



Frequently Asked Questions About the New Catalog

What's Happening?

The Library has migrated to a new library catalog system. Beginning May 13, 2008 customers began experiencing a new way of searching for books, DVDs, music, downloadable media, and databases with a product called Encore. Encore has been called a "search and discovery platform" in that it allows you to pull up more than just physical items that exist on library shelves. Now you can pull up access to downloadables, databases (coming soon!) and more from one simple, Google-like search box. The best way to get a feel for what Encore has to offer is to give it a try!

What if I just want to search the catalog?

An Encore search will search the catalog and provide the most relevant results right at the top of the screen. However, we also offer access to our collections through a "Traditional Catalog" search box, which is also new and improved. This option offers a more traditional look functions more like our previous Library catalog. To access the traditional catalog, click where you see "Traditional Catalog" or "Advanced Search."

Why did the library migrate to a new catalog?

The Dynix catalog system was over twelve years old! Just like you have to upgrade your home computer and software every few years, the same is true with a library catalog. We have migrated so that we may offer you better, faster, and easier searching capabilities.

What features does the new catalog offer?

- Starting with one simple search box, you can find all the library has to offer
- "Did You Mean?" feature eliminates confusion and corrects common spelling mistakes
- Google-like relevance ranking ensures that the best answer rises to the top of your search
- Web 2.0 features, like tag clouds, allow you refine your search
- Quick preselected links to the library's electronic and Web-based resources

Can I still access "My Account"

Yes! You can still renew, place holds, and view what you've checked out. New features we think you'll love include the ability to opt-in to save your "reading history" and the ability to "freeze" your holds.

Where is "My List?"

This feature became available after a system upgrade on July 16, 2008. "My List" enables you to save lists of items you wish to read, watch, or listen to and is available when you log into "My Account."

Can I place holds on items?

Yes! The ability to place holds was temporarily suspended while new system came live, but is now available. Note: we think you'll love the new ability to place multiple holds at one time!

What if I have a problem with my holds?

If you have lost a hold, been dropped from a list, or just didn't get notified, please contact your local branch so that we can try to resolve the problem.

What if I need help?

Context sensitive help screens are available on each screen, and of course, library staff will be happy

to help you! We also encourage you to view our [Flash demonstration on using the new system](#). Computer classes will be offered that will demonstrate features of the new catalog and also show you some bells and whistles that you might not yet know about! Please call Electronic Services at 330-643-9145 for more information on class dates and times.