



Nylink Professional Solutions [NPS]

Nylink members get unlimited access to Nylink's advice and counsel for metadata and technical services, resource sharing, digitization, virtual reference, financial services, and electronic resources management, and other topics impacting member institutions.

For institutions that are not members, we provide this service via an NPS subscription.

Nylink Professional Solutions Summary

- Live support is available Monday through Friday, between 8:30 am and 5:00 pm.
- Open to all institutional staff
- Contact us via email or phone

Subscribers are entitled to advice and assistance for Nylink products and services such as the following:

- Implementation assistance, including implementation and configuration
- Questions about partner software products and services
- Basic assistance with usage statistics
- Basic planning assistance
- Guidance on understanding and implementing national standards for library systems and services as they apply to products or services that Nylink offers
- Assistance in understanding and implementing best practices for a particular product or service that Nylink offers
- Liaison to vendor partners and business members on pricing, billing and support issues
- Fiscal services support such as customized invoices, OCLC credit management and procurement issues

Should an interaction evolve into consultation, Nylink reserves the right, upon approval by the institution, to initiate consulting services.

Nylink Professional Services [NPS] Subscription
\$300 for 3 months or \$800 per year

- Subscriptions run July 1 through June 30
- Annual subscription renewal is automatic
- Subscribers will have option to cancel at no charge once a year up to 60 days prior to July 1
- Fees are non-refundable

Consultation and Advanced Support

In-depth consultation is **not** included in the subscription. Typical issues that are not covered:

- Advanced questions involving onsite consultation to resolve a particular problem
- Onsite training
- Consultation, negotiation and problem resolution involving third party vendors that are not Nylink service partners
- Customized data analysis
- Advice on project management and effective workflow design
- Metadata design and implementation
- Product and service evaluation and selection

These types of issues are best resolved by Nylink Consulting Services. Details about our consulting services are available at our website at <http://nylink.org/consult/>