Library Software Upgrade FAQ

What is being upgraded?

The software that the Upper Hudson Library System (UHLS) uses to manage its catalog and patron information is being upgraded. The new staff software is called Sierra, and the new online catalog is called Encore. We plan to go live with the new software on **3/31/15**.

Who will be affected?

All public libraries in Albany and Rensselaer Counties and their registered patrons will be affected. Patrons will not need to replace their library cards, but requests may be delayed due to the upgrade and potential issues with our telephone notification system. Feel free to contact the library to check on the status of your requests after the upgrade.

How is the new software different?

While this software will perform functions similar to our current program, the new software has many more options and features, as well as a new look. Here are some new features we will be able to offer, though some may not be available immediately:

- OverDrive integration—check out and download online materials directly from the catalog
- Ability to search for magazine and journal articles within the catalog
- Option to email checkout receipts instead of printing
- Option for SMS (text) notifications
- More reliable electronic notifications
- Option to save your checkout history
- Option to tag catalog items and search by tag
- Improved mobile interface
- Enhanced account security. ***Please note that library staff will no longer be able to view your PIN for your account.***

Upgrade Timeline:

All functions will be **restored on 3/31/15** when we go live with the new software.

- **3/28/15**—The ability to request and renew materials will be temporarily unavailable. This will reduce the possibility for errors.
- **3/28/15**—We will be unable to take new patron registrations.
- **3/30/15**—All UHLS libraries will be offline while the move occurs.

Libraries are offline on 3/30/15

Patrons will be able to check items out, but the following services **will not be available**:

- Downloading materials from OverDrive
- Ability to take Driver's License instead of library card for checkout
- Most account transactions, including fine/fee payment, item renewals, card signup/replacement, and check-in of materials
- Any online resources requiring the entry of your library card number

The following services **will be available** on 3/30:

- Item checkout
- Public computers
- Our current catalog will be available (for reference only—item status will be outdated) at: http://vufind.uhls.org.

What can I do to prepare?

- **Email Receipts:** If you would like to receive your receipts via email, make sure you have an email listed in your account.
- **My Lists:** If you currently use the My Lists feature on your account, you will need to print your lists or email them to yourself before 3/29/15. ***Items in "My Lists" will <u>not</u> transfer to the new software***.
- **Suspended requests:** If you currently have suspended requests in your account, they will be activated automatically when we move to the new software on **3/31/15**. You will need to either re-freeze the items or move them to your reading list.

How can I stay informed?

As the date of the move gets closer, some services will be interrupted. In the event of an unplanned outage, announcements will be made in the following locations:

- www.castletonpubliclibrary.org
- Facebook: facebook.com/ castletonpubliclibrary
- Twitter (@CastletonPL)

You can also visit the library for more information, or give us a call at 518-732-0839.

CASTLETON
PUBLIC LIBRARY

85 South Main Street
Castleton, N.Y. 12033
P: 518-732-0879
F: 518-732-0835

Castleton Public Library
85 South Main Street
Castleton, NY 12033
518-732-0839
www.castletonpubliclibrary.org

Questions?

Contact our Director, Melissa Tacke:
director@castletonpubliclibrary.org
518-732-0839

Library Software Upgrade:

What You Need to Know