

STEVENS MEMORIAL LIBRARY

SERVICE ANNOUNCEMENT – MAY 9, 2017

TOPIC: “Conversion Week” for Stevens Memorial Library and the Merrimack Valley Library Consortium during the move to a new library software system.

The Stevens Memorial Library, through its membership in the Merrimack Valley Library Consortium (MVLC), is upgrading to a new Integrated Library System (ILS). The software system is named **Symphony** from the **SirsiDynix Company**. Conversion has begun, final conversion tasks are Monday, May 15 through Monday, May 22, aka “Conversion Week.”

What You Need to Know Now

The Merrimack Valley Library Consortium is converting all 36 MVLC libraries at the same time. During the Conversion Week, all MVLC libraries and their associated services and tools will be impacted at the same time. For instance, interlibrary loans will be suspended at all 36 libraries, not just the Stevens Memorial Library.

Special Hours at Stevens during the Conversion Week

- Stevens will maintain its regular public hours with 2 special closings for critical conversion tasks. These are:
 - **Wednesday, May 17:** open to **public 10 am – 5 pm, closed for the evening**
 - **Thursday, May 18:** open to **public 1 – 9 pm, closed for the morning**
- Other MVLC libraries may have special hours during this week, so check their schedules before visiting them.

Availability of Services During Conversion Week

Throughout the Conversion Week, not all services or computer tools will be available at certain times as integration occurs. These changes are listed below.

Monday, May 15 – Monday, May 22

- May 15, 16, 17
 - Library materials may be checked out at any MVLC library, but you must have your library card with you.
 - Library materials returned will not be checked in until May 18th.
 - No reserves or holds can be made online using a computer.
- May 18, Thursday: Symphony catalog comes online.
- Interlibrary loan deliveries are **suspended** for the week.
- The Commonwealth Catalog (the intra-Massachusetts interlibrary loan network) is **suspended** for the week.
- Ebooks such as Overdrive, Safari, Tumblebooks, and online databases **will be accessible**.
- Public internet PCs **will be accessible** along with the public Wi-Fi for patrons using their own devices.

Why Change, What’s New?

Libraries increasingly rely on computers and need to be able to keep pace with technology changes the average patron uses. Recognizing this future, the Merrimack Valley Library Consortium is

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upgrading to a library software system from a company that has the resources and a development plan to support such a future.

Symphony will provide some improved features, such as online searching, and new features such as personalized lists and suggestions, multiple language capabilities, mobile-friendly accessibility, and online payments for fees and lost materials now. Over time, there will be more new features.

Staff in all 36 libraries in the Merrimack Valley Library Consortium have been working over the past several months to prepare data for the move to the new system. The Library staff are being trained on the new system and will be ready to assist you with any questions you may have.

My Account, My Data

A patron's current library data is moving to Symphony. Your account record will show materials checked out, items on hold, and if you created one, your own reading history and wish list, they'll be there, too. When Symphony is available, May 18th, you will be able to log into "My Account."

- Symphony Username: Remains the same
 - Your Library card barcode or if you've created a special username.
- Symphony Password or Pin: Has been changed
 - Use the last 4 digits of phone number entered in your Library Registration Record.
 - Once you have logged in, you can change your password / pin.
- Password / Pin HELP: Circulation, ext. 42017

If you use the Commonwealth Catalog to request materials:

- Commonwealth Catalog Username: Your Library Card barcode
- Commonwealth Catalog Password or Pin: Has been changed
 - Use the last 4 digits of phone number entered in your Library Registration Record.
 - Once you have logged in, you can change your password / pin.

Questions when Symphony is available

- Searching the Online Catalog, placing reserves on materials, etc. Reference, ext. 42016
- Patron registration, library cards, materials checked out, etc. Circulation, ext. 42017

For more information about this exciting new change, library services effected during the transition, and other news about the Stevens Memorial Library, see our website www.StevensMemLib.org, visit the Library, or contact Kathleen Keenan, Director, at ext. 42021 or KKeenan@NorthAndoverMA.gov