FOR IMMEDIATE RELEASE — December 10, 2013

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Cumberland County Library System Launches New Library Software January 23, 2014

CARLISLE, PA – The Cumberland County Library System announced today that it will upgrade its core library management software and customer online catalog on January 23, 2014.

Jonelle Darr, Executive Director of the Cumberland County Library System said that the new library operating software not will improve services for customers but also reduces the library system's technology maintenance costs about 20% or $114,000 over the next seven years.

Darr said that the new software will give library customers access to an improved online catalog and better research opportunities when they visit the library or when they use the library system's website from their mobile device or personal computer.

In addition, she said "by competitively bidding out the technology specifications, the library system was also able reduce its software maintenance costs about 20%, saving over $114,000."

The new software provides the library system's core operating technology. It manages just about everything a library does - from checking in and out items, to sending overdue notices by mail, email or phone, cataloging items, purchasing new books, managing cash and fines at service desks, or supporting library users as they search for the information that they need.

Darr said that for the past six months the library system has been very busy learning about the new software, working with the vendor to configure and install the new system, and training more than 200 library staff members to use it.

"About four years of planning comes to an end with the launch of the new Sierra software" she said. "As the current software system became more outmoded, the library system researched and solicited bids for new software and hardware. Three companies responded, and the Sierra library management system and Encore catalog were selected after a lengthy evaluation process."

Some of the software's enhanced features include:

- **Personal Reading History** — Customers can decide if they want the library to keep a list of the materials they have borrowed in their online account.

- **Did You Mean**? – Encore's online catalog provides helpful spelling and related search suggestions. For example, if you aren't sure how to spell Alzheimer's, the catalog will direct you to the right search results.

- **Integrated Catalog and Reference Database Searches** – Results from the library system's reference databases of full-text journals, magazines and reference materials will be included in catalog search results. So, if you search for information on "Retirement Investments", you will obtain a list of library books plus full-text articles from magazines and newspapers.

- **Self-Service Checkout** – The new software allows the library system to deploy self-service checkout stations at larger libraries at much lower cost.

- **Hold Request Improvements** – The new online catalog simplifies the process of requesting items from multi-disc sets. For example, a hold request for the second disc of season 2's Masterpiece Theater's *Downton Abbey* TV series will be filled with that disc from any library's collection. Thus, the request can be filled more promptly.

- **Program and Event Registrations Linked to Library Card Accounts** – With the Encore catalog, customers will be able to register and securely pay for programs and events online. Program registrations will then become part of the customer's library card account.

- **Linked Customer Accounts** – Library staff will be able to link accounts of family members together so that staff can help customers manage their family's library cards more easily.

- **Social Networking Integration** – The new online catalog allows users to easily share records via social networking sites like Facebook, Twitter or Pinterest.

Darr said that the software is the next logical step in providing library services in the digital age. "The Sierra system is much more open, with a new database and a variety of API's (Application Program Interfaces) that will help the library system adapt to changing needs and technologies."

The new software is slated to go live on Thursday, January 23, 2014. To make final preparations for the new computer system, on Tuesday, January 21, through Thursday, January 23, the old computer system (Horizon) will be shut down to allow for final loading of records onto the new servers.

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