idea Lab?

A. All Innovative users. Idea Lab will be open to all staff at Innovative libraries, not just system

Estad atentos...

- Email
 - Web IUG: <http://www.innovativeusers.org>
 - Supportal
-
- Si tenéis preguntas adicionales a las añadidas a las FAQ: enhancements@innovativeusers.org



¿Dudas?



Muchas gracias 😊



The Library is
OPEN

