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 and 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 catalog does not offer "My List" features. Patrons who wish to retrieve their "My List" information can contact their local branch librarians for assistance.

Why were library computers unavailable on May 12 & 13?
There was much to do to complete a system migration on a library of our size. With Main Library and seventeen branches, we have close to 1,000 computers to configure for the new system! We chose to stay open during the migration and only limit necessary services.

When can I begin placing holds on items?
Right now! The ability to place holds resumed when the new system came live. 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! 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.