

PIAC Newsletter – July 2022 (7/25/22)

July News from your IUG Polaris ILS Advisory Committee (PIAC)

Items PIAC brought to Innovative for July:

1. Polaris 7.3 release—On track?

7.3 is on track for delivery in in Q3, specifically in September 2022. Sam Quell and team are shooting for early September.

2. LX Starter and Text Messaging

An FAQ will soon be posted on the Supportal that will provide answers to many questions.

LX Starter will manage email notices ONLY. Print notices will continue to be handled through Polaris. Text and phone notices should continue to be handled through current capabilities, i.e., 3rd-party vendors and/or Polaris' email-to-text and Telephony.

Email functionality in LX Starter has taken precedence over all other notice distribution testing because "everyone will be receiving LX Starter, and everyone will be getting email."

PIAC asked how libraries considering a 3rd party text vendor should proceed. Innovative confirmed there are plans for Vega to provide text message notice capability, but there is no timeline available.

3. Expose the notification queue through PAPI to avoid using FTP methods

Although this would be especially useful for hosted libraries, this option will not be available anytime soon. Currently there is a hidden PAPI endpoint but is optimized for Vega only. This hidden PAPI endpoint will not work well with any other vendors or products. Polaris advises against attempting to use it.

However, the request to create a PAPI endpoint for 3rd-party vendors (UMS, Patron Point, etc.) to use to harness the notification queue is an Idea Lab enhancement.

At the time of this meeting (7/25/22), the request had been deactivated. Interested libraries should reactivate (or reformulate and submit) this enhancement. Contact Eleanor Crumblehulme or Sam Quell to reactivate.

4. Customer support phone question

Changes to the Polaris phone system since November 2021 have inadvertently eliminated the option to transfer to the general Polaris support line (1-877-857-1978) if our site manager is unavailable. Polaris was not aware of this problem.

Polaris implemented a fix. Currently, if your site manager is unable to answer a direct dial telephone call, the line will roll to the menu for the general number (1-877-857-1978). The menu prompts the caller to select *Support* and then *Polaris Support* from the submenu in order to reach the Polaris Support team.

Although this is not optimal, it is better than requiring a caller to hang up from a call to their site manager to dial the general support line (1-877-857-1978). This member of PIAC agrees.

Next PIAC meeting with Polaris scheduled for August 22nd.