

## GUIDELINES FOR LIBRARIES SUBMITTING TOP 10 ISSUES

Thank you for participating in the 2007 top 10 issues process. The KLAS User's Top 10 Issues Committee would like to encourage libraries currently using KLAS v. 7 to make the most of the process, and collaborate with staff to determine which issues are most pressing and significant for implementation.

To facilitate the voting process, the Top 10 Issues Committee and Keystone Systems have identified a web-based polling site that allows libraries to submit and vote on issues, tabulate votes, and assist in the ranking of final scores. The site is accessible, and should make this process much more efficient for all involved.

The committee has developed guidelines to assist libraries with submitting their priority issues, and for voting on the top 10 issues. Please read through the guidelines carefully prior to beginning the submission and voting process. If you have questions about any aspect of the process, please send an email to [uc2007@klas.com](mailto:uc2007@klas.com), or contact a Keystone customer service representative at 800-222-9711.

### SUBMITTING ISSUES TO THE POLLING WEBSITE

The top 10 issues process will take place in two distinct phases. The first phase will be exclusively for submitting issues. The polling website (<https://www.bigpulse.com/menu?m=412>) will become available for submitting and reviewing issues beginning on Friday, February 9<sup>th</sup>, 2007. The website will accept submissions through Saturday, March 31<sup>st</sup>, 2007. The website will not accept submissions after March 31<sup>st</sup>, 2007.

One item to note prior to beginning: Some libraries may receive a secure and non-secure item message when the polling website is accessed. You will experience this message if your library has a firewall installed. It is safe to click ok and continue on to access the submission area of the website.

1. In order to submit issues to the website, your library's designated staff person will need to login. One login will be provided per library, and it is advisable to designate a single staff member, the regional librarian, or KLAS administrator to submit the issues. To access the submission area of the website, you will use the login and password supplied by Keystone.
2. Libraries should submit significant issues that have widespread relevance and are applicable to the broadest range of libraries. Issues that are unique or specific to your library should be discussed directly with Keystone staff. Submitting significant issues will increase the potential for numerous votes, and will improve the odds of your issue making the top 10 list.

3. Please review previously submitted issues before making a submission to determine whether your issue is already listed. Similarly worded issues will be merged into a single item.
4. Please provide a clear, detailed description of your issue so that it is understandable to others. If the wording of an issue is ambiguous, you will be contacted and asked to provide additional information. Remember, the more descriptive you are with the wording of the issue, the better the chances will be for receiving votes.
5. Keystone staff will track submissions, and if a resolution is pending or is currently available for an issue you've submitted, a Keystone customer service representative will contact you directly to provide information or instruction on accessing the function.
6. Keystone will add commentary if an issue submitted has been resolved, or if resolution is pending. The committee felt this would be beneficial, and would alert libraries to the fact that a "fix" is in the works or is already available.

#### VOTING ON SUBMITTED ISSUES

Beginning April 1<sup>st</sup>, libraries will have the opportunity to begin voting for their top choices. The voting period will remain open through Monday, April 30<sup>th</sup>, 2007. The ability to vote will no longer be accessible after the 30<sup>th</sup> of April, 2007.

1. Please review the submissions in each module carefully, and access the entire list of submitted issues to be sure you vote for those that are the top priority for your library.
2. Each library will be able to vote for 3-5 issues per module, depending on the number of submissions the module receives. The number of votes may be expanded if a significant number of submissions are received for that module.
3. Libraries will be able to cast one vote per issue, and may move their vote to a different issue during the voting period. Once the voting period has ended, and polls are closed, no further changes can be made.
4. Every effort will be made to maintain a balance of issues in all module areas so that submissions from each module receive attention and are included.

We hope you will find this process easy and convenient, and if you have questions, please contact any of the members of the Top 10 Committee listed below. Thank you in advance for participating in the process, and making it a success.

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