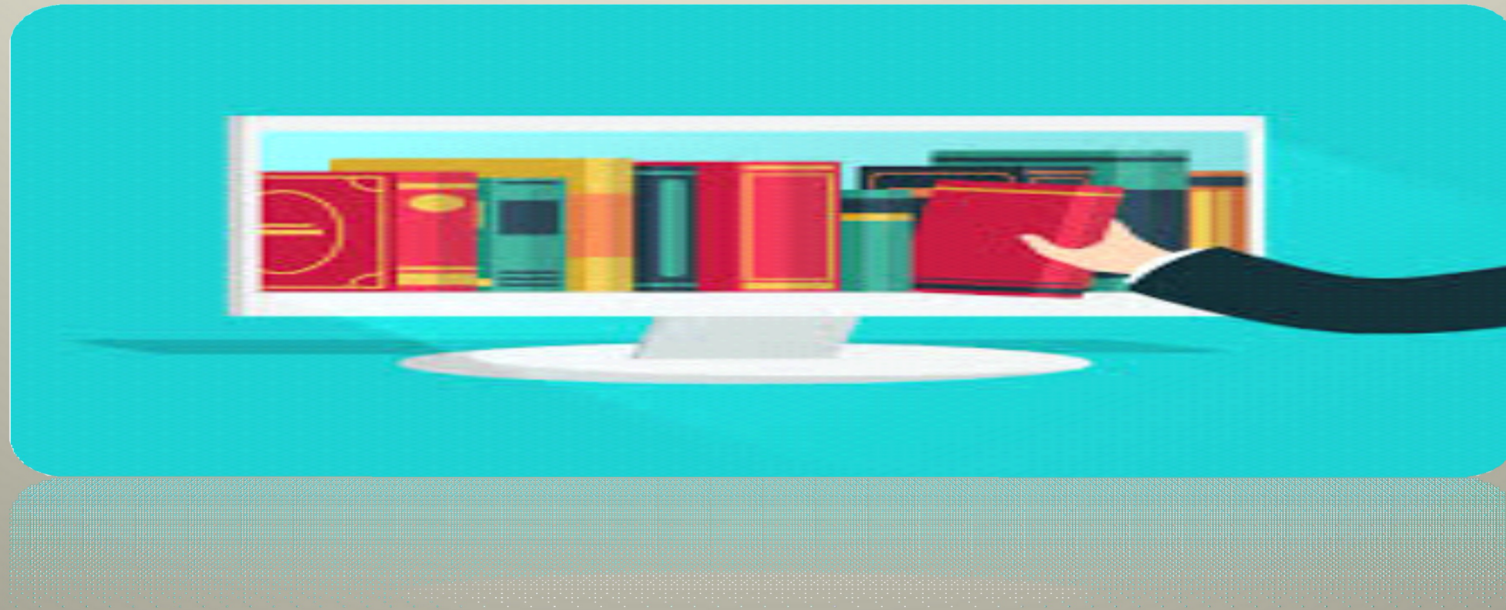


Converting a Small Online Catalog – Improving Service and Satisfaction



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SOUTHERN CHAPTER
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OBJECTIVES

- Convert online catalog to cloud-based system.
- Remove technical issues experienced when updating existing software-based catalog.
- Provide remote access to the online catalog not available with former system.
- Preserve existing data from the former system.

METHODS

- Downloaded usage statistics from the former system.
- Weeded the collection and corresponding records to ensure accuracy of catalog.
- Deleted patron records older than five years.
- Determined which fields, locations, and spine label abbreviations would be used.
- Established circulation policies for each book & AV category and for each patron type.
- Exported catalog and patron records into the new product.
- Notified previous vendor of our decision to change to a cloud-based catalog.

RESULTS

- Once the new catalog was created, the previous one was discontinued.
- Patrons were asked to return circulating materials. Outstanding items were renewed in the new system.
- Users reported the cloud-based interface was easier to use.
- After staff shift to telework due to Covid-19, the catalog remained available remotely.

CONCLUSIONS

- Catalog conversion eliminated the technical problems encountered with the previous system.
- Users preferred the catalog's simplified interface.
- Remote catalog access allowed library staff to continue circulation and catalog services while teleworking during COVID-19.

