



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.

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.