

**Services Recommendation:**

The Office of Commonwealth Libraries would like the Working Group to recommend what support services should be **part** of a state-wide ILS program. Please consider the technical expertise of, current services available to, and service goals of public libraries in the Commonwealth of Pennsylvania. What services should be provided centrally in order for a state-wide ILS project to be successful? What level of services is needed?

***Task Force Status:*** The Technology Working Group is in-the process of evaluating data migration, project management, workstation management, network management/security design, hardware support, software support and training needs. The Technology Working Group will be meeting in April to work on a draft services recommendation.

***What You Can Do to Help:*** Consider how your library receives these services today. If your library were to switch to a statewide ILS, which of these services would need to be accommodated/provided for you to maintain and/or improve your level of service? Send your thoughts to Scott Thomas [atscott@albright.org](mailto:atscott@albright.org).