

Winding Rivers Library Catalog Upgrade

Beginning in August, libraries in the Winding Rivers Library System are undergoing a catalog upgrade! We're making it easier to browse our catalog to find new materials and are modernizing our system. We're excited to offer a more intuitive user experience for our patrons. This catalog upgrade will make it easier than ever to find what you're looking for and to discover new things along the way.

This page is a convenient place for you to view all things related to the upgrade, so check back often to learn the latest news, important dates, and any actions you need to take.

Our goal is that you will experience minimal impacts during the transition. We anticipate those impacts to be limited to August 12 – September 17, which we are calling our limited-service period.

As always, your library staff members are available to answer your questions and help in any way you need. Reach out to them during their normal opening hours.

A few dates to keep in mind:

- Beginning August 12, no new holds can be placed on materials (this includes WISCAT requests). **This is our Limited Hold Service.** Holds and WISCAT requests will resume after September 18.
- Don't worry! Holds that were placed before August 12 will still be fulfilled (and may arrive during the Limited Hold Service period).
- September 4-17 will be our **Limited Checkout Service.** During this time, returned items cannot be checked in, there will be no delivery between libraries, and no holds may be placed. You can help out your library staff during this period by having your library card available at checkout.
- After September 4, we recommend you call ahead to confirm the availability of any items listed as "available" in the catalog before you make a visit to that library.
- Library materials returned after September 4 will not be checked in until September 18, at the earliest.
- September 18 – the new catalog goes live! Explore the updated catalog from your library's website and check out the cool new features.

FAQs (Frequently Asked Questions)

Why are WRLS libraries doing this upgrade?

We are upgrading to an integrated library system (ILS) called Polaris to give you updated tools like a new mobile app to find the materials and books you are looking for. This upgrade is no small undertaking, but it is necessary because we have heard feedback from our patrons that our current system is not meeting their needs. They want more and better and this upgrade will be the answer!

How will the transition affect my access to library materials?

In most cases, you should see very few impacts. However, during the **Limited Hold Service** from August 12- September 18, you will not be able to request holds or WISCAT materials. However, holds placed before August 12 will still be fulfilled (and may arrive during the Limited Hold Service).

During the **Limited Checkout Service** from September 4- September 18, you can continue to check out materials but there will be no delivery between library locations. Returned items cannot be checked in during this time, which will make some materials unavailable.

Here is what this **Limited Checkout Service** will look like in real life.

- You will not be able to place holds on any materials. Instead, visit any of the wonderful WRLS libraries, each with unique and interesting collections, and browse their shelves.
 - Your library record will be unavailable.
 - You will not be able to renew books. Please rest assured that due dates will be extended during this period so your items will not be overdue.
 - You will not be able to use self-checkout kiosks at any WRLS library.
 - Library accounts cannot be updated during this period including,
 - contact information
 - paying fines (It is recommended that any fines over \$10 that would block your access to physical and digital materials be paid prior to 9/3.)
 - ***Some items may incorrectly appear as "available" online. We suggest you call ahead to confirm their availability before traveling to the library. Find your local library [here](#).***
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In what ways can I support my library staff during this upgrade?

You can help your library staff immensely by having your library card (or a picture of your card's barcode) at checkout especially during the Limited Checkout Service period (September 4- September 18). Library staff will be happy to issue you a new card prior to September 4 if you need a new card.

I do not have a library account, but I would like to get started using the library. What about me?

Wonderful! Stop by any Winding Rivers Library System library to get registered today. Patrons may be issued new cards even during our Limited Checkout Service (September 4- September 18), which can be used for checkout until the new catalog is ready on September 18.

What about digital library materials and streaming services like Libby, Kanopy, Hoopla, etc.?

You will still have 24/7 access to our thousands of digital materials. Library cards will not expire during the catalog upgrade, so access to your Overdrive materials (Libby and Kanopy) should not be disrupted. To ensure ongoing access, make sure your library account is in good standing prior to September 3.

What is the new mobile app? Is it easy to use?

You will have access to a new mobile app to find and discover library materials right from your smartphone. With this app, you can easily search and browse the online catalog, place holds, and discover new materials. *Your library card barcode will be in the app making checkout at your library a breeze!* The app will go live on September 18.

To download the app, go to your device's app store and search for **WRLS Catalog** app.

What about my reading history, hold lists, and item lists?

Reading History:

If you have elected to save your reading history in our current catalog, that history will transfer over to our new catalog.

Holds Lists:

Items you have placed on hold or had staff place on hold for you, will be transferred to your account in our new catalog.

Item Lists:

Any items you saved in 'My Lists' in your account will NOT be available when our new catalog goes live. But don't worry, you can easily email these items to yourself by following these steps:

1. **Prior to September 3**, log in to the catalog from your library's website.
 2. Click on 'My Account' in the upper right-hand corner.
 3. Go to 'My Lists.'
 4. Select the list you want to keep.
 5. Click on 'Export List.'
 6. Choose 'Full Display' if you want all the details of that item's library record or 'Brief Display' for less information (recommended).
 7. Enter your email address in the field provided.
 8. Click 'Submit.' Your list is safely sent to your email.
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What if my card expires during this time?

To ensure the best continuity of service possible during this time, no library cards will expire between September 4-18.

Will my library's open hours be impacted during this upgrade?

Library locations may adjust their hours to accommodate this upgrade. Please contact your library location directly before traveling to the library.

When will things be back to normal?

September 18 is our official go-live date! While there may be a few wrinkles to iron out, we anticipate smooth sailing from 9/18 on. We appreciate your patience with library staff and other library users as we all learn and get familiar with this new catalog together.
