Staff Email Template

Subject: Axis 360 is Becoming Boundless!

James Bennett is sunsetting the legacy Axis 360 app and transitioning users to Boundless.

What is Boundless?

Boundless is our reimagined digital service for libraries. An ecosystem that provides patrons with digital content like eBooks and eAudio as well as 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.

For staff looking to learn more about Boundless, you can view their resources page here - https://bennett.com.au/boundless-resources

What is the next step in the transition to Boundless?

We are working closely with the Baker & Taylor team to prepare for the migration. End users of Axis 360 will receive in app messaging to alert them of this change so they can prepare. As the transition gets closer, app messaging will be updated to give users a final reminder to download Boundless. After the library's collection is moved to Boundless, users who try to access our library's collection in the Axis 360 app will see a message informing them they need to install and log in to Boundless.

Will Boundless be a separate mobile app?

Yes, Boundless will be a new app. Once our 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.
NB: Please note that users must have the latest edition of the Axis360 for a successful migration.

What will happen to Axis 360 site URLs?

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

What is our library doing to address this change?

[Insert specific information about what your library is doing, such as updating your library website, running a Boundless campaign,, posting about Boundless on social media, updating promotional materials that mention the Axis 360 app, etc.).

Thank you!