



The Future is Boundless!

Boundless is James Bennett's reimagined and re-engineered digital service for libraries. An ecosystem that provides patrons with digital content and programming like never before. Built from the ground up on the latest app and web technologies, Boundless is intuitive, easy to use and fun, helping libraries meet the reading and learning needs of their communities.

What Your Staff Needs to Know

When is Boundless coming?

We will be working with all Axis 360 libraries to transition to Boundless by September 30th, 2023. We will be providing additional details, resources, and support to ensure a seamless transition for your library.

What will happen to existing MARC records?

856 links in existing MARC records will automatically redirect to Boundless and provide uninterrupted access for users. We will work with individual libraries to update existing records or to provide a full replacement record set. Libraries whose LMS system use our APIs to generate and manage catalog records will receive updated information automatically.

How will Boundless MARC records be different?

All content activated in your digital collection following the transition will be delivered with Boundless content URL links in the 856 tag along with other tag and field digital identifiers.

Will Boundless be a separate mobile app?

Yes, Boundless will be a new app. Once a library transitions to Boundless, users should download and install the Boundless app on their devices. Users at libraries who have not yet transitioned to Boundless will continue using the Axis 360 app.

How will Axis 360 app users be notified of the transition to Boundless? Axis 360 app users will receive an in-app notification 4 weeks before their library moves to Boundless. Users will receive another notification 1 week before the date, reminding them of the upcoming change. Finally, once their library has transitioned

to Boundless, users will see an in-app overlay screen prompting them to download the new Boundless app from their App Store. If users already have the Boundless app installed, the link will simply open their Boundless app to the login screen.

Libraries should also notify their patrons using the marketing assets provided by James Bennett. These patron-facing materials include website copy, social media posts, and more to assist in communicating the change to users.

How will Axis 360 web users be notified of the transition to Boundless? Axis 360 website users will receive a notification 4 weeks before their library moves to Boundless. Users will receive another notification 1 week before the date reminding them of the upcoming change. Once their library has transitioned to the Boundless platform, users will be automatically rerouted to their Boundless library site.

What will happen to Axis 360 site URLs?

Your current Axis 360 library prefix will be retained, but your website URL format (xxx.axis360.baker-taylor.com) will be changing to (xxx.boundless.baker-taylor.com)

Users navigating to your digital collection homepage via the Axis URL, or a stored link, will be automatically redirected to your new Boundless site after your library's transition. It is recommended that library staff, faculty, patrons, and students change stored browser bookmarks to the updated Boundless URLs.

Your Axis 360 Administration Site URL will also be updated. Your Admin Site currently accessed at xxx.axis360.baker-taylor.com/admin will now be reached via, xxx.boundlessadmin.baker-taylor.com. As part of our transition support, your Customer Success Manager will be reaching out to provide specific information for your library.

Will my users be able to continue using Axis 360 after the Boundless transition?

Once your library moves from Axis 360 to Boundless, web and app users will access your digital collection via Boundless only: Library web URLs will update, and old Axis 360 links will be automatically redirected to the new site; Axis 360 app users will be directed to download and log in to the Boundless app.

The Axis 360 app will remain available via the App Stores until ALL libraries have been transitioned to Boundless.

How will JB inform and help libraries through the transition? James Bennett will keep libraries up to date on release information and provide the necessary training for the Boundless experience. To ensure that all customers feel confident managing this new platform, we will:

- Set up orientation calls with each Axis 360 library
- Provide demos and training for Boundless

- Arrange regular check-in calls with library staff

Will James Bennett customer and technical support change with Boundless?

No, your customer and technical support will not change. The same teams that assist your library with digital services today will continue to support you with Boundless. Administrative help documentation for the new library features will be published with the release and can be accessed through the Help link in the Boundless Admin site.

What should my library do to prepare for this update? Your Account Manager will soon be reaching out to share specific information about the coming changes and assist in ensuring a seamless transition. Additional information and assistance will be provided as we work together toward the release date. Libraries will be provided with assets and information to guide them through the Boundless rollout, including:

- A Boundless transition preparation checklist
- Boundless logos and branding materials
- Website copy for use on your library website & social media
- A library staff announcement template
- Ongoing orientation webinars for library staff
- Instructional videos

Where can I find information about Boundless and the transition process?

Our Boundless transition resources page will be posted soon. This site will include all of the content mentioned above, and more. We will notify libraries and provide the link to the resources page as soon as it is available.

Questions Your Patrons May Have

What is happening?

The existing Axis 360 digital service is transitioning to Boundless. James Bennett, the provider of the library's digital services and content, will be working with your library to transition you to the upgraded Boundless services.

Will patrons lose their checkouts, holds, history or other data? Nothing will be lost. All user info and history, including holds position, will be seamlessly transitioned into the new Boundless platform.

What will happen to my bookmarks/notes in current checkouts? Any bookmarks, notes, and other saved data will be transitioned to the user's account in Boundless.

When will users be notified of this change?

Beginning about a month before the library's Boundless transition, Axis 360 users will be directly notified about the transition through the Axis 360 website and mobile apps. Users will continue to receive notifications about the Boundless release in their Axis 360 app and via the website until their library's transition is complete.

Your library should also plan to use James Bennett's transition assets to post additional information on your library's website and social channels to communicate the change.

How are users being notified about this change?

All Axis 360 users will receive notifications both in-app and via library websites. The notifications will inform users of the upcoming change and explain steps they will need to take. The in-app notifications will prompt users to download the new Boundless app and provide a link for any additional help that may be needed. The website popup will inform users of the transition to Boundless and will also provide the same support link.

Will the Axis 360 websites and Axis 360 mobile apps change to Boundless?

Once a library moves from Axis 360 to Boundless, websites will be upgraded to the new Boundless content and services. Users coming to your website will automatically see the new Boundless experience.

The Boundless mobile app will be a replacement for the Axis 360 app, and users will be required to install the new Boundless app on their devices to continue their access to the library's digital collection.

Will Axis 360 continue to be available after the launch of Boundless? Once your library moves from Axis 360 to Boundless, web and app users will access your digital collection via Boundless only: Library web URLs will update, and old Axis 360 links will be automatically redirected to the new site; Axis 360 app users will be directed to download and log in to the Boundless app.

Please note that the Boundless app is supported in iOS 13 and above, and Android 9 and above. Users with earlier OS versions will need to upgrade their mobile operating system to a supported version.

What mobile app will be available in my App Store?

For some time, the App Stores will host *both* the Boundless app and Axis 360 mobile app; however, patrons will not be able to use the Axis 360 app after their library transitions to Boundless. For libraries not yet on Boundless, users will continue with the Axis 360 app. After a library *has* moved to Boundless, users must adopt the new Boundless app.

Once all libraries have been moved to the Boundless platform, we will discontinue support for the Axis 360 app, and it will be removed from the App Stores.

Why can't I find my library in the Boundless app?

Your library will begin to appear in the Boundless app's Find My Library page once your library has transitioned to Boundless. At the same time, your library will no longer appear in the Find My Library screen of the Axis 360 app.

How will the transition happen?

Once a library transitions to Boundless, Axis 360 mobile app users will be prompted to download the Boundless app.

Websites will be automatically updated once a library moves from Axis 360 to Boundless. No action will be required of web users as they will be redirected to your new Boundless site.

Boundless users logging in for the first time will see a popup that explains the new features and functions of the Boundless app and website.

How can users get help if they experience an issue with Boundless?

Detailed help content has been created for users and will be posted to the website and apps during the Boundless rollout. Support articles can be accessed by clicking the Help link in the Boundless site or mobile app.