



# Brookfield Public Library

## New Catalog FAQ

[Online Catalog Link](#)

[My Account Link](#)

All Waukesha & Jefferson County Public Libraries share the same catalog. You now can search for books, audiobooks, music, movies, and more using a catalog that has more features and is easier to use. Use our FAQ to learn how to access your account and use some of the new features in the catalog.

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## What is CAFE?

CAFE stands for "Catalog Access For Everyone". This term was coined to describe the group of cooperating libraries who joined together to share resources in an effort to provide better and more comprehensive service while reducing the cost of operation to local taxpayers.

The group began in 2003 when the Brookfield Library arranged to share the Waukesha Library's newly upgraded computer system. Since then, all public libraries in Waukesha County and Jefferson County have joined the group.

The combined database of these libraries now contains more than 800,000 titles, 2.4 million items and 313,000 registered borrowers.

## Switch to Large Text

To switch to a large print version of the catalog, click **Large Text** at the top of the page.



## Switch Libraries

To change the library to which you are currently connected, click the arrow symbol by the Switch to another library list at the top right side of the page, and select another library from the list. When you switch to another library, the page appearance and available features may change. If you switch to another library while you are searching the catalog, the main page of the new library is displayed and you must redo your search.

## Return to the Home Page

To return to the home page and quick search bar of the catalog, click the library's banner at the top of the page.

## Logging In

To use some features, you identify yourself by logging in. You log in by typing in your library barcode number and your password. Your password is what your PIN was in the old catalog.

You log in only once, and you remained logged in until you log out or until there has been 3 minutes of inactivity on the screen.

Follow these steps to log in for your entire session:

1. Click **Log In** in the My Account menu. The log-in form is displayed.
1. Type your barcode number (from your library card) in the Barcode Number box.
2. Type your account password in the Password box.
3. Click **Log In**. Your name and the Log Out link are displayed on the left side of the page when you are logged in.
4. Log out by doing one of the following:
  - Click the **Log Out** link at the bottom of the account page, if you are viewing information in your library account
  - Click **Log Out** in the My Account menu
  - Click **Log Out** on the left hand side of the screen

**Important:** Logging out protects your privacy. If you are using the online catalog in the library, be sure to log out.

### **Failed Log-in Attempt**

The library may limit the number of times you can attempt to log in without success. At the first attempt, the system starts timing the attempts to log-in, and a warning message appears at the first unsuccessful attempt. When the limit has been reached or 5 minutes have passed from the first attempt with no successful log in, a message appears and you must wait 5 minutes before trying to log in again.

### **Automatic Log-Out**

If you are using a computer in the library and you have logged in, the library may set a time period after which you are automatically logged out if there is no activity. To stop the automatic log-out, click a button, link, cover image, or anywhere in the white area of the catalog page.

### **Privacy in the Library**

If you have logged in, click **Log Out** on the My Account menu or under your name at the left side of the page if you are done working at a catalog in the Library. This procedure protects your privacy.

### **How do I check and update my Account in the catalog?**

Follow these steps to check your account and update your personal information.

1. Click [My Account](#) on the menu bar.
2. Click **My Record** and login to with your library barcode and password.
3. Click **Contact Information and Preferences** to display the change request form.
4. Type or select the new information in the appropriate boxes.
5. Click **Submit Change Request** to submit the new information to the library.
6. Click **Change Logon**.
7. Check the box for password. Fill in the appropriate boxes.
8. Click **Save**.
9. Log out of your account.

### **What about kids? Will my elementary school-aged children be able to figure out the catalog?**

The Kids' Catalog will have visual icons and large lettering to indicate different topics. The Kids' Catalog gives kids an easy way to search and find what they are looking for and to discover something new. After we go live, stop into your Children's Library and ask a librarian to get you and your son or daughter acquainted with the new catalog and all its features.

### **How do I renew Library Materials in the catalog?**

Library materials may be renewed if no one else has placed a hold on the item. If the item is overdue before it is renewed, the overdue charge for the first loan period will be automatically added to the account. Most items can be renewed three times. Please contact a CAFE Library if you need help renewing items.

1. Log in to your account. You will need your library barcode and password to renew items.
2. From the My Account menu on the toolbar, choose **Items Out**
3. Place a check mark in the box to the left of each title you want to renew by clicking once in the box.

4. Click on **Renew Selected Items**. If the item(s) renewed successfully, a screen will appear that says, "Items successfully renewed."
5. Click **Back** to see the new due date.

**Note:** The catalog renews the items from the date you renew them, not from the date they are due.

### How do I place new holds in the new catalog?

Follow these steps to request any copy of a title listed in your search results.

1. Search for the title you want to request.
2. Select the title in the search results, and click **Place a Hold**. The log in form appears.
3. Type your barcode number (library card number) and password in the appropriate boxes and click **Log In**. The request form appears.
4. Select the name of the library where you want to pick up the item in the **Pickup Library** box.
5. If you want to activate your request in the future, type the date in the **Activation Date** box. If you do not change the activation date, the request will be activated immediately.
6. Click **Submit Request**.
7. If there are already holds on the item, you will be told how many people are on the list and asked if you still want to be added to the list. Click **Continue**.
8. Click **Return to Search Results**.

### How do I view/manage/cancel my holds in the catalog?

Follow these steps to view, suspend, cancel, or reactivate your requests.

1. Click **Holds** on the My Account submenu and log in. A list of your current requests displays.
2. Click in the box by the title of each request that you want to suspend or reactivate.
3. Click **Suspend/Reactivate Selected** or click **Suspend/Reactivate All** to suspend or reactivate all your requests.
4. The **Suspend/Reactivate Hold Requests** dialog box appears.
5. Type the date when suspended requests should be reactivated or type today's date to reactivate an inactive request.
7. Click **Submit**.
8. To cancel one or more requests, do one of the following:
  - Click the box by the title for each request that you want to cancel, and click **Cancel Selected**.
  - Click **Cancel All** to cancel all your requests.
9. Click **My Record** to return to your account, or click **Log Out** to log out of your account.

### How do holds and the holds queue work?

CAFE's software uses a software algorithm called Demand Management that prioritizes holds in the system. Instead of considering holds only in the order in which they appear in the hold queue, libraries in a multi-library system like CAFE give priority to their own users so that they receive the items first.

For example, if an item is owned by Library A, Library A's users will get first chance at the item even if a Library B user placed a hold before a Library A user. This process helps ensure that locally owned items are provided to local users first before being sent to another library. Because of this dynamic shuffling, there are times when you may be number 1 on the list for what seems to be a long time and other times when you may be number 85 and get your material in a couple of weeks. It can work both for and against you at times.

With all this in mind, please remember that your position in the Holds Queue list is an approximation, subject to some modifications as described above. Our experience, though, is that even though this rearrangement

occasionally takes place, usually on Best Sellers and high demand titles, your holds are likely to be filled much more quickly due to the larger number of copies available in the 24 member library shared system.

### **What does my hold status mean?**

Active - Your hold has been placed in the queue. The hold has not yet been filled.

Pending - An item is available at a CAFE library, but has not yet been sent to the pickup library.

Shipped - The item has been sent from another library, but has not yet arrived at the pickup library.

Held - The item you requested is now available for you to pick up.

Inactive - Your hold has an activation date in the future.

Not-Supplied - There are no items available to fill your hold.

Unclaimed - Your hold was not picked up and has expired. It will be cancelled.

Cancelled - Your hold has been cancelled. See a librarian if you wish to reactivate this hold.

### **Will the new catalog provide Email and Texts options?**

How can I better stay on top of my due dates? Can the new catalog help me with that? We already offer pre-overdue and past due email reminders, which many patrons take advantage of. Now, we're taking this service to the next level: TEXTING! You will soon be able to receive pre-overdue and past due notices via text messaging. To take advantage of this convenience, you will need to enter your cell phone number and carrier's name in your account page (once the new catalog goes live) or call your library if you want further details about receiving emails and/or texts from the library.

More texting options—when you are searching the catalog and find an item you want to look for on the shelf; you may text the call number/shelf location to your phone.

### **Will a Mobile Edition be available for the new catalog?**

Yes. The new and improved catalog also includes a new and improved mobile website, designed specifically for smaller screens. Request titles immediately and get instant access to your account.

### **Start a reading history**

Your reading history is a list of items you have checked out since the reading history began. (The library may limit the length of the history.) You can stop the history and clear it from your library account and the system at any time. Individual items may be removed from your reading history at any time. You may also start a new reading history at any time.

**Important:** Your reading history is associated with your library account. If you have concerns about your privacy, contact the library for specific information about the library's privacy policies.

1. Click **My Record** on the My Account menu and log in.
2. Click **Contact Information and Preferences** on the My Record page.
3. The Contact Information area expands.
4. Select (check) **Maintain reading list**.
5. Click **Submit Change Request**.

Your reading history will begin with the next item you check out, but the item may not actually appear in your reading history list until the next day.

### View an existing reading history

1. Click **Log In** on the My Account menu and log in.
2. Click **Reading History** on the My Account menu.
3. Your reading history is displayed.
  - To sort the list, click a column name. For example, click **Title** to sort the list by title.
  - To remove individual titles from your reading history, click the check box by each title you want to remove and click **Delete Selected**. To delete all the titles on the page, click the check box at the top of the list and click **Delete Selected**.

**Tip:** You can click a title in the list to search for it in the library catalog and see more information about it.

### Clear and stop your reading history

Click Contact Information and Preferences on the My Record page, or click Change Preferences on the Reading History page.

1. Select the **Maintain reading list** check box to clear it.
2. Click **Submit Change Request**.

**Important:** When you stop the reading history, the information in the history is not stored. It is permanently removed from the system.

### How do I conduct a Quick Library Search in the catalog?

Follow these steps to do a quick search in the Library's catalog: [Brookfield Public Library Catalog](#)

1. Type a word or words in the Quick Library Search box.
2. Click **Anywhere** or **Keyword** or simply hit enter on the keyboard.

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Quick library search

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3. Clicking on Subject, Title or Author after typing in your search terms will give you a browse list of headings for the term you typed with the number of titles in the right hand column, clicking on the heading will take you to those titles in the catalog.

Search for:

that begins with:

10 per page

Browse Headings	#
Waukesha County Airport.	7
Waukesha County Fair.	1
Waukesha County Federated Library System.	1
Waukesha County Genealogical Society -- Periodicals.	2
Waukesha County Genealogical Society -- Registers.	2
Waukesha County Historical Museum	1
Waukesha County Historical Society	1
Waukesha County Museum	--
<a href="#">SEE: Waukesha County Historical Museum</a>	1
Waukesha County Park & Planning Commission	--
<a href="#">SEE: Waukesha County Park and Planning Commission</a>	3
Waukesha County Park and Planning Commission	3

10 per page

### How do I conduct a Keyword Search in the catalog?

Follow these steps to find titles containing specific words.

1. Click **Keyword** in the Search submenu.
2. Type the word(s) to search for in the Keyword search for box.
3. If you want to limit the search to a specific format, select a material type in the Limit by box. For example, if you want to find only DVDs, select DVD in the Limit by box.
4. If you want to search for your keyword in a specific field, select the field in the Search by box. For example, if you know the title contains the word Yankee, enter Yankee in the Keyword Search for box, and select Title in the Search by box.
5. Click **Go**.

Keyword search for:

Search by:

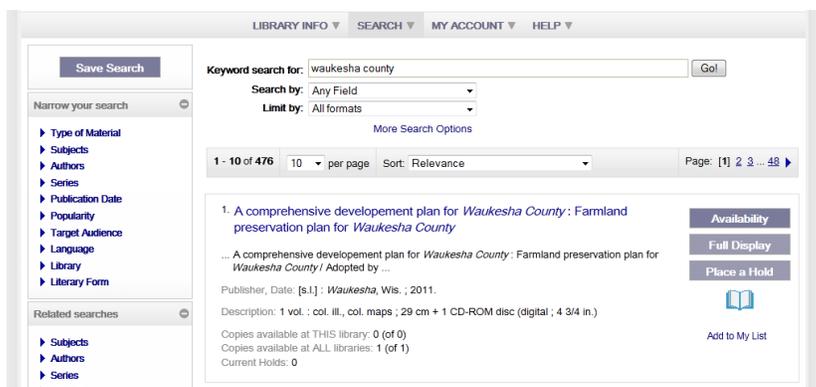
Limit by:

[More Search Options](#)

### How do I work with Search Results in the catalog?

From the search results list, you can:

- Click a page number or the arrow at the top or bottom of the page to move through the list of results.
- Click **Availability** to see detailed title and availability information.
- Click **Add to My List** to add the title to a list that you can save, print or send by email.
- Click **Place a Hold** to request the title.
- Click **Full Display** to see more information about the title including reviews, read-a-likes and ratings.
- Narrow your search by using the categories on the left hand side



## Saving Keyword Searches

You can set up and save searches, and have them run automatically once a week or once a month. You can also run a saved search manually, any time. Each time a saved search is run, the search looks for results that are new since the last run. You might want to save a search even if the search produced no results, so you are notified of new materials that have arrived since the last time the search ran. Your saved searches can be viewed and edited at any time.

The results of saved searches are automatically sent by e-mail to an address you specify. The e-mail message includes the name and description of the search, the number of new titles found, and the call number, author, and title of each new item. You can select a link for any entry to search for the new item in the library catalog.

*Note:* For automatic searches, the library limits the number of titles in saved search results. The usual limit is 500 titles.

You may have multiple saved searches scheduled to run at different frequencies. In this case, you receive an e-mail message listing the results for the weekly searches, and a separate message listing the results for the monthly searches.

You need a library account number and password to save searches.

1. After doing a search, click on **Save Search**
2. Login to your account if you haven't already done so.
3. Fill in the appropriate boxes on the Save Search screen, including Search name, Email results to, and Search frequency
4. Click on **Save Search**.

*Note:* You can delete a saved search at any time from the Saved Searches option in My Account.

**Important:** When you save a search, the search information is associated with your library account. If you have concerns about your privacy, contact the library for specific information about the library's privacy policies.

### Save a title list in your library account

Title lists gather and save information from your search results. You can create a working title list from your current search results, then print it, send it by e-mail, or save it.

Your working title list is available for your current session only. However, if you have a library account, you can create and save multiple title lists in your library account. Whenever you log in, you can see and work with your saved lists. You can move or copy titles among lists, and print, send, or save any list you have saved in your library account.

When you find a title that you want to save, Click on **Add to My List**. A working list will appear in the upper left hand side of the screen.

When you are logged into your account while searching the catalog, all of your lists will appear on the screen. Use the options under My Lists to view your saved lists and to create new ones.

### Locate Items With Map It!

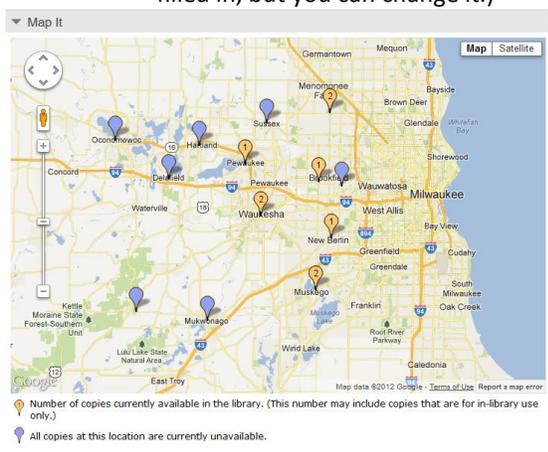
Map It! is a new feature that provides a visual guide to the location of items in your search results list. The Map It! feature offers all the zoom, pan, satellite and map imagery available in Google Maps™.

1. In your search results list, click the **title** or the **Full Display** button for the title. Detailed information about the title is displayed.
2. Click **Map It!**. A map displays markers for the public libraries in Waukesha County that own the item.

*Note:* A text key explains the meaning of the markers.

You can place the cursor over a marker to see the library name.

3. Click a **library marker** to see the library's address, hours, and details about the availability counts at that library.
4. Click **Get Directions** in the hours window to get directions to the library from any address. Simply enter your address and click **Go!** (If you are logged in, the address from your library record is already filled in, but you can change it.)



### **CAFEPlus Search**

Get even more results from our catalog by using the CAFEPlus search. CAFEPlus allows you to simultaneously search the Library's databases, along with the catalog, to see magazine and newspaper articles in your search results - in addition to the books, DVDs, CDs and other library resources you are used to seeing already. Check out this [short instructional video](#) and give it a try today!

### **I am having trouble accessing the catalog!**

Having issues accessing the new catalog? Try clearing your browser's cache. For those who have bookmarked a library, you may also need to delete your bookmark and re-bookmark the site.