

Core Services (received by all MOBIUS institutions)

MCO Help Desk	
Incident Management	<ul style="list-style-type: none"> • Receipt, analysis, and resolution of incident reports. • Escalation to Innovative (or other vendors) as needed.
Service Requests	<ul style="list-style-type: none"> • Maintain location codes and other system coding. • Develop and maintain cluster and INN-Reach WebPACs.
MCO Operations	
Server Maintenance	<ul style="list-style-type: none"> • Acquire Millennium, INN-Reach, and other server hardware. • Work with Innovative to properly configure operating system. • Receive, analyze, and resolve incident reports related to server hardware. • Escalate to Innovative or SUN as appropriate.
Millennium Software Maintenance	<ul style="list-style-type: none"> • Maintain current version of Millennium and INN-Reach software. • Perform Release upgrades and mid-release updates. • Coordinate installation of software patches with Innovative. • Ensure performance of nightly backups of the Millennium software. • Perform daily backups of Millennium data as needed.
Routine Maintenance Operations	
Cataloging	<ul style="list-style-type: none"> • Clear Daily Link Maintenance Report File (WEEKLY) • Electronic Batch Service (EBS) Monographic Holdings Upload to OCLC (WEEKLY) • Millennium Headings Reports (WEEKLY or as needed) • Scope Authority Records (WEEKLY) • Global Link Maintenance (MONTHLY) • Authority Control Processing (QUARTERLY)
Circulation	<ul style="list-style-type: none"> • INN-Reach Request to Own Site Pickup Anywhere (PUA) Hold Pickup and Cancellation Notices (DAILY) • Patron Record Loads (WEEKLY or as needed) • INN-Reach Circulation ("Too Long") Reports (BI-MONTHLY) • Maintain INN-Reach Borrowing & Lending Statistics (MONTHLY) • Year-to-Date Circulation Code Rollover (ANNUAL)
Serials	<ul style="list-style-type: none"> • Local Holdings Records (LHR) Serial Holdings Upload to OCLC (QUARTERLY)

Extra Services

Routine Maintenance Operations	
Cataloging	
Blackwell Table of Content Enrichment Services	<ul style="list-style-type: none"> • UM System (MERLIN)

(QUARTERLY)	
eBrary Record Loads (MONTHLY)	<ul style="list-style-type: none"> Missouri University of Science & Technology (MERLIN) Northwest Missouri State University (Towers) UM Columbia (MERLIN)
MARCIVE (Government Document) Shipping List Record Loads (WEEKLY)	<ul style="list-style-type: none"> Missouri State University (SWAN) Southeast Missouri State University (Galahad) UM System (MERLIN)
MARCIVE (Government Document) Full Bibliographic Record Loads (MONTHLY)	<ul style="list-style-type: none"> Missouri State Library (Arthur) Missouri State University (SWAN) Rockhurst University (WILO) Southeast Missouri State University (Galahad) UM System (MERLIN)
MARCIVE Post-Load Processing (MONTHLY)	<ul style="list-style-type: none"> UM System (MERLIN)
OCLC Government Document Record Loads (MONTHLY)	<ul style="list-style-type: none"> University of Central Missouri (Quest)
Serials	
Serials Solutions Record Loads (MONTHLY)	<ul style="list-style-type: none"> Rockhurst University (WILO) University of Central Missouri (Quest) UM Kansas City (MERLIN) UM St. Louis (MERLIN)

Service Requests (AS NEEDED unless otherwise indicated)	
ABC-Clio e-Book Record Loads	<ul style="list-style-type: none"> University of Central Missouri (Quest) William Jewell College (WILO)
ACLS History E-Book Record Loads	<ul style="list-style-type: none"> Rockhurst University (WILO) University of Central Missouri (Quest)
Baker & Taylor Record Loads	<ul style="list-style-type: none"> William Jewell College (WILO)
Blackwell Record Loads	<ul style="list-style-type: none"> Midwestern Baptist Theological Seminary (WILO) University of Central Missouri (Quest) William Jewell College (WILO)
CatExpress Record Loads	<ul style="list-style-type: none"> Cottey College (SWAN) Crowder College (SWAN) Forest Institute of Professional Psychology (SWAN) Hannibal-LaGrange College (LANCE) Jefferson College (Archway)

	<ul style="list-style-type: none"> • Kansas City Art Institute (WILO) • Logan College of Chiropractic (Bridges) • Mineral Area College (Galahad) • Moberly Area Community College (LANCE) • North Central Missouri College (Towers) • State Fair Community College (Quest) • Three Rivers Community College (Galahad)
CREDO Record Loads	<ul style="list-style-type: none"> • Fontbonne College (Bridges) • Missouri Valley College (Quest)
Emery-Pratt Record Loads	<ul style="list-style-type: none"> • MCC-Longview (WILO) • MCC-Maple Woods (WILO) • Ozarks Technical Community College (SWAN) • William Jewell College (WILO)
Gale e-Books	<ul style="list-style-type: none"> • North Central Missouri College (Towers) • Northwest Missouri State University (Towers) • William Jewell College (WILO)
Gale Virtual Reference Library	<ul style="list-style-type: none"> • St. Charles Community College (Archway)
Ingram Record Loads	<ul style="list-style-type: none"> • William Jewell College (WILO)
Literature Online (LION) Record Loads	<ul style="list-style-type: none"> • UM Columbia (MERLIN)
Midwest Library Services	<ul style="list-style-type: none"> • Missouri Western State University (Towers) • University of Central Missouri (Quest)
Midwest Tapes Record Loads	<ul style="list-style-type: none"> • Linn State Technical College (LANCE)
NAXOS Record Loads	<ul style="list-style-type: none"> • UM Kansas City
NetLibrary Record Loads	<ul style="list-style-type: none"> • Central Methodist University (Quest) • Crowder College (SWAN) • Culver-Stockton College (LANCE) • East Central College (Archway) • Hannibal-LaGrange College (LANCE) • Jefferson College (Archway) • Metropolitan Community Colleges (WILO) • Mineral Area College (Galahad) • Missouri Southern State University (SWAN) • Missouri State Library (Arthur) • Missouri Valley College (Quest)

	<ul style="list-style-type: none"> Missouri Western State College (Towers) North Central Missouri College (SWAN) St. Charles Community College (Archway) St. Louis Community College (Archway) Southwest Baptist University (SWAN) State fair Community College (Quest) UM St. Louis (MERLIN) William Jewell College (WILO) William Woods University (Arthur)
NetLibrary eAudio Record Loads	<ul style="list-style-type: none"> Northwest Missouri State University (Towers)
OCLC PromptCat Record Loads	<ul style="list-style-type: none"> Kansas City Art Institute (WILO)
OCLC PromptCat Record Load Set-up (Midwest Library Services) (ONE TIME)	<ul style="list-style-type: none"> Missouri Western State University (Towers)
OCLC PromptCat Record Load Set-up (YBP) (ONE TIME)	<ul style="list-style-type: none"> Lindenwood University (Bridges) University of Central Missouri (Quest) UM Columbia (MERLIN) UMC Columbia Law (MERLIN) Webster University/Eden Theological Seminary (Bridges)
Oxford Reference Online Record Loads	<ul style="list-style-type: none"> Culver-Stockton College (LANCE) William Jewell College (WILO)
Safari Record Loads	<ul style="list-style-type: none"> Missouri University of Science & Technology (MERLIN) University of Central Missouri (Quest)
TDNet eSerials Record Loads	<ul style="list-style-type: none"> UM Columbia
UNIQUE Record Loads	<ul style="list-style-type: none"> University of Central Missouri (Quest)
YBP GobiExport Service Record Loads	<ul style="list-style-type: none"> Avila University (WILO) Lindenwood University (Bridges) Midwestern Baptist Theological Seminary (WILO) University of Central Missouri (Quest)

Custom Load Profiling: Create custom interfaces for record loads (AS NEEDED)		
Avila University (WILO)	FY01	<ul style="list-style-type: none"> OCLC LDR Serials
	FY07	<ul style="list-style-type: none"> YBP GobiExport
Baptist Bible College (SWAN)	FY07	<ul style="list-style-type: none"> TREN
Central Methodist University (Quest)	FY02	<ul style="list-style-type: none"> LDR Serials Records
	FY04	<ul style="list-style-type: none"> Learning Express

	FY05	EBSCO
	FY06	NetLibrary
Columbia College (Arthur)	FY04	NetLibrary
Conception Abbey 9swan)	FY03	<ul style="list-style-type: none"> • (1 Load Profile created by MCO for implementation clean-up) • Item barcodes • OCLC LDR Serials
Crowder College (SWAN)	FY01	LTI Item Barcodes
	FY02	OCLC LDR Serials
	FY03	NetLibrary
Culver-Stockton College (LANCE)	FY04	NetLibrary
	FY07	YBP GobiExport
	FY08	Oxford Reference Online Collection
Drury University (SWAN)	FY01	OCLC LDR Serials
	FY03	NetLibrary
East Central College (Archway)	FY03	NetLibrary
Fontbonne University (Bridges)	??	NetLibrary
	FY07	<ul style="list-style-type: none"> • Oxford Reference • Xrefer
Hannibal-LaGrange College (LANCE)	FY01	CatExpress
	FY04	NetLibrary
Jefferson College (Archway)	FY03	NetLibrary
	FY05	CatExpress
Kansas City Art Institute (WILO)	FY05	CatExpress
	FY06	OCLC LDR Serials
	FY08	NetLibrary
Lindenwood University (Bridges)	FY04	<ul style="list-style-type: none"> • Baker & Taylor (2 Load Profiles) • NetLibrary • OCLC PromptCat (2 Load Profiles) • YBP GobiExport
Linn State Technical College (LANCE)	FY02	OCLC LDR Serials
Logan College of Chiropractic (Bridges)	FY04	CatExpress
	FY05	Student Patron Records (custom Unique ID fix)
Maryville University (Bridges)	FY01	LDR Records
	FY02	NetLibrary
	FY04	Gale LRC
	FY07	CQ Researcher
	FY08	Annenberg Media Collection
Metropolitan Community Colleges (WILO)	FY04	NetLibrary
	FY07	Emery-Pratt (Longview)
	FY08	Emery-Pratt (Maple Woods)

Midwestern Baptist Theological Seminary (WILO)	FY05	Baker & Taylor
	FY07	YBP GobiExport
Mineral Area College (Galahad)	FY02	<ul style="list-style-type: none"> CatExpress Item barcode data
	FY08	NetLibrary
Missouri Southern State University (SWAN)	FY04	NetLibrary
Missouri State Library (Arthur)	FY03	MARCIVE (2 Load Profiles)
	FY05	ProCite
	FY06	<ul style="list-style-type: none"> MODOT Transportation Library NetLibrary
Missouri State University (SWAN)	FY01	MARCIVE (2 Load Profiles)
	FY03	OCLC Microforms
	FY09	Project to add item records to existing bibs
Missouri University of Science & Technology (MERLIN)	FY06	<ul style="list-style-type: none"> eBrary Safari
Missouri Valley College (Quest)	FY02	LDR Serial Records
	FY03	NetLibrary
	FY08	Credo Reference Collection
Missouri Western State University (Towers)	FY03	<ul style="list-style-type: none"> OCLC LDR Serials National Military Heritage Museum
	FY04	NetLibrary
	FY06	2 nd Load Profile created for National Military Heritage Museum
	FY07	<ul style="list-style-type: none"> Midwest Library Services OCLC PromptCat
North Central Missouri College (Towers)	FY03	CatExpress
	FY04	NetLibrary
Northwest Missouri State University (Towers)	FY03	OCLC LDR Serials
	FY04	NetLibrary
	FY06	<ul style="list-style-type: none"> eBrary Gale Virtual Reference Library
	FY08	NetLibrary eAudiobooks Collection
Ozarks Technical College (SWAN)	FY07	Emery-Pratt
Rockhurst University (WILO)	FY01	MARCIVE (2 Load Profiles)
	FY04	OCLC LDR Serials
	FY05	Serials Solutions (2 Load Profiles)
	FY06	ACLS History E-Books
St. Charles Community College (Archway)	FY03	NetLibrary
	FY08	Gale Virtual Reference Library
St. Louis College of Pharmacy	FY04	NetLibrary

(Archway)		
St. Louis Community College (Archway)	FY03	NetLibrary
Southeast Missouri State University (Galahad)	FY02	MARCIVE (2 tables)
	FY03	"Delinquent patron" records
Southwest Baptist University (SWAN)	FY02	NetLibrary
	FY07	YBP GobiExport
State Fair Community College (Quest)	FY02	<ul style="list-style-type: none"> CatExpress Dynix Series Records
	FY04	NetLibrary
Truman State University (LANCE)	FY04	<ul style="list-style-type: none"> NetLibrary OCLC Microforms ProQuest Microforms
	FY06	OCLC WorldCat
	FY07	Safari
	FY08	American Antiquarian Society
University of Central Missouri (Quest)	FY03	NetLibrary
	FY05	<ul style="list-style-type: none"> Blackwell Midwest Library Services OCLC PromptCat
	FY06	MARCIVE (2 tables)
	FY07	<ul style="list-style-type: none"> ABC Clio ACLS History E-Books Safari Serials Solutions
UM Columbia (MERLIN)	FY03	LDR Newspapers (for State Historical Society)
	FY06	<ul style="list-style-type: none"> Early English Books Online (ProQuest) eBrary Making of Modern Law OCLC WorldCat Pilot Project
	FY07	E-journals
	FY08	<ul style="list-style-type: none"> American Civil War: Letters and Diaries Colonial Discourses Literature Online (LION) My iLibrary (Coutts) OCLC PromptCat YBP GobiExport
UM Columbia Law (MERLIN)	FY06	<ul style="list-style-type: none"> Making of Modern Law NAXOS
	FY08	<ul style="list-style-type: none"> OCLC PromptCat YBP GobiExport

UM Kansas City (MERLIN)	FY03	NetLibrary
	FY06	<ul style="list-style-type: none"> Making of Modern Law Serials Solutions
	FY08	<ul style="list-style-type: none"> 18th Century Collections Online (Gale ECCO) 19th Century U.S. Newspapers
UM Kansas City Law (MERLIN)	FY06	Making of Modern law
	FY08	18 th Century Collections Online (Gale ECCO)
UM St. Louis (MERLIN)	FY06	Serials Solutions
	FY07	NetLibrary
Webster University/Eden Theological Seminary (Bridges)	FY02	NetLibrary
	FY03	OCLC Recon Project
	FY04	<ul style="list-style-type: none"> Gale LRC OCLC Retrocon
	FY06	YBP GobiExport
	FY07	<ul style="list-style-type: none"> CQ Researcher PsychBooks
Westminster College (Arthur)	FY04	NetLibrary
William Jewell College (WILO)	FY01	<ul style="list-style-type: none"> Ingram OCLC LDR Serials
	FY02	Baker & Taylor
	FY04	<ul style="list-style-type: none"> EZCat NetLibrary
	FY05	Emery-Pratt (2 Load Profiles)
	FY06	Gale E-Books
	FY08	Oxford Reference Collection Online
William Woods University (Arthur)	FY03	NetLibrary
All Clusters	FY02	Wright American Fiction
	??	2 Load Profiles created on each Cluster for the OCLC Deduping Project
	??	1 Load Profile created on all Clusters EXCEPT MERLIN for the purpose of loading authority processed bib records
MERLIN	FY01	MARCIVE (2 tables)
	FY02-FY04	10 Load Profiles created to fix various problems related to authority control
SLU (MERLIN)	FY02-03, FY05-06	4 Load Profiles created for SLU when a member of the MERLIN Cluster
SWAN	FY04	2 Load Profiles created to address issues related to the Millennium Automatic Authority Control

		Processing (AAPC) program
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Software Implementation: Coordinate purchase and installation of Innovative products (FY08-FY09)	
Electronic Resource Management (ERM)	UM Kansas City (MERLIN) (FY09)
SIP2 Interface	University of Central Missouri (Quest) (FY09)
Spellcheck for WebPAC Pro	University of Central Missouri (Quest) (FY09)
Additional SCAT Table	University of Central Missouri (Quest) (FY08)
WebPAC Pro Bundle <ul style="list-style-type: none"> • Feed-Builder • My Record Feeds • Single Sign-On • Spellcheck 	MERLIN Cluster (FY08)
My Record Feeds for WebPAC Pro	SWAN Cluster (FY08)
Spellcheck for WebPAC Pro	SWAN Cluster (FY08)
Spellcheck for WebPAC Pro	WILO Cluster (FY08)