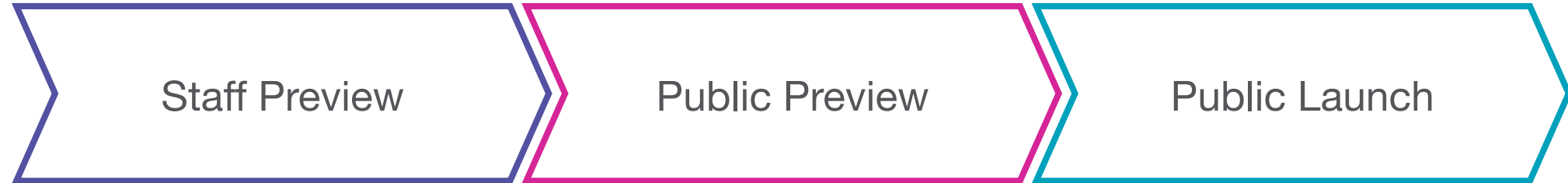# Preparing for Launch

Stages of Launch

Staff Preview

- You're in it!
- Get comfortable with the catalog
- Create content
- Spread enthusiasm
- Show your colleagues!

Public Preview

- New catalog is public
- Lots of feedback
- Patrons start registering
- Transitional period

Public Launch

- BiblioCore is your primary catalog
- More feedback
- Promote content
- Time to celebrate!

Your New Catalog

- Position BiblioCore as the new or "updated" InfoSoup catalog

- Not the new "BiblioCore Catalog"

- Patrons don't care where you buy your software

Patron Feedback

- There will be a lot of patron feedback in the first few weeks

- Initial feedback will be mixed

Tell us about your online experience

We would love to hear your feedback on using the online library catalogue

Submit Feedback

Patron Feedback

- Many people will be excited!

What to expect at launch
Patron Feedback

Patron Feedback

Patron Feedback

Patron Feedback

- Concerns are often a kneejerk reaction to change

- It's not the new catalog, it's that the catalog is new

- When responding to feedback, be empathetic, positive, and constructive

- Think of responses to common patron queries

- Patrons may say "website" when they mean "catalog" – probe to learn more!

Common Patron Questions

- How do I renew items? How do I manage holds?

- Why do I need a username? Why do I need to register?

- Will people see my borrowing history?

- How do I find X on the new catalog?

- Where I find X in the account menu?

- What's the difference between lists and shelves? How do shelves work?

"What a complete and unnecessary waste of time. The previous website was fine. Now users have to learn to navigate a new system. Why? Whose idea was it to pay for an 'updated' system that didn't need updating?"

San Francisco Public Library
Patron

"After a few days of trying to navigate the new system, nervously, and experiencing some frustration. I have to say that I truly love it. You folks did a great job, …
It's really lovely. Good work! Thank you so much."

San Francisco Public Library
Patron
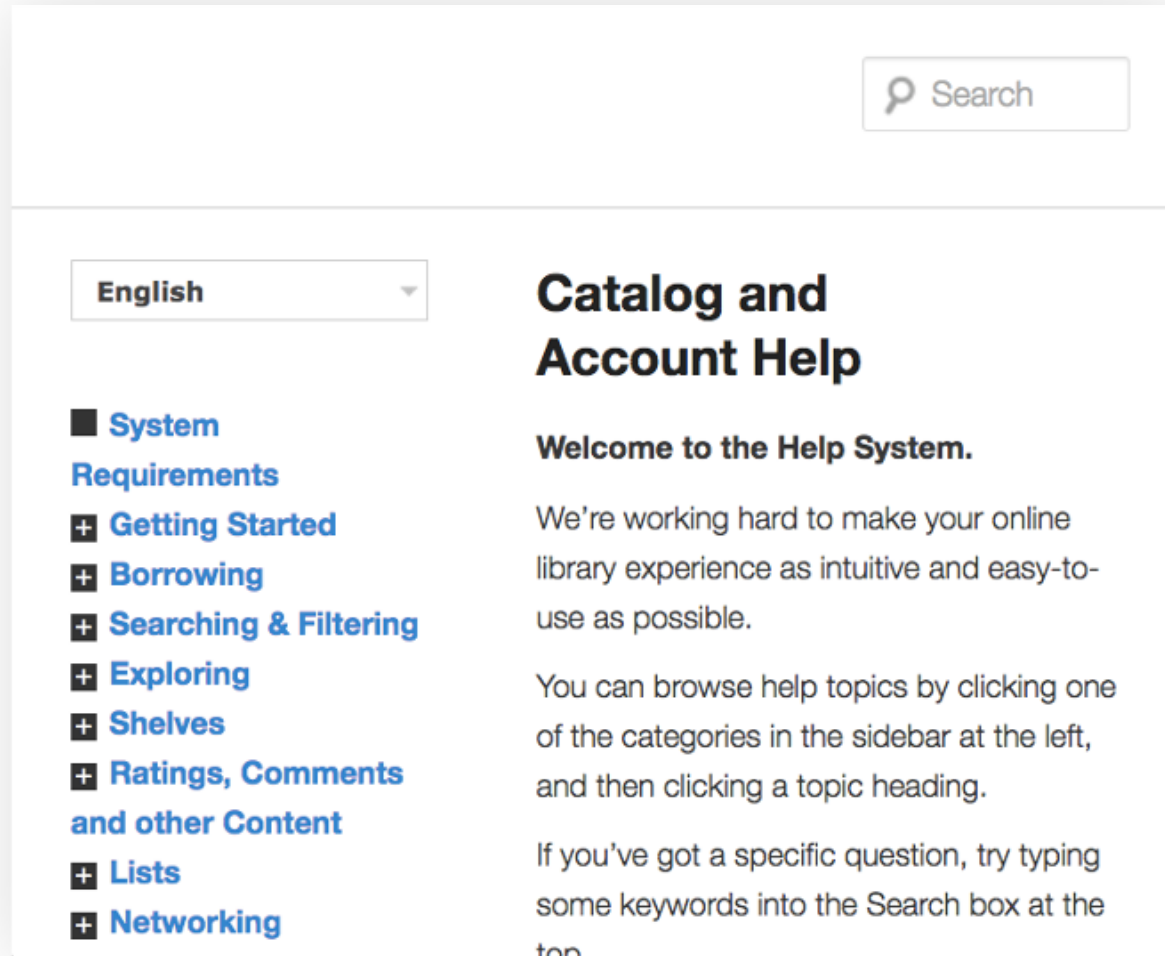
I love the new website design! Great design. Great website. **I've fallen in love with the library all over again.**

San Diego Public Library
Patron

Catalog and Account Help

Preparing for Launch

BiblioCommons Partner Portal

- Register with your library email at **partnerportal.bibliocommons.com**
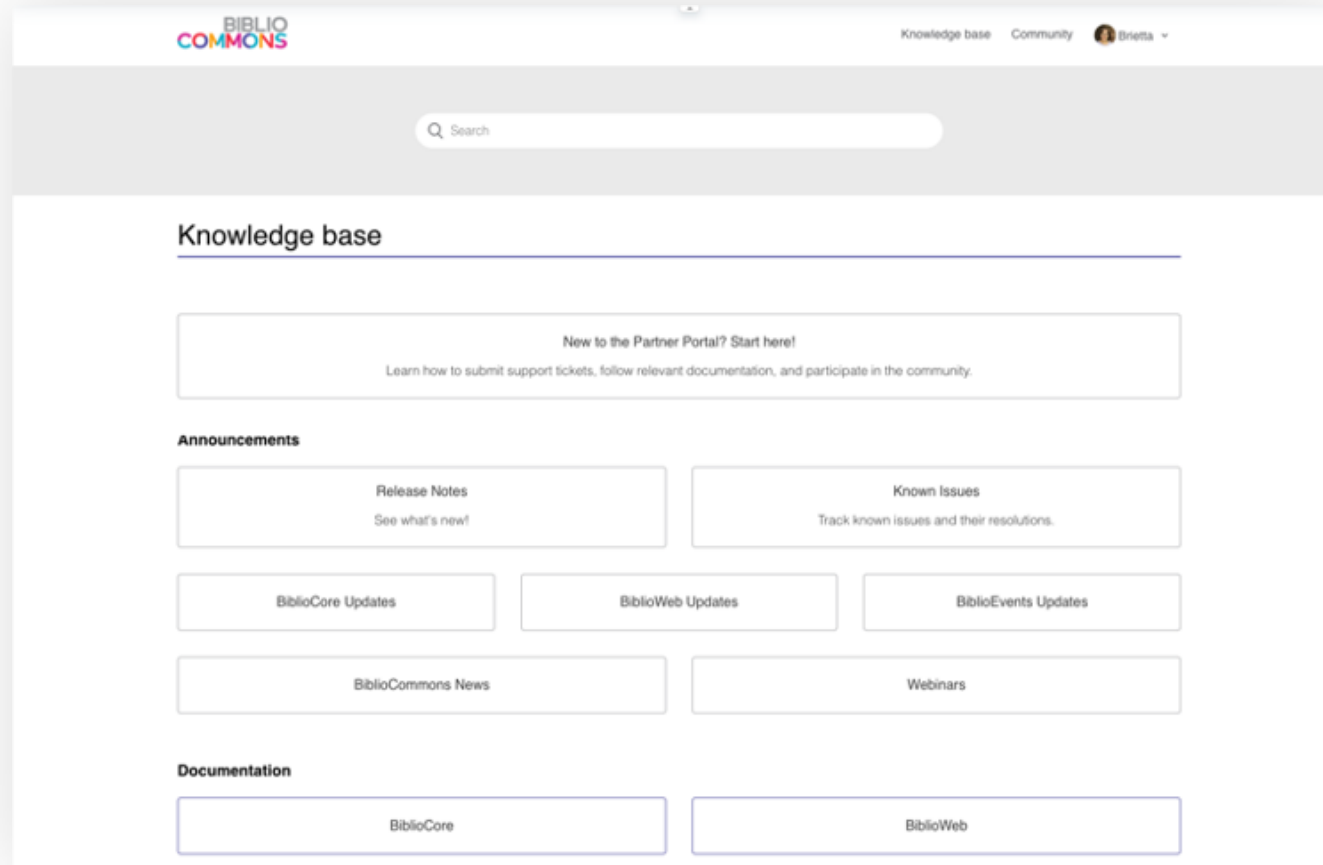
Go Forth and Conquer!

- Become familiar with what you will be answering questions on

- Share what you've learned with co-workers

- Show patrons cool new things they can do after launch

- Start using it for personal use – borrowing, reference, etc.

- Create tags, lists, etc.

Questions?

BIBLIO
COMMONS

Brietta O'Leary
brietta@bibliocommons.com
Catalog: BiblioBrietta