

# New Library Computer System

## Further Information

We are currently transferring to a new library computer system. This is the system that holds details of all the items available in the library and which manages all library transactions.

Please see inside for answers to frequently asked questions about our new computer system

[www.barnet.gov.uk/libraries](http://www.barnet.gov.uk/libraries)



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# **Library Computer system and Catalogue upgrade**

## **1. When is this upgrade happening?**

The upgrade is happening between the 11 and 21 March 2019

## **2. Why are you closing?**

Moving to the new system is a complex process. We need time to ensure it goes as smoothly as possible.

## **3. What is this computer system?**

It holds the information for library stock, customers, and transactions. It will also provide a new modern look and upgrade to Barnet Libraries Online which includes the library catalogue.

## **4. Why can't I renew my books?**

As we move from one system to another, we need to spend a period of time offline, which means we are unable to look up customer records.

## **5. Will I be able to use the catalogue?**

The catalogue will not be available while the upgrade work takes place. The new look catalogue will be ready to use on 21 March.

## **6. Why can't I reserve an item?**

As we move from one system to another, we need to spend a period of time offline, which means we are unable to identify specific items in our catalogue. You will be able to reserve items when we have moved to the new system.

## **7. Will you still have new books?**

We will receive a small amount of new books and DVDs while this work takes place.

## **8. What services can I use while you're closed?**

All our online resources, such as encyclopaedias dictionaries will work as usual. Our eBooks and eAudiobook services will be unavailable on 18 March, 19 March and 20 March.

### **9. Can I still use a PC and the library Wi-Fi?**

Yes. PCs and Wi-Fi will be available as usual except on the closure dates. If you are just joining the library now you will only be able to use the computers in staffed hours for this week.

### **10. Can I join the library?**

We will accept application forms to join either in the library or online. However, we won't process these until the upgrade is completed. We'll be in touch when your library card is ready to collect. We will send out e-memberships once the upgrade is complete too.

### **11. What improvements will I see with this new system?**

The new catalogue will be easier to search and you can reserve items at the touch of a button. You will be able to see star ratings given by other readers to the items you search for, as well as recommendations you might like to try. We will also send notifications by email where we have your email address to let you know when your items are due or overdue and to inform you about your reserves. You will also be able to pay any fines or charges online.

### **12. Why do you want my email address?**

One of the benefits of the upgrade is that we will send notifications to let you know when your items are due or overdue or to inform you about your reserves. We need your email address to be able to send these notices. There is also an option to join our mailing list, so you can find out about events and services from Barnet Libraries. If you would like to join our mailing list please email [libraryevents@barnet.gov.uk](mailto:libraryevents@barnet.gov.uk).

### **13. Will my PIN still work?**

PINs need to be 4 numbers. If your PIN is 4 numbers then it will continue to work. If your PIN includes letter or has more than 4 characters you will need to change it. You can do this online after 21 March or visit any Barnet Library for help.

### **If I can't renew my books will I be charged fines?**

No items will be due back while the upgrade takes place so no fines will be charged during this time.

### **14. Will I be able to pay my fines?**

We won't be able to pay fines until after 21 March. You will be able to pay your fines in any Barnet Library or online after this date.