



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 everything so “messed up”? Why can't library staff answer all of my questions? Couldn't you have planned better for this?

Library system migrations are complicated at best. There will always be unanticipated problems for which staff cannot be prepared. Our choices were to close the entire library system down for a prolonged period of time to work out all of the post-migration bugs and to allow time for staff to gain more familiarity with the system or to ask for your help in identifying problems, and your patience during this transition as we deal with them. We chose the latter route because we felt that keeping the libraries open was in the best interest of the majority of library patrons.

Why am I not getting notifications regarding items on hold and overdue items?

The email and paper notification systems are still in the process of being configured. We plan to have them up and running by mid-November.

I haven't been able to renew items. This has resulted in the assessment of fines to my account. Can this be fixed?

We are working on fixing glitches in the system related to renewals. Therefore, we will forgive overdue fines for the migration period.

Why am I getting fines on the due date?

The library changed its loan policy to three weeks with no grace period in October 2011. Fines are assessed on a daily basis if the item has not been returned or renewed by 11:59 pm **on the due date**.

Some of the requests that I placed in the old system did not transfer over to the new system. What happened to them?

We are working to locate all such “lost holds” and will manually re-enter them for patrons where this is possible. We migrated 10,077 requests and of that number, fewer than 500 will need additional attention. See the answer to the question below for more details about newly purchased titles.

New items that the library has ordered but hasn’t received used to show up in the catalog. Why can’t I see these items and place requests on them now?

The new system treats titles that do not have any actual copies attached to them differently than the old system did. In the new system, these “placeholder” titles (titles that have been entered into the catalog system but for which we have no actual copies yet) are masked from view and therefore cannot have requests placed against them. We are working on a means of “unmasking” these titles so that requests can be placed on them just as they were in the old system.

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.

In “My Account” I can’t see my place in the request queue any more--what happened?

This feature is not currently available. However, there is a new version scheduled for release early next year which should remedy this. In the meantime, it is possible to ask staff to look up your position in a request queue.

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 appeared on the website was written specifically to function with the old system. We are working now to create similar functionality for the new Evergreen system. It is coming!

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.

When I search the catalog for a title or author whose name includes a diacritic, the search fails. Why is this?

We are currently pursuing this issue with our vendor.

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.