

SERVICE INTERRUPTION FOR 10 DAYS FREQUENTLY ASKED QUESTIONS (FAQ):

The **Westchester Library System (WLS)** manages and operates an online library and Internet access system for the county's libraries. All online services are available to WLS library cardholders from the nearly 500 public computers and from the convenience of your home or anywhere else 24 hours a day.

WHAT IS HAPPENING? The Westchester Library System, which includes 38 member public libraries throughout the County, **is updating its library management software** (the circulation system). Note: all the public libraries in Westchester, except White Plains, are making this transition. The catalog will be "frozen" for a period of 10 days during which time the records can not be updated.

WHAT WILL HAPPEN AT MY LIBRARY? You can check out items but you must have your library card. Holds will not be filled and you will not receive items from other libraries. Renewals may be done on a limited basis and only if the book, CD, DVD, etc. is physically at your Library. Internet access will be available during this time.

WHY? The WLS is changing the library management software to a more secure and updated software system. The current system is no longer supported by its vendor.

WHEN WILL THIS HAPPEN? From APRIL 6th -APRIL 16th.

WHAT WILL HAPPEN DURING THIS 10 DAY PERIOD? Library patrons will not be able to place a hold on a book or any materials including DVD's, CD's, etc. title or renew items online or by telephone during this period. To renew an item at a library, the library card and the item's (book, DVD, CD) the barcode number will be needed.

WHAT IF MY BOOK OR OTHER ITEM IS DUE BACK TO THE LIBRARY DURING THIS TIME? Because the catalog is going to be "frozen" and the records can not be updated during this period, you do not have to return any items during this time! The catalog will not show the true status of items. Items returned during this period will still show as "checked out" in the catalog. Something "checked in" may have been checked out. An item's status can only be determined by looking for it on the bookshelf. Ask a reference librarian for help.

DO I HAVE TO PAY FINES? EACH LIBRARY WILL BE HANDLING THE ISSUE OF FINES LOCALLY.

WHAT ELSE SHOULD I KNOW? Other electronic library operations, including checking out and returning items will not be effected. In addition, while library users can still search the library catalog, both in the library and remotely, library customers are encouraged to call the library in advance to ensure that your item is available, as information in the catalog will not be regularly updated. Regular online operations will resume on April 17th. Public access to the internet will not be affected.

WHAT WILL BE DIFFERENT WHEN THE UPDATE IS COMPLETED? "JAVA WebPac" and "TELNET" will disappear forever. "Catalog and More" will remain and the search function will become easier. Library users will now have the ability to manage their computer printing needs themselves.

I STILL HAVE QUESTIONS. WHO SHOULD I CALL? For more information regarding this temporary interruption of service, please call Westchester Library System at (914) 231-3226.