On April 23, 2013 Rachel was our guide throughout the day at the Denver Public Library. Review of Polaris, which they've had for 2 years. They migrated from Carl. A person from Pueblo library joined us to learn about an ILS.

They float collections except magazines. It reduced deliveries by 70% they deliver overnight. They've had no noticeable impact on reserves. They circ about 9 million they're going to open 20 more hours and hoping for an increase. They spend about 4 million on materials.

Their Friends has booksale twice a year and earns $100,000.

The training they received was sub par. They couldn't order or place holds for 2 months. There is no balancing feature in Polaris for floating collections.

They got an implementation team with Polaris there was universal agreement with Denver that the training was insufficient. The PAC setup wasn't included in the training component. They had to set up a test site and then re enter everything before going live.

Their databases are not in the catalog, they're on their on the website. The search is thru Serials Solutions.

Kateri, IT Manager, and Mary, IT Systems Analyst.

If client is down everything is down. They go down once every 2-3 weeks for 15 minutes or so. The reports are good.

The data mapping staff from Polaris were good at helping them. They said that the data mapping is the longest part of the process. Be sure to test printers early because they had a number of issues. Test all peripherals like RFID. Tech Logic doesn't play well with Polaris. They ended up needing to purchase new printers for cataloging spine labels but they can only be used with the Polaris software; they won't work with any other software to allow printing of labels outside of Polaris.

Circ desks have to use a different system (CircIt) to use. The CircIt software is TechLogic's software and works with the RFID equipment then communicates with the Polaris software through a SIP2 connection. They have had no performance issues with the SIP service.

It took about a year from contract to implementation. For "Go Live" week, the IT staff had to install the Polaris client on every computer. This took about 12-15 days. As part of that, they re-imaged all of their computers.

They had a migration team (Polaris Implementation Group) included most departments.

Overall, they like Polaris. They've had it for about 2 years. They do need to revisit with Polaris regarding the support they've received.

They use 3M self-check machines, not the one you can get from Polaris.

Finance uses Suncor; Human Resources Kronos although they used to use PeopleSoft

They have an entire room for self pickup of reserves at their Central Library.

They use Envisionware as their computer reservation system and they like it.

Jennifer (ALA mover and shaker this year) confirmed that the reports module has so much information that until you have a specific project it's information overload.

Acquisitions system can be linked to major materials vendors' systems

Selectors download brief record from vendor; import to Polaris to create purchase order. Order sent electronically to most vendors (they email to other vendors); Assistants do manual orders as needed. One of the things the Polaris software does not do is that it does not allow ordering additional copies on an existing bib record. A new one is created and then you have to combine them when the materials are processed.

Shipments received centrally and approved against electronic invoices. Preprocessed materials routed to libraries; if Cataloging is needed, all copies go to Cataloging, then processing.

Invoices are paid by the city; acquisitions does not integrate with city financial system. Polaris did create a custom report for the library's financial group.

80% of materials come in preprocessed including RFID and barcodes. Commercially produced barcodes are used; processors apply and link for any items not preprocessed; all AV materials arrive fully preprocessed.

Full record created for all materials including paperbacks; paperback information is attached to record for the hardcopy if available; spine labels for paperbacks are abbreviated; no genre category attached unless part of record for hardcopy; record required for circulation; an abbreviated record could be used.

Subscription databases are not included in their catalog; Polaris has a function for adding databases but DPL does not use it.

EMedia titles are listed in the catalog. Records are received from vendor and batch loaded into the catalog.

Google preview option is available at no extra charge from Polaris; can be turned off if preferred. Social media links such as Twitter, Facebook, etc. can also be linked in the catalog for customers to share.

DPL chose not to do the kid's catalog but not because of the Polaris product; just didn't think it would be well used because kids that need to use the catalog are usually older than the age targeted by the Polaris Kids' Catalog.

DPL has moved to a floating collection. Polaris does not provide assistance with balancing collections at this time; DPL has set up their own procedure

DPL also makes use of roving staff. Roving staff use tablets to assist customers and there are computers throughout the stacks that they can use too.

Materials show up in the catalog at the point of downloading or keying a brief bibliographic record into the database at the point of ordering. Reserves can be placed as soon as the record is loaded.

The software does not allow the "copy" status (such as on order) to be used to create a list. To get around this, the acquisitions group adds a 690 tag to each brief record that says the media type and that it's on order, i.e., Book on order, DVD on order, etc. When you create an "On Order" list, it is not in order by when it was ordered.

The Polaris software does a lot of audit logging. It shows what login and/or terminal a specific transaction was done on.

Staff can obtain a list of titles with reserves showing item to copy ratio from the reports function; then they print and mark items for reorder; no direct order from this list. Cannot transfer holds from one title record to another.

For use by customers, can set up a list of on order materials according to popularity as based on number of reserves waiting; can do lists for various categories e.g. by format or audience.

Fund structure for purchasing materials is set up within Polaris; DPL worked extensively with Polaris to set this up; tiered structure is possible; can create order templates for frequently used order patterns; could not comment on use of Polaris for standing orders. They did have really serious problems when it came to switching fund years. They had invoices coming in with materials from both years on it for quite a while.

Feel that the "Simply Reports" feature is misnamed. They have found the learning curve for "Simply Reports" to be rather steep. There is a wide range of data available but not easy to extract what you need. Some reports will have to be set up by IT staff. It is possible to create a report and have it run regularly such as a circulation report.

Some cataloging is done by vendors.

Catalogers can download from WorldCat by batch or individually

Cataloging can change an entire field or subfield using a bulk change feature.

Authority control is integrated

Staff unsure if MARC record view can be turned off for customers; can control which fields display in OPAC

All indexes allow for cross references

There is no staff catalog comparable to ours. There is no ability to place multiple reserves at one time.

Last date that a record is updated can be tracked

They add staff initials to track who last updated a record; if individual logins to system are used, system can track.

ILL materials can be circulated by creating a dummy record which is deleted when the material is returned

The only paper notifications that Denver sends to patrons are for lost/billed materials. For everything else, they use a phone calling system or e-mail.

The staff said that the Polaris software has tons of options for changing things. They have purchased the Polaris API which allows them to develop some custom software that can hook into Polaris. The only thing they've done with it so far is to allow customer reviews of materials. Currently, the reviews only show up on their web page, not in the catalog.

Overall, they are happy with Polaris. For support, Polaris has a new ticketing system.

They use a "test" system that initially was only accessible in the training rooms where training was being conducted. Now, they have one computer at each library that accesses the test system so that staff can be trained on site without messing up the "production" system.