

# FAQ

---

■ **Q. Is InfoSoup going away?**

A. No. The infosoup.org address and name will remain the same, but the software running the catalog will be different. All the member libraries and sharing between libraries will remain the same.

■ **Q. Why is InfoSoup changing?**

A. After a thorough evaluation and comparison of our current catalog software with other options, we moved forward with a new system that is currently used by some of the largest libraries in the world. This will allow us to give patrons a richer library experience for years to come.

■ **Q. Will I need a new library card?**

A. No. Your current library card is still valid.

■ **Q. Will my PIN stay the same?**

A. PINs are and always will be encrypted, so they will not transfer over. A new, temporary default PIN will be issued with your birthdate in the MMDDYY format.

■ **Q. How will this affect my Libby/Overdrive/other e-resources logins?**

A. eResources should not be affected by this change.

■ **Q. Will my holds transfer?**

A. Yes, holds will transfer. If you notice any holds missing, please contact your local library.

■ **Q. Will my reading history and saved lists be retained?**

A. No. Unfortunately, the new software will not be able to import your reading history. If you want to save your current reading history, we recommend using the export function on your account before August 15. See InfoSoup for help exporting your lists or contact your local library.