

Welcome to the Delaware Library Catalog, a consortium of public, academic, special, and school libraries!

Thank you for your use and support of Delaware Libraries! We appreciate the feedback that we have received on your experiences with the Delaware Library Catalog. The recent migration of the New Castle County public libraries to the statewide Delaware Library Catalog was completed in September, and we'll be continuing to review and implement revisions and further improvements based on customer and staff feedback. Some reported issues can be fixed immediately, some by the following day, and some are policy issues to be reviewed through local library governance. Our goal is to extend the services provided by the online catalog and as new features are configured, and as users make their voices heard, we'll endeavor to be responsive.

Questions?

There are several brief online tutorials at the Delaware Library blog (<http://library.blogs.delaware.gov>) and answers to frequently asked questions at <http://dlc.lib.de.us/howdoi.html>, in addition to the answers below. If you have additional questions not answered here, please ask at your local library or send an email to feedback@lib.de.us.

Where is the "My List" that I had in the old system?

Begin by logging in to the Delaware Library Catalog, www.lib.de.us

When you log in to the library catalog using your library card and PIN, you will see a link in the green menu bar for "Permanent Lists" (which name may change to My Lists in the near future). You can set up and maintain lists using this feature. In the new system you can have multiple lists and manage them separately if you wish.

What are Favorites?

You'll see your "favorites" when you log in as long as you've added some using the "tell me when" options that are available on the left of the screen when you are viewing a full record for an item. Alternatively, you can select an option in "my profile" that records the authors of everything that you check out as favorites. If you select any of the "favorites options," you will also be notified by email when new items by those authors or on those topics are added to any of the library collections using the statewide catalog.

All About Holds

If you login to the catalog first (before you place any holds) you will not have to enter your library card number and PIN each time.

Yes, you can now place *most* books and other material on hold in the Delaware Library Catalog. There are a few collections and types of material, particularly those belonging to academic libraries, that are only circulated locally or to particular classes of library user. Additionally, some library holdings may be unavailable for periods of time due to maintenance activity in library buildings, inventory, or other reasons. In general, if you try to place a hold on ineligible material, you will receive a message on the catalog screen that the hold could not be placed, with a link to a general statement about the various reasons an item might not be available.

Hold Queue?

The *most frequent question* to date is whether a holds queue will be implemented.

It is possible to see the total number of holds on an item - click on the "full record" link in your holds information or in any full item record (the number is located on the left of the screen, under the cover image where available). The total number of holds on an item provides an initial idea of demand at the point at which you place a hold, or to track the overall demand during your waiting period.

Our goal in the new system is to reduce the wait time and get materials as quickly as possible into the hands of customers. The system fills holds dynamically by taking into account factors such as transit time and geographic proximity of libraries, so overall, more items should become available more quickly. This means that the holds are not always filled sequentially, so a linear list, or a Holds Queue, would be inaccurate and misleading.

Email Notices?

You will receive an email once a hold has been received at the pickup library. Notices are sent out in a batch every evening- we suggest checking your junk mail folder over the next couple of weeks to look for messages from Your Delaware Library sirsi@endeavor.sirsi.net. You may also receive overdue notices by email, as well as a courtesy "pre-due" notice that is sent 3 days before items are due at the library.

Ebooks

You can now search the ebook collection from the front page (you don't have to log in) -All of the e-holdings have ezproxy links in the full record, for direct access –"Have you read" includes lists of all new eaudio and ebooks, with direct links as above -If you go directly to netlibrary.com, and choose the EZproxy login (or go to the ezproxy page directly: <http://www.netlibrary.com/EZproxy/login.aspx>) you can select the Delaware Public Libraries option and go directly to the site.

Why the migration?

The Delaware Library Catalog is a multitype catalog of public library, academic library, special library, and school library resources to support the lifelong learning needs of Delawareans. By collaborating, libraries are able to maximize their resources to meet your diverse interests! The single infrastructure will enable us to support enhanced library services – coming soon!