



Wishing you and your library staff a happy holiday season!

We've truly enjoyed working with all of you during the past year. Thank you for your continued partnership. We look forward to another great year in 2010!

Here's a quick look back on the changes in 2009...

- ➔ We added over 30 libraries to the Piper Mountain Webs family in 2009, expanding into a total of 19 states, including seven new states - Texas, Mississippi, Maine, Wisconsin, Tennessee, Ohio and Indiana.
- ➔ We began offering content services, including New York Times bestsellers and "This Week in History" pages that are updated automatically each and every week.
- ➔ Our new TeenPak was released— a complete set of pages with content developed specifically for your teenage patrons.
- ➔ Our hosting and e-mail partner – MaximumASP - was named the Microsoft Worldwide Hosting Solution Partner of the Year!
- ➔ We began a round of complimentary upgrades to our content management systems to provide full compatibility with Internet Explorer 8.0 and Firefox browsers
- ➔ In a mid-year customer service survey, 100% of those responding said they would recommend our services to other libraries. Thank you!

Now....a sneak peek ahead to 2010...





A look ahead to the developments planned for 2010...

- ➔ New “liquid layouts” – site designs that expand to fill the width of the display screen
- ➔ A new Google Groups Community – a place to share ideas and tips on your library website content and functionality with other Piper Mountain libraries across the country.
- ➔ A new set of help files and demonstration videos to supplement and reinforce our online training sessions.
- ➔ **This is an exciting one!** New library demo movies for your patrons - these demo movies are customized to your library, and are intended to help your patrons take full advantage of the features offered through your online catalog and online research databases.
- ➔ Upgraded displays for your new materials to include bookcover images, and where possible, direct links to your online catalog.
- ➔ All libraries will be migrated to *Google Analytics* for tracking site usage and popularity.
- ➔ Finally, we will begin a transition to a new, more robust development platform, setting the stage for continued improvements and more powerful applications for your site.

As always, if you have any questions, or would like to discuss plans for your site in the coming year, don't hesitate to call.

Happy Holidays!