

# Library Management System Upgrade

## Frequently Asked Questions

### What is a Library Management System?

A Library Management System is a database that the libraries use for their day-to-day activities including joining new library members, loans, returns and adding items to the library catalogue. Many of the processes that a Library Management System undertakes will not be visible to library customers.

Customers interact with the Library Management System when they use the online library catalogue to reserve, renew and check their library account.

### Why is the City transitioning to a new Library Management System?

The City's libraries are changing to a new Library Management System (LMS). The new System is a contemporary and customer-focused solution, offering an improved catalogue experience for library users. The interactive platform gives customers more control of their borrowing and access to a greater range of library resources. The modern design of the LMS provides customers with quick links for easy access to frequently sought-after information.

The upgrade will provide the following benefits:

- A modern and user-friendly interface, making it easier to navigate our library catalogue.
- Improved access to eResources. You will be able to borrow eBooks and eAudio directly from our catalogue.
- It will be easier to find physical items in our catalogue, view your loans, renew and request items, create and save lists in your library account.
- Request items from other libraries i.e., interlibrary loans.
- Suggest items for us to purchase for our collections online.

### What will happen on Monday 30 October?

From Monday 30 October you will not be able to:

- Join the library online
- Reserve items in the catalogue – any reserves available before 30 October can still be collected from the library
- Renew items – due dates will be extended to ensure items are not due back on or before Wednesday 8 November
- View items that have been borrowed during this period.

### **Will any programs or services be impacted by the shutdown period from Monday 30 October?**

The following programs will not take place during the shutdown period from Monday 30 October to Friday 10 November 2023:

- Under 5's programs - Time for Stories, Rhymes and Movement, All About Play
- ABC You and Me
- Be Connected
- Coderdojo

### **Will I still be able to loan or return a book?**

Yes, you will still be able to loan or return a book to both branchers (South Perth and Manning) from Monday 30 October to Wednesday 8 November. Requests from other libraries via the Interlibrary loan service will be suspended from Monday 23 October and will recommence on Monday 20 November 2023.

### **Will my library membership be affected?**

Your library membership will not be affected by the change.

If you are an online library member, we will contact you by phone or email to let you know what will change with your membership. We recommend all online customers change their online membership to a physical membership by visiting a library to ask for a FREE library card.

### **Will Home Reader Delivery Services be impacted?**

Our Home Reader Service will be suspended from Monday 30 October to Friday 10 November. Do not worry, we will be giving extra books and sound discs to our customers who use this service in the two weeks before.

### **What support will the City's Libraries provide to assist with the transition?**

Our friendly library staff will continue to provide the same helpful service through our system transition. Our customers can ask for help by:

Visiting Manning Library or South Perth Library  
Contacting us by phone on 9474 0800  
Contacting us by email [library@southperth.wa.gov.au](mailto:library@southperth.wa.gov.au)