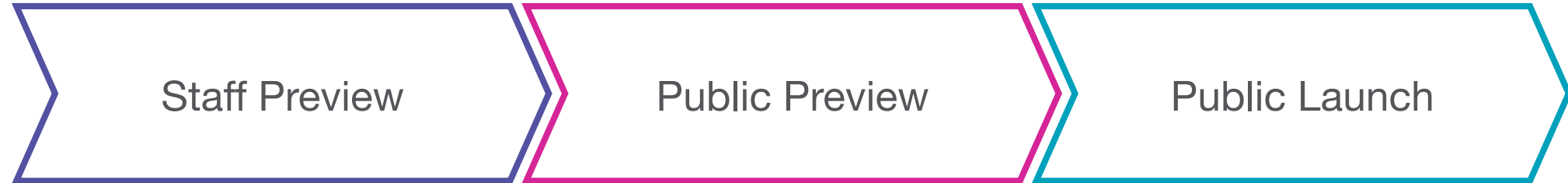


# Preparing for Launch

# Stages of Launch



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


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


- 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

**the new sppl.org**

 **smarter searching.**  
Search the catalog like you search the web.

 **better browsing.**  
Easily find the exact item and format you're looking for.

 **your library. personalized.**  
Rate items, leave reviews, and create and share lists.

[learn more >](#)



## Preparing for Launch

# 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](#)



What to expect at launch

# Patron Feedback

- Many people will be excited!



What to expect at launch

# Patron Feedback



What to expect at launch

# Patron Feedback





What to expect at launch

# 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





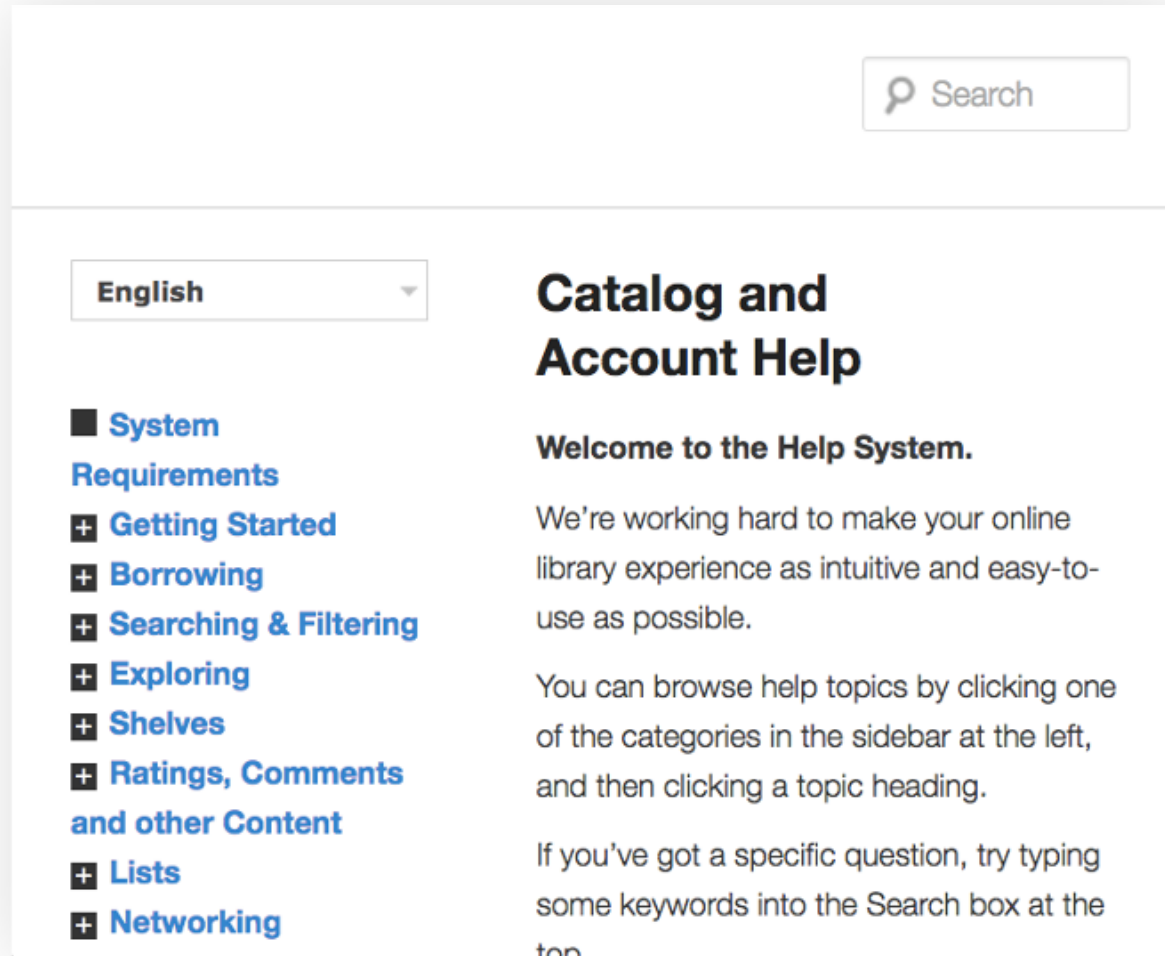
I love the new website design! Great design.  
Great website. **I've fallen in love with the  
library all over again.**

San Diego Public Library  
Patron





# Catalog and Account Help



The screenshot shows a web interface for 'Catalog and Account Help'. At the top right is a search box with a magnifying glass icon and the text 'Search'. Below the search box is a language dropdown menu currently set to 'English'. On the left side, there is a sidebar with a list of help topics, each preceded by a square icon: a solid square for 'System Requirements', a square with a plus sign for 'Getting Started', 'Borrowing', 'Searching & Filtering', 'Exploring', 'Shelves', 'Ratings, Comments and other Content', 'Lists', and 'Networking'. The main content area on the right has the title 'Catalog and Account Help' in bold. Below the title is the heading 'Welcome to the Help System.' followed by two paragraphs of introductory text. The first paragraph states the goal of making the online library experience intuitive and easy-to-use. The second paragraph explains that users can browse help topics by clicking on categories in the sidebar and then clicking a topic heading. The third paragraph suggests typing keywords into the search box for specific questions.

English

**System Requirements**

- + **Getting Started**
- + **Borrowing**
- + **Searching & Filtering**
- + **Exploring**
- + **Shelves**
- + **Ratings, Comments and other Content**
- + **Lists**
- + **Networking**

## Catalog and Account Help

**Welcome to the Help System.**

We're working hard to make your online library experience as intuitive and easy-to-use as possible.

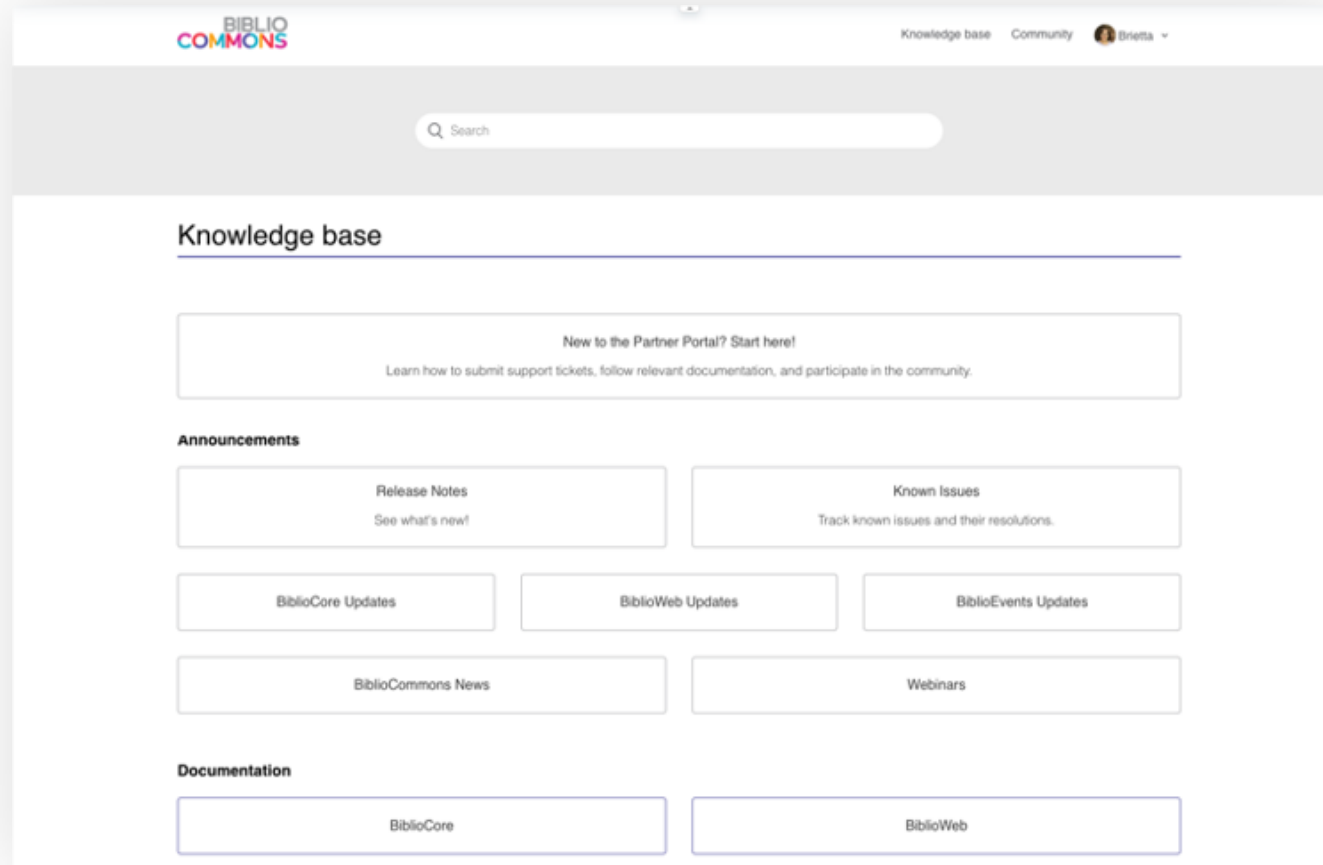
You can browse help topics by clicking one of the categories in the sidebar at the left, and then clicking a topic heading.

If you've got a specific question, try typing some keywords into the Search box at the top



# BiblioCommons Partner Portal

- Register with your library email at [partnerportal.bibliocommons.com](https://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?



Brietta O'Leary

[brietta@bibliocommons.com](mailto:brietta@bibliocommons.com)

Catalog: [BiblioBrietta](#)