



Frequently Asked Questions (FAQ)

BCR will be discontinuing all subscription services in mid 2010 and phasing out its operations by the end of the calendar year. Through a special arrangement between BCR and LYRASIS, your state library's statewide membership in BCR for FY2011 also covers your membership fee for LYRASIS through June 30, 2011. BCR and LYRASIS have agreed that BCR members may choose to transition to LYRASIS immediately. This FAQ contains answers to some of the questions we anticipate from our members, and information to help ensure a seamless transition to LYRASIS. Please do not hesitate to contact BCR with any questions you may have.

1. What action should I take now?

- You may renew your BCR services through BCR until July 31, 2010.
- You may also choose to transition your membership to LYRASIS immediately. LYRASIS Member Support representatives are available to assist you with this and the renewal of your subscriptions. Please contact LYRASIS Member Support at 800.999.8558 or westsupport@lyrasis.org.

2. Will I become a member of LYRASIS?

If you currently have ongoing subscriptions and services through BCR, you will automatically become a LYRASIS member through June 30, 2011. At that time, you will have the opportunity to renew your membership with LYRASIS. There will be no additional LYRASIS membership dues for FY 2010/2011.

If you do not currently have ongoing subscriptions and services through BCR and are a BCR member through your statewide library agency, you will become a LYRASIS member through your State Library without additional LYRASIS membership dues through June 30, 2011. At that time, you will have the opportunity to renew your membership with LYRASIS.

If you have questions about your BCR membership or product and services subscriptions, please contact BCR at 800.397.1552 option 3, or by email at support@bcr.org. You may also contact LYRASIS Member Support at 800.999.8558 or westsupport@lyrasis.org.

3. When will the membership transition begin?

BCR members can begin to transition their membership to LYRASIS immediately. To activate your LYRASIS membership, click [here](#) to complete the Membership Transition form. A LYRASIS representative will be in contact with you to complete the setup process and identify the products and services your library would like to select. This process will take between 1 and 2 business days

4. Will I need to pay a membership fee to join LYRASIS?

Not this year. All BCR members will automatically receive membership in LYRASIS through June 30, 2011, with no additional membership fee. You may direct any questions about your

future LYRASIS membership to Meryl Cinnamon, Manager of Membership Services, at 800.999.8558 ext.2899.

5. Can I still access training and continuing education through BCR?

BCR has phased out its training department, and all BCR members will have access to LYRASIS training options at LYRASIS member prices effective April 2010. LYRASIS training options are available at <http://www.lyrasis.org/Classes-and-Events.aspx>. If you have questions about LYRASIS training, feel free to contact Erica Waller, LYRASIS Professional Development Manager, at erica.waller@lyrasis.org or 800.999.8558 ext.4896.

For more detailed information about registering for LYRASIS classes, please [click here](#).

6. Can I purchase LYRASIS products and services?

All BCR members will have access to LYRASIS products and services effective immediately. BCR will continue to offer the same products and services as in previous years through July 31, 2010. In addition, LYRASIS offers some products not offered by BCR, and those products can now be purchased from LYRASIS.

- A list of BCR products and services is available online at <http://www.bcr.org/solutions.html>.
- A list of LYRASIS products and services is available online at <http://www.LYRASIS.org/Products-and-Services.aspx>.

If you have questions about your BCR membership or product and services subscriptions, please contact BCR at 800.397.1552 option 3, or by email at support@bcr.org. You may also contact LYRASIS Member Support at 800.999.8558 or westsupport@lyrasis.org.

7. Will my current subscriptions and products still be available?

Yes. Your current subscriptions and products are available with BCR through July 31, 2010. And, these subscriptions and products will be available as you transition to LYRASIS.

If you have questions about your BCR membership or product and services subscriptions, please contact BCR at 800.397.1552 option 3, or by email at support@bcr.org. You may also contact LYRASIS Member Support at 800.999.8558 or westsupport@lyrasis.org.

8. Will all of BCR's products be offered by LYRASIS after July 31, 2010?

We anticipate all current vendor contracts and services not offered by LYRASIS will be negotiated by LYRASIS and added to their product portfolio. For those services where both organizations have an agreement with a vendor, LYRASIS will take over your ordering, billing and support on July 31, 2010. LYRASIS has undergone this process in the past, and has existing strong relationships with vendor partners who are happy to help.

In addition, once you become a LYRASIS member, you will receive full membership benefits to all LYRASIS products and services.

9. How will my OCLC services be affected?

We hope to help you during this transition and are happy to facilitate the transfer of your OCLC services to LYRASIS.

BCR will discontinue billing for OCLC services after the June billing (which will be sent in July). Your library or group will automatically begin receiving bills directly from OCLC in August for July services, unless you contact OCLC to indicate you want your OCLC bills to come from one of their billing partners. To transfer your OCLC billing to LYRASIS, please e-mail orders@oclc.org and copy Meryl Cinnamon, Manager of Membership Services at LYRASIS at meryl.cinnamon@lyrasis.org. Meryl will contact you upon receipt of your email to begin the transfer process. You may also call OCLC at 1-800-848-5878 and advise them that you wish to designate LYRASIS as your billing partner for OCLC services. OCLC will update their records and inform LYRASIS of your action.

10. Will the cost of my current BCR subscriptions and services change when I become a LYRASIS member?

BCR members will automatically become members of LYRASIS. LYRASIS will honor BCR member prices through June 30, 2011. At that time, if you choose to renew your LYRASIS membership, you will receive LYRASIS member prices.

11. What happens to my deposit account dollars that are held by BCR?

If you would like to transfer your deposit accounts seamlessly to LYRASIS, please contact support at 800.397.1552 option 3.. To learn more about My LYRASIS deposit accounts, please contact LYRASIS Member Support at 800.999.8558 or westsupport@lyrasis.org.

12. How will special projects and contracts with BCR be managed?

For special projects, BCR will work with the primary contact to complete the project or assist with transferring it to another organization for a seamless transition.

13. Who is LYRASIS?

Created in April 2009 by the merger of PALINET and SOLINET and joined shortly thereafter by NELINET, LYRASIS is the nation's largest regional membership organization serving libraries and information professionals. Though large in scale, LYRASIS is known for its local touch - fostering collaboration and cooperation among members and facilitating their success through networking and programming, innovative solutions, and significant cost savings through group purchasing for products and services. For more information, please visit www.lyrasis.org.

14. Will there be a LYRASIS Western office?

Yes, there will be a LYRASIS West presence. However, due to the sale of the BCR building, we are in the process of determining where an office may be located in the region.

15. How do I contact LYRASIS?

LYRASIS is happy to talk with you. Please do not hesitate to contact Meryl Cinnamon, Manager of Membership Services, at 800.999.8558 ext.2899 or Meryl.Cinnamon@LYRASIS.org.