

There are several steps you will need to complete before the beginning and before the end of each school year to ensure that your library is set up properly both for the school year and for the summer. Follow this checklist to ensure a smooth start and a smooth ending!

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## BEFORE THE BEGINNING OF THE SCHOOL YEAR

**Contact PrairieCat!**

Use this form on the support site to let PrairieCat know when your library opens:

<https://support.prairiecat.info/forms/school-academic-library-openingclosing-form>

**Please give PrairieCat as much notice as possible BEFORE your first open day.**

Include your closed dates for the school year when you complete the form.

Your closed dates control the calculation of due dates and if applicable, the assessment of overdue fines. These dates are not related to RAILS delivery!

**For circulating libraries only**, include any necessary student changes when you complete the form.

For example, if you need one class of students moved to a different building or if you need bulk changes made to student records include that in the comments.

Contact the RAILS delivery help desk to make arrangements for delivery of materials during the school year.

Just send an email to [railsdelivery@railslibraries.org](mailto:railsdelivery@railslibraries.org) to let them know when you will re-open. PrairieCat and RAILS are 2 different organizations: RAILS handles delivery, PrairieCat does not.

**! Libraries that do not contact PrairieCat:** All remaining school libraries will have their paging lists enabled and collections set to holdable during Labor Day weekend. **It is your responsibility to let us know your closed dates.**

**! Remember to check your library's PrairieCat email account each day that you are open.** You are responsible for working with your paging list each day your library is open and for printing and mailing any overdue/bill notices you may receive for other libraries' patrons.

## BEFORE THE END OF THE SCHOOL YEAR

**!** On April 14, 2024, all school library collections will be set to not holdable. This prevents other libraries from placing holds on your items for the remainder of the school year. You can continue to place holds on other libraries' items, if needed.

**!** Also on April 14, 2024, all school library paging lists will be disabled.

For circulating libraries only, if you need last due dates added to Sierra, use this link to open a Help Desk ticket:

<https://helpdesk.prairiecat.info/>

Please give PrairieCat as much advance notice as possible—don't wait until your due dates are incorrect!

Make sure that materials you've borrowed are returned to other PrairieCat libraries before the end of the school year.

Schools that are NOT open over the summer should ensure that any outstanding holds you have placed are cancelled. You can check your library account for these holds or use the Manage Holds function in Sierra.

**Any remaining holds will be cancelled automatically by PrairieCat on May 31.**

For circulating libraries only, if you need any bulk student changes (such as deleting seniors), use this link to open a Help Desk ticket:

<https://helpdesk.prairiecat.info/>

For circulating libraries only, if you need a list of items currently checked out by students, use this link to open a Help Desk ticket:

<https://helpdesk.prairiecat.info/>

Contact the RAILS delivery help desk to make arrangements for your last delivery date.

Just send an email to [railsdelivery@railslibraries.org](mailto:railsdelivery@railslibraries.org) to let them know when you will close.

**PrairieCat and RAILS are 2 different organizations: RAILS handles delivery, PrairieCat does not.**

***PrairieCat does not handle pick up/delivery of materials!*** This service is provided by RAILS. Below is information on delivery and how to contact RAILS.

### ***Why should I use the RAILS Delivery help desk?***

We know that delivery-related issues pop up now and again. Using the delivery help desk (ticketing system) for any comments, questions, or concerns will help you and us in several ways:

1. It's simple. You can just send an email to [railsdelivery@railslibraries.org](mailto:railsdelivery@railslibraries.org). That's all there is to it!
2. Putting in a delivery ticket ensures that your issue is tracked, so if there is a reoccurrence, there will be a record.
3. A delivery ticket reaches several people immediately, but if you call someone directly, they may not be available (days off, meetings, etc.)
4. Since many people see your message when you use the help desk ticketing system, the appropriate person will be able to handle your issue in a timely manner.

Reasons to use the ticketing system include, but are not limited to:

- Your library is closed for the day and you don't want to receive delivery (snow day)
- Your library needs an additional bin dropped off, or extra bins picked up
- You have positive feedback about your driver
- There's a new location where you'd like RAILS Delivery to drop off your bins
- You would like your driver to enter through a different door
- Your delivery arrived too early
- Any concern, issue, question, or comment you have about RAILS Delivery

For great service and fast response, we encourage you to use the delivery ticketing system. **Save this email address for quick access:** [railsdelivery@railslibraries.org](mailto:railsdelivery@railslibraries.org). Check out <https://railslibraries.org/delivery> for more information.