A. GENERAL

1. What are some features of the new library catalog?
   - A Google experience: a single search box that allows the user to search by keywords, title, author, or ISBN.
   - Facets that allows the user to refine their search results e.g. by location, subject, format, etc.
   - “Only Show Available” option, which shows items on Check Shelves status throughout the system
   - Ability to sort results by title or date

2. Can I translate the new library catalog to a different language?
   Yes! Users can select to translate the catalog into Spanish, Chinese, French, or Russian, the four most spoken foreign languages in Brooklyn.

B. SEARCHING IN THE NEW CATALOG

3. What's the difference between “Basic Search” and “Advanced Search”?
   While both search areas allow you to search by keywords, titles, author, etc., the advantage to Advanced Search is that you are able to narrow down your search further by selecting your facets ahead of time.

4. What options do I have on the drop down menu once in “Advanced Search”?
   You may select from Keyword, Title, Subject, or Author in the drop-down menu.

5. How do I do a new search?
   Click on the “Reset Search” link to do a new search.

6. What facets may I use to refine my search at this time?
   Users may refine their search by availability, term found in, format, location, language, and publication date.

7. There used to be a facet where I was able to search by age group? Will that be available?
   The library is currently looking into that option and working with our vendors to make this possible.

C. MY ACCOUNT

8. What can I see on My Account?
   - Checked out titles
   - Items you have on reserve
   - eBooks titles (only from 3M at the moment. We are working with our vendors to integrate titles from Overdrive)
   - Fines and Fees
   - Reading History (Borrowing History)
   - Lists (currently inactive)
9. The e-mail that you have for me is not the one I gave you. Why is that?
If the user opts in to receive text messages as their notice preference, a system generated e-mail comprised of your number will be displayed first. If you have an alternative e-mail in our system for newsletters, you will be receiving them to your primary email address.

10. Can I still use my username to sign into my BPL account?
Yes. If your username was comprised of 15 characters or less, it will be accepted by the new system.

11. How does a user create their username for the first time?
The user must sign into the catalog with their library barcode and PIN before a new username may be created. Once signed in, there will be an option for the patron to “Create Username”. Please note the following rules when creating a username:

- The username can only contain alphanumeric characters (A–Z, 0–9). No special characters or spaces.
- The username must be between 6-15 characters long.
- The username must be unique. You cannot claim a username that someone else is already using.

12. What if I forgot my PIN?
If you forgot your PIN, please complete the following form embedded in this link:  
https://borrow bklynlibrary.org/r2s/pinreset

If you don't have an email address in your account and/or did not receive an e-mail from us regarding your PIN, please visit your local branch OR call us at (718).YOUR.BPL (718.968.7275) to reset your PIN.

D. SOCIAL AND COMMUNITY FEATURES

13. Where do I find my lists that transferred over from the old catalog?
Your created lists from the old catalog can be found in the “My Profile” section of your account.

14. Where can I find my migrated bookshelves from the old catalog?
If you had items in your bookshelves from the old catalog, you can find them in the “My Profile” section of your account.

15. How is the “My Book Bag” feature different from the “list” feature?
The “my book bag” feature allows the user to add interested materials into one area while they are conducting their searches. Items in the “my book bag” feature may potentially become a list.

16. How long do your selections stay in your book bag?
Items in your book bag are removed when either the user closes the browser or the webpage.

17. I tried to create a list from my book bag. Why isn't it saving?
18. How can I create a list in “My Bookshelves”?

1) When you log into your account, click on My Profile.
2) On the left side of the page, click on "My Booklists"
3) In "My Booklists", click on "Create New Booklists".
4) Complete the form for "Name of your booklist" and "Description (optional). Patron will also have the option to mark their list as Private or not.
5) Patron has an option to "Add Item" to their list or search the catalog to add as they go. I would recommend the latter especially since there are no options to search by title, author, etc.
6) When the patron finds an item they would like to add to the list, there is an option called "Add to booklist". A drop down will appear showing their created list and they can add it in there.
7) Woola! It will be added to their list.

19. Is there a printer-friendly version of the book bag items?

Unfortunately the option for a printer-friendly version of your book bagged items is not available at this time. As an alternative, the user may save those titles in a list and print it out. Please note that it will only contain Title, Author, and the date the title was added to the list.

If however, the patron would like call number and availability information, he/she can e-mail the list to themselves and they’ll get a record like this in their inbox.

E. MISCELLANEOUS

20. The BPL app no longer works? Why?

At the time when our library moved to the new catalog, we also had to replace the app as well. Users will not be able to conduct any actions such as renewing or placing holds on the app at this time.

21. What happens when I update the app?

When the app is updated, it will say that the app is no longer active.

22. Will Brooklyn Public Library get a new app to replace the old one?

Yes. We are expected to launch the new app sometime in December.