Using the Cloud at Vancouver Public Library

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Why hosted

• Lack of time & skill
• Better product > benefit knowledge of experts
• Control in public service
• Shifting Systems priorities
Hosting Issue

• Can’t store private data in US
• Very limited product/service choices

NO PATRON DATA: means no surveys, no contests, no personalized services
At Vij's, one of North America's most innovative Indian restaurants, owner Vikram Vij and his wife, Meera Dhalwala, use the freshest local ingredients and original ideas to create exciting new takes on the cuisines of India. Though far from traditional, the dishes remain true to one glorious hallmark.
BiblioCommons: Ups

- Patrons got features they want: simplified search and easy to learn
- Team involved whole library system
- Shared content with other libraries
- Benefits of large user base
- Regular enhancements
Bibliocommons: Downs

- No control of timelines
- Lack of customization
- Loss of unique cataloguing
- Perceived lack of complexity
- Communication problems aggravated
- Hard costs
- Privacy
LibGuides: Ups & Downs

Down
• Limitations on look & feel
• Search integration issues = decreased traffic
• More complex IA

Up
• Everything looks the same
• Very flexible service provider
• Phenomenal support through multiple channels
• Affordable
Benefits to Staff & Patrons

• Well-designed products patrons \textit{want} to use
• Control with public service team
• Easier to learn
• Improve quickly
• Mobile interfaces
What helps it succeed

**During the Project**
- Clear internal roles
- Communicating why
- Picking products that meet patrons’ needs
- Understanding constraints

**For Library Staff**
- Ease of use
- Internally-developed training
- Communicate how it will improve work
- Explaining constraints
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