LINKcat Media Kit

Nov 22, 2019 - Dec 10, 2019

South Central Library System
Helping Libraries Serve the Public

PRESS RELEASE: 11/22

Contact:
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LINKcat, the online library catalog, will be offline for a scheduled software update beginning at 9 p.m. on Friday Dec. 6 and ending on Tuesday Dec. 10. This will affect all public libraries in the seven-county South Central Library System.

During this offline period, due dates on library items will be extended to ensure minimal impact for library patrons. Additionally, there will be no overdue fines incurred during this four day period.
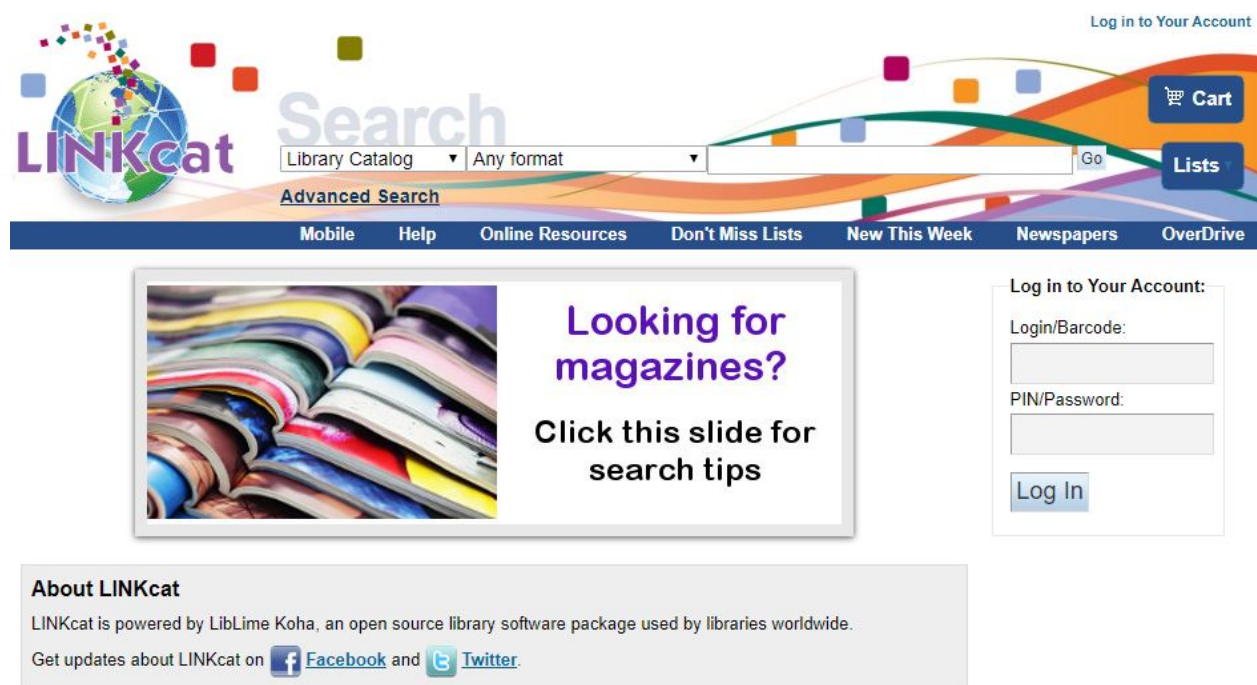
Patrons may still visit their local library to check out and return items during regular hours of operation. Patrons will not have access to the catalog to place new holds, but will be able to check out existing holds on the library card the hold was placed.

Library patrons can use the library's 24/7 eBook and eAudiobook collections through Wisconsin's Digital Library at **wplc.overdrive.com.** Library staff will also be available to help patrons locate materials on their shelves.

Once the update is complete patrons will be able to use LINKcat to access the same services as before. While there will be changes to the look of the site, they will be minimal.

For additional information or help navigating these changes, patrons should contact their local public library.

FIRST WEBSITE FEATURE: 11/22

LINKcat will be offline for a scheduled software update beginning at 9 p.m. on Friday Dec. 6, and ending on Tuesday Dec. 10. This will affect all our public libraries in the seven-county South Central Library System.

To ensure minimal impact for our patrons there will be no overdue fees incurred during this period. We will extend the due dates on all checked out library materials affected during this period.

You are still welcome to visit your local library to check out and return items during regular hours of operation.

During this period patrons and staff will not have access to the catalog to place new holds, but you will be able to check out existing holds on the library card the hold was placed. Our library staff will also be available to assist you with manual searches to locate library materials on our shelves.

Once the update is complete, you will be able to use LINKcat to access the same services you were able to before. There will be changes to the look of the site, but they will be minimal. If you need help navigating these changes you may ask library staff for assistance.

NEWSLETTERS: 11/22-12/2

LINKcat, the online library catalog, will be offline for a scheduled software update beginning at 9 p.m. on Friday Dec. 6 and ending on Tuesday Dec. 10. This offline period will affect public libraries in all seven counties of the South Central Library System.

To ensure minimal impact for library patrons there will be no overdue fees incurred during this period. Libraries will also extend due dates on all checkout library materials affected by this software update.

You are still welcome to visit your local library to check out and return items during regular hours of operation.

During this period you will not have access to the catalog to place new holds, however you will be able to check out existing holds on the library card the hold was placed. Our library staff will also be available to assist you with manual searches to locate library materials as needed.

Once the update is complete you will be able to use LINKcat to access the same services you were able to before. There will be changes to the look of the site, but they will be minimal. If you need help navigating these changes you may ask library staff for assistance and they will be happy to help.

FIRST DIRECT EMAIL: 12/2

Subject: LINKcat Offline

LINKcat will be offline beginning at 9 p.m. on Friday Dec 6 and ending on Tuesday Dec. 10 for a scheduled software update. Below you will see a list of measures we've taken to make this transition as seamless as possible for you.

While we're offline

- No overdue fees
- Holds won't expire
- Due dates will be extended

Libraries will remain open during their regularly scheduled business hours but you won't be able to place new holds. If you have questions about this or other library related issues, please contact your local public library.

We thank you in advance for your cooperation and patience during this time.

FIRST SOCIAL MEDIA POST: 12/2

Facebook
@LINKcat will be offline for a scheduled update beginning at 9 p.m. on Friday Dec. 6 and ending on Tuesday Dec. 10. For more information, visit https://help.linkcat.info.

Twitter
.@LINKcatinfo will be offline for a scheduled update beginning at 9 p.m. on Friday Dec. 6 and ending on Tuesday Dec. 10. https://help.linkcat.info

DIGITAL SIGNAGE: 12/2-12/9

LINKcat will be offline for a scheduled update beginning at
9 p.m. on Friday Dec 6 and ending on Tuesday Dec. 10.
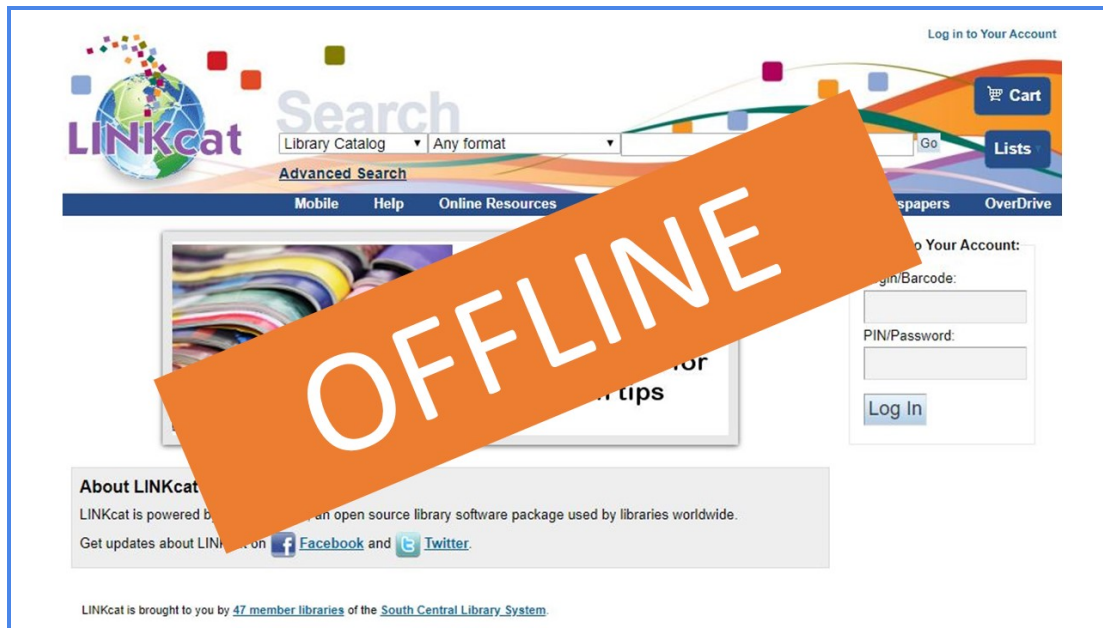
While we're offline:

- No overdue fees
- Holds won't expire
- Due dates will be extended

PRINTED RECEIPT MEMO 11/22

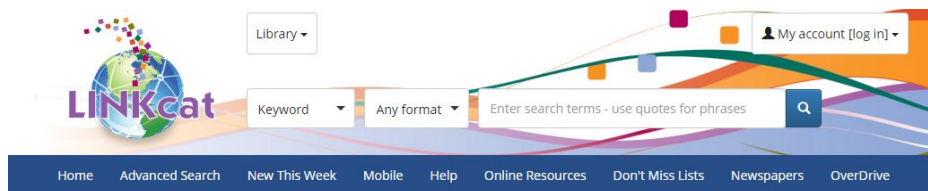LINKcat will be offline Dec 6 at 9pm through Dec 10 for a software update.

SECOND SOCIAL MEDIA POST: 12/8 (morning)

Twitter
@LINKcatinfo is currently offline for a scheduled update, but our libraries are still open! This site will be back online on Tuesday Dec 10.

SECOND WEBSITE FEATURE 12/10

LINKcat is back up and running! The software update is now complete.

Please allow up to three days for all check outs and returns done during the downtime to be reflected in the new LINKcat Dashboard feature.

When you login to your LINKcat account you'll see minor changes to the placement of the login feature and your Dashboard. Should you need assistance managing these changes, your local library staff are more than happy to assist you.

Thanks for your patience during the transition.

SECOND DIRECT EMAIL: 12/10

Subject: LINKcat is Live

The LINKcat software update is complete and LINKcat is back online. Please allow two to three days for items checked in and out during the offline period to be reflected in your Dashboard.

When you visit the site you may notice some minor changes to the look, however all services available to you via LINKcat will remain the same. If you need assistance navigating these changes, please ask your local library staff for help.

FINAL SOCIAL MEDIA POST: 12/10
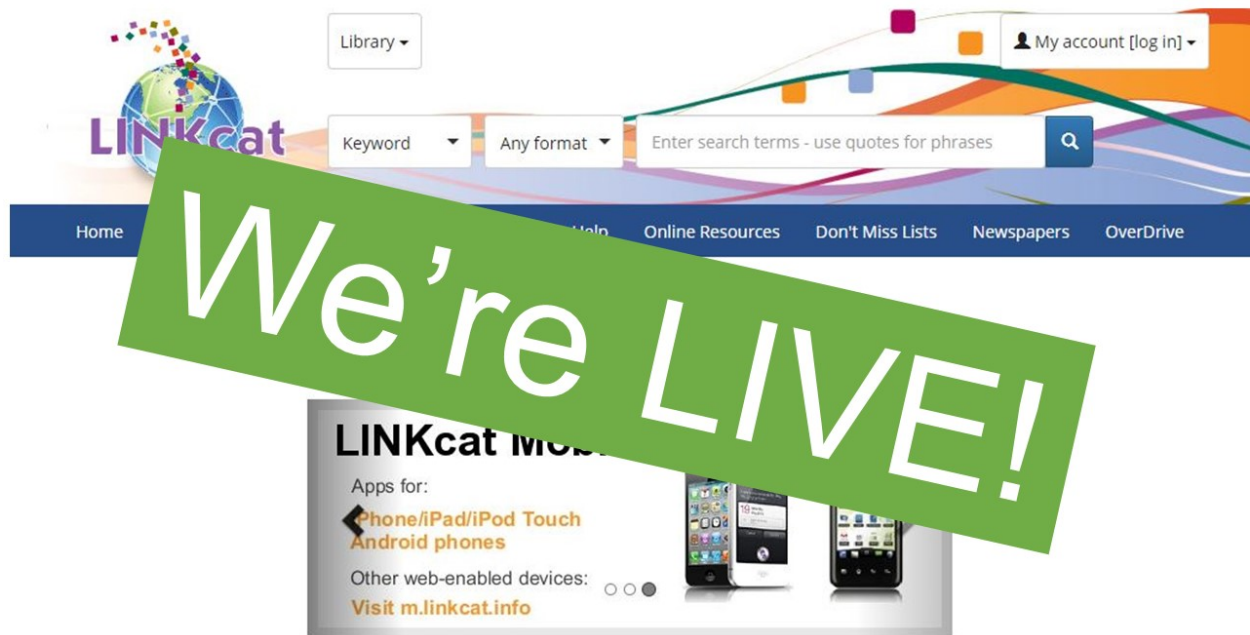
Facebook
The @LINKcat software update is complete and your access has been restored. When you visit the site you may notice some minor changes to the look of the website. If you need help navigating these changes please ask your local library staff for help.

Twitter
@LINKCATinfo is now live and the software update is complete! We thank you for your cooperation and welcome you back online.

Prepared by Tahleel Mohieldin MPL Marketing Intern 10/31/2019

FOR ADDITIONAL SIGNAGE

LINKcat will be offline

beginning after 9 p.m. on Friday Dec. 6 and ending on Tuesday Dec. 10.

Self Checkout 12/6-12/9

Self Checkout is offline.

Please bring your items to the circulation desk where staff will be able to assist you.