



New Library Automation System FAQs

Why did the Library switch software systems? The old system seemed to work fine.

While we had all become comfortably accustomed to the old software, it had been in use here (through various iterations) for over 25 years. For the past 3 years we have had no vendor support for it and software development on the product stopped nearly 10 years ago--there was no possibility for future developments. Although the new system is at this point a “young”, open-source product which does not yet incorporate all of the features we would like, it is being very actively developed by library systems around the world, and it will improve rapidly.

Why is the new system so different? Why can't library staff answer all of my questions?

Library system migrations are complicated at best. There will always be unanticipated problems for which staff cannot be prepared. We have been working to address the issues and changes caused by moving to new software; already many of the gaps have been filled, and we are continuing to work on making the system work as smoothly as possible. We appreciate your patience and also your feedback. If you have a problem with the website, please send email to webmaster@santacruzpl.org.

In “My Account” it looks like items are renewable when they actually aren't. Why is this?

This is a change. We apologize for the inconvenience. We will pursue having improvements to this aspect of “My Account” rolled into a future release of the software.

I want to change my “home library” but I don't see any way to do that--can you help?

The “home library” which was migrated over from the old system was the branch at which you initially registered for a library card. If you would like to change your “home library”, please call or visit any branch and staff will assist you. This feature is not yet available online.

Where is the “New Items” application that I used to be able to browse on the website?

The “New Items” list that formerly appeared on the website was written specifically to function with the old system. We've created a replacement using the new system's “Bookbag” feature. It can be found on the New Items page here: <http://www.santacruzpl.org/evergreen/newitems/>.

Why do all the items in the catalog have a “Place Hold” link next to them--even if they are items that can't actually be requested because they are e-books or non-circulating items?

We will pursue having “smarter” place hold links integrated into a future release of the software.

What happened to the bookmarklet that used to allow me to search the Library Catalog by ISBN from sites like Amazon?

Like the “New Items” application, the bookmarklet was created specifically to query the old catalog system. We are working to create a new version that will work with the new catalog system.