

Timberland Regional Library
Library System Upgrade – May 13, 2010
Frequently Asked Questions (FAQs)

TRL is upgrading the Library's online circulation and catalog system on May 13. Library open hours will be changed the week of May 10 due to the large data transfer which takes several days.

1. *What are the schedule changes for the week of May 10 in preparation for the system upgrade?*

- **All libraries will be closed on Monday and Tuesday, May 10 and 11.**
 - The old online public catalog will be available for searching, but patrons will not be able to place holds, renew items or change their PINs.
- **Libraries will be open normal hours on Wednesday, May 12 with reduced services.**
 - Self check-out stations will not be operating.
 - Staff will be able to check items out to patrons and assist with reference questions.
 - Returned items will not be checked in, which means there may be a delay in holds reaching the holds shelves. Returned items will be back dated to May 8.
 - Staff will not be able to take payment for fines or fees until noon Thursday, May 13.
 - The old online public catalog will be available for searching, but patrons will not be able to place holds, renew items or change their PINs.
 - Library computers, the Internet and the PC reservation system will be working.
- **Libraries will open at noon Thursday, May 13 if they normally open at or before noon.**

Libraries that normally open later than noon on Thursdays will open at their regular time.

 - The new online public catalog will be available for searching, placing holds, and renewing items.
 - Self check-out stations will be operational in the libraries.
 - Staff will be able to check-out items to patrons and check-in returned items.
 - Items in the "check-in backlog" from Saturday, May 8 through Thursday, May 13 will receive the "returned date" of Saturday, May 8. This means no fines will be charged for the days the system is unavailable for check-ins, however, any fines accrued before the closed days will still be due.

2. *Were due dates and hold expiration dates changed to avoid the closed days?*

- Items will NOT be due from May 10 until May 17.
- Holds will NOT expire from May 10 until May 17.

3. *Why is TRL upgrading the library system?*

- The vendor is no longer actively developing the current library catalog system and the hardware TRL operates is out-of-date and needs to be replaced.

4. *What are the benefits of the new system?*

- There will be a new library catalog for the public. It has an attractive, simple interface with powerful searching and better integration with the new TRL website.
- Patrons will be able to make online credit/debit card payments for fines and fees. This feature may not be available on May 13.
- The new library system software is being actively developed and improved which means more features for the public and improved efficiency for library operations in the future.
- This system has better options for specifying how hold requests are filled, thus reducing the time for patrons to receive their holds.

5. *What will change in the public catalog?*

- As in the current catalog, patrons can search the catalog, place holds, suspend and reactivate holds, and view their check-outs and holds.
- Patrons can change the location where they pick-up hold requests as long as their holds are not yet in transit. In the current system, only library staff can change pick-up locations.
- Patrons can see fines as soon as items are overdue. In the current system fines cannot be seen until items are returned or renewed.
- Patrons can place holds on a title as soon as it is ordered except for magazines. In the new system holds are not allowed on magazines until they are received in the library.
- Patrons cannot place holds if they owe more than \$5 in fines or fees.

6. *Will library card barcodes and PINs stay the same?*

- Patron library card barcodes and PINs will transfer to the new system.

7. *Will check-outs, holds, overdue fines and fees and My Lists transfer to the new system?*

- Check-outs will transfer with their appropriate due dates.
- Overdue items and fines will transfer and fines will continue to accrue.
- All holds except holds for future magazine issues will transfer. The new system does not allow holds on future magazines, i.e., those that have not yet been received in the library. Pickup locations, expiration, suspension/activation dates will transfer.
- "My Lists" will transfer and will no longer expire.

8. *What will happen to overdue, pre-overdue, hold and other notices by email, telephone or print?*

- Patrons will continue to receive hold, pre-overdue, overdue and other notices by the method they specified for the old system, i.e., by email, telephone or print.
- The telephone notification system, Telecirc, is being upgraded. There will be a new voice delivering phone messages and responding if patrons call into Telecirc – 360-586-1599 (1-800-582-9703 outside the Olympia calling area).