

From: Carrington, Bradley, DCA
To: ["Focused discussion list for SALSA libraries"](#)
Subject: report on IUG 2017 conference
Date: Wednesday, April 19, 2017 12:20:52 PM
Attachments: [Slide highlights from IUG 2017.docx](#)

Innovative (Polaris) Users Group, April 2-5, 2017

Innovative gave many reports on updating its system architecture:

- moving from client-based modules to cloud-based; LEAP is now called Polaris Web Application; the tech services modules will be the last to move and they'll be called "Knowledge Base" and eventually "Resource Management"
- the ILS will become the center of all library work, with workstreams for a variety of roles among library staff, including Library Director.
 - SimplyReports will include an Analytics module with which you can compare your library to other libraries
- moving our instances from a local relational database to a cloud graph database (following definitions copied from a web page...)
 - Relational databases have been the power-horse of software applications since the 80s, and continue so to this day. They store highly structured data in tables with predetermined columns of certain types and many rows of the same type of information, and, thanks in part to the rigidity of their organization, require developers and applications to strictly structure the data used in their applications.
SQL!
 - In some regards, graph databases are like the next generation of relational databases, but with first class support for "relationships", or those implicit connections indicated via foreign-keys in the traditional relational databases. Each node (entity or attribute) in the graph database model directly and physically contains a list of relationship-records that represent its relationships to other nodes. These relationship records are organized by type and direction and may hold additional attributes. **BIBFRAME! RDF! triplets!**
- moving from NCIP (a resource-sharing standard) to ISO 10160:2015 (Open Systems Interconnection Interlibrary Loan Application)
- II calls all this open systems stuff IOLS (Innovative Open Library Stack)
<<https://www.iii.com/solutions/open-library-experience/>>
- the support site is now on support.iii.com
 - we asked that they load our financial and legal documents into the support site, plus our "Account Plan" (the SALSA rep is Dennis Carter).
- III will develop Polaris as the platform for public libraries and Sierra as the platform for academics; they'll let customers switch around
- hosted sites will be moved to Amazon Web Services!
- it was quite eerie: no sight nor sound of VTLS/Virtua libraries!

Cataloging:

- III is forming a Cataloging Focus Group

- ILL forgot to staff its SkyRiver presentation; Sky must be a low priority. Later I learned that SkyRiver (if one purchases it) will be a part of the Knowledge Base when tech services moves to cloud
- Knowledge Base will have an RDF editor
- the tech services Knowledge Base will happen in the Blizzard release; both Polaris and Sierra will get the same Knowledge Base module
- many ILL libraries have reformatted their catalogs for linked data; [Zepheria](#) has published many library catalogs
- I attended a session on deduplicating a database of shared bibs (Saskatoon consortium, based on the South Carolina consortium); they first used OCLC then wrote algorithms to find possible dups that remained
- collection codes are better than shelf locations; shelf locations better used for temporary spots such as New Books or Exhibit Case, etc.

Resource Sharing:

- in the ILL consortia about 15% of check-outs are from a lending library; the rest are from the patron's home library
- in a consortium about 60% of a particular library's holdings are unique
- even during budget cuts Colorado libraries chose to remain in Prospector; 90% of ILL requests filled in consortium; OCLC WorldShare costs significantly reduced
- INN-Reach now using APIs, eliminates the need for a Direct Consortia Borrowing (DCB) broker system, allowing all INN-Reach activities to be performed within Polaris or other non-ILL ILSs.
- INN-Reach now has 4 Polaris libraries
- consortia have a very difficult struggle when setting fines and fees; Polaris offers only 3 settings

PAC:

- PAC is now called Discovery
- Polaris release 5.5 will move the Discovery to a responsive version; MobilePAC will go away. Patrons can run searches that include terms similar to the ones input (stemming/lemmatization).
- Polaris Discovery will be available through the MyLibrary app, if you purchase that
- Breeze release will include deep links to PAC pages; export lists as styled citations
- Sun release will include FRBRized search results
- We can use custom portal page content to display: upcoming events, links to outside resources, anything that you can think of to promote your library
- promote events on the PAC using custom dashboards

SysAdmin:

- to get stats by bookmobile stop in offline mode use the username method, or you can create a separate workstation for each stop
- major update to utilities, reports, language editor scheduled for Breeze release
- Always make changes at library level, but check branch level too

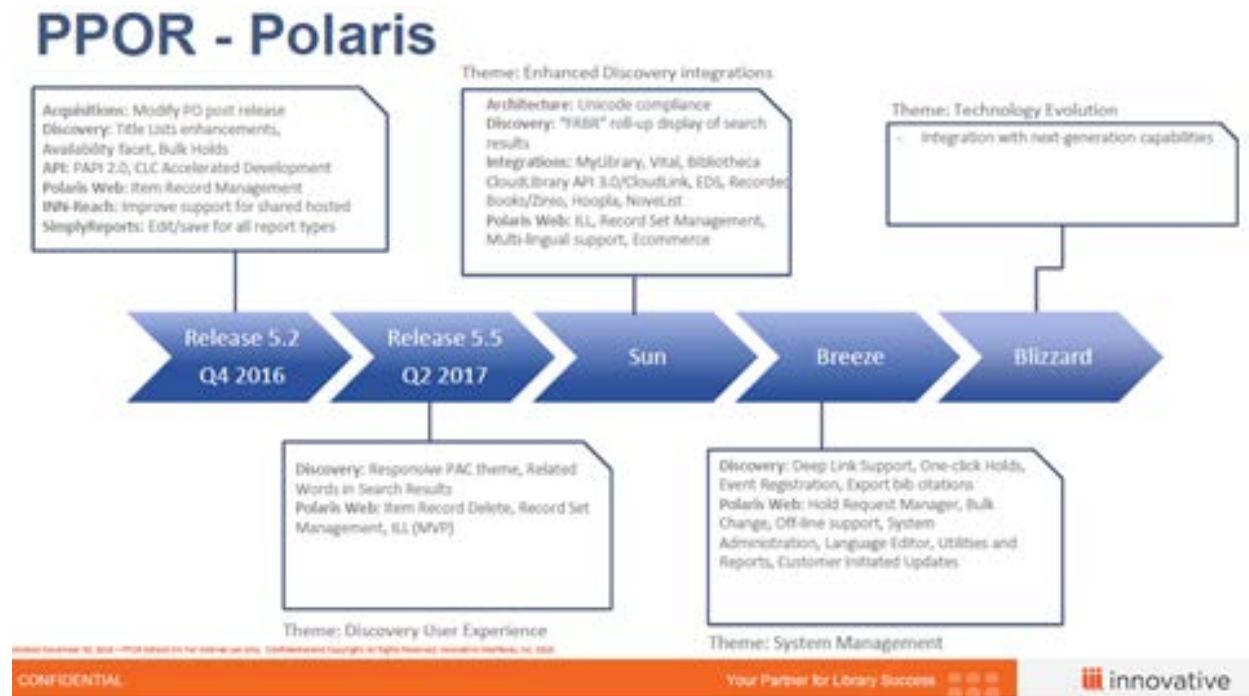
- Use permission groups
- attended clean-up session on patron registration, loans & fines tables, cataloging

see attached slides for more info...

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505-476-9730

Slide highlights from IUG 2017

PPOR – Product Plan of Record



Cataloging is in the Resource Management row:

Long Term Portfolio Architecture Direction

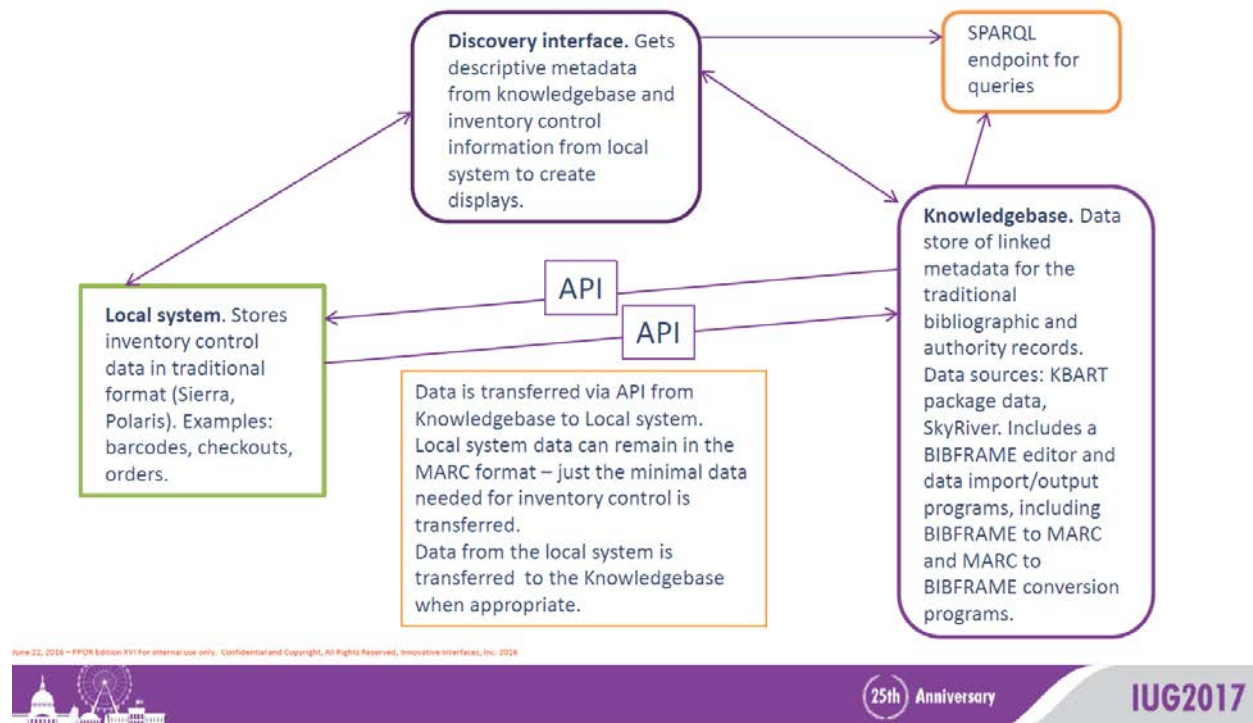
Architecture	Elastic Cloud Infrastructure based on a hybrid multi-tenant model including national secure data support	Web Services based API layer through destination application portfolio extension	Graph and triples based data management moving to underlying RDF model	Automatic real-time conversion to and from BIBFRAME and any other source and destination formats	Leverage of web services layer and application extension support for abstract resource management
Resource Management	Plug-in knowledge base access model leveraging national, regional and global resource type independence	Collection, deposit and preservation enhancement of resource management for digitalization	Global and local resource catalog with automatic real-time consortium integration	Automated and externally initiated workflow between different systems based on events	Dynamic management of resources driven by type and workflow engine
Staff Experience	Mobile enablement of work processes for sustainable operational efficiency	Event driven collaboration based on notifications, task management and messaging	Predictive analytics based on content and metadata types, workflow status, subscription and external integration	Workflow builder and best practice customization based on roles and library end-to-end setup	Work streams end-to-end staff experience for operational and collaborative lifecycle support
End User Experience	End user experience integrated with library resource management through mobile	Enable discovery through regular web search with Linked Data and schema.org support	Social end-user experience enhanced into all resource types and leveraged relevance behavior	Virtual library experience of all resource types with ease of discovery through metadata management	Contextual support and experience through 3D graphic virtualization



25th Anniversary

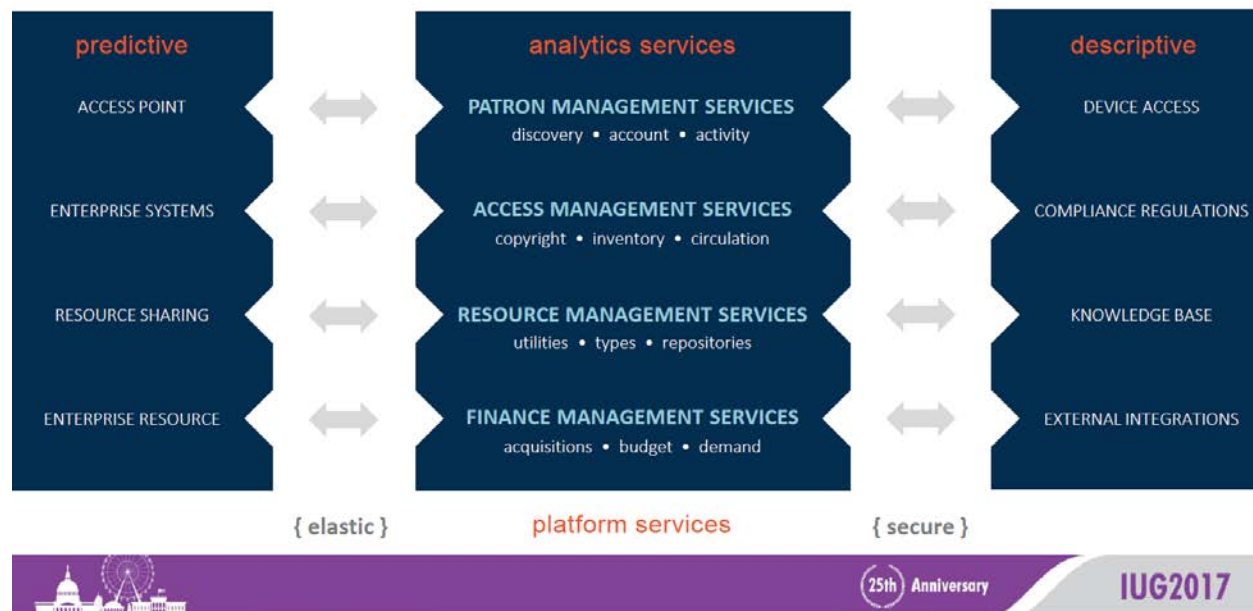
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Cataloging is in the Knowledge Base box:



Architecture, marketecture, schmarketecture!!

Future Library Technology Marketecture



our hosted site eventually moves to Amazon (AWS)

Anticipating Your Questions!

- Is moving to AWS required?
 - Yes. All III customers currently hosted in one of our data centers will be moving to AWS. With a few exceptions, all new hosted implementations will be on AWS.
- What is the time frame for this?
 - *Note: These are the current project targets and the dates noted are the phase starts. The migrations will stretch out over time.*
 - This is a three phase project.
 - Phase 1 just kicked off and entails moving Dublin DC based customer to AWS.
 - Phase 2 involves migrating the Syracuse DC based customers to AWS targeted to begin in Q3 2017.*

*current schedule, subject to change



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how about this!!

Polaris is built to work withOUT Authority Control

Authorities end up being a 2nd class citizen

Over 70 authority related enhancement requests

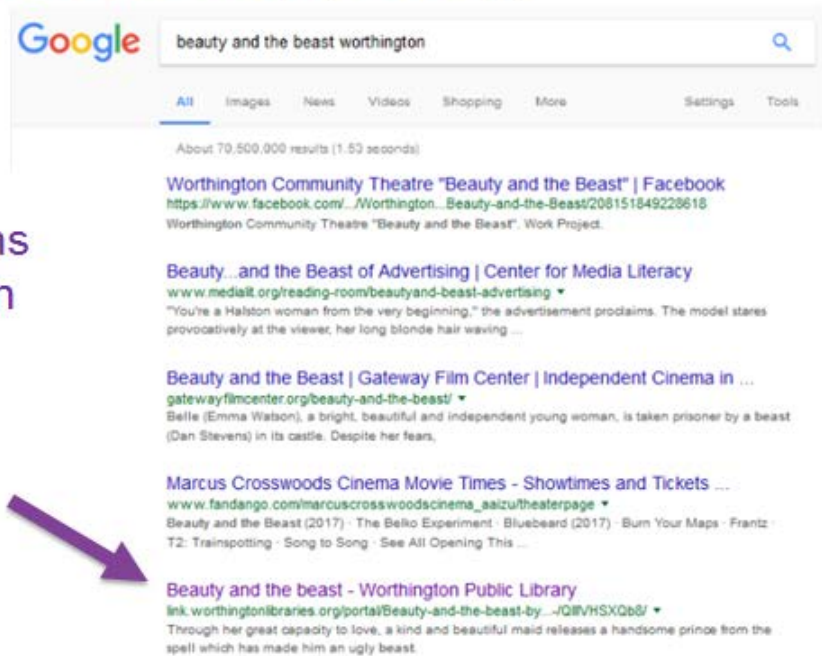
“Is there a setting that could/would include the content of see and see also references in keyword and exact searching in both the pac and the staff client?”

“Polaris does not take free floating subdivisions into account when reporting blind references.”

Catalogs published using linked data

What is happening

When “Worthington” is included in search terms our content shows up in results.

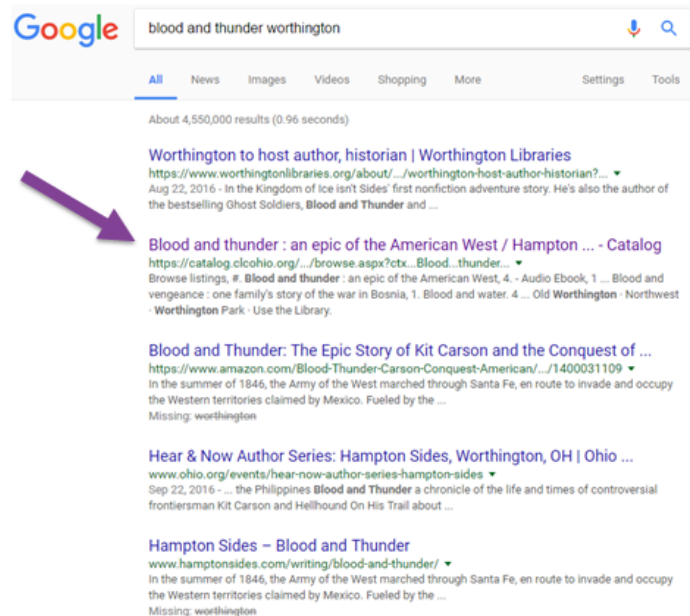


Expectation

- Links to our PAC records in search results

What is happening

- On occasion we see direct links to our catalog
- More often we see links to our link.library portal
- Prior to publishing data we never saw links to our catalog in search results



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What do you highlight when you present this project to your Administration?

- We highlight the fact that we are experimenting with Bibframe, which is most likely to be the successor to MARC.
- While not new in 2016, I highlight the before/after proposition: previously our catalog data simply could NOT be found using a web search engine, whereas it can now be indexed, discovered, and navigated. We publish 3.7M linked-data resources that web bots can crawl, and we're doing so within a network of trusted library partners.
- The ability to get our data on the web, and ongoing enhancements to BIBFRAME are important steps to increasing our presence in our community and beyond.



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What do you highlight when you present this project to your Administration? (Continued)

- We highlight the number of data refreshes that occur in a month, the number of Link URLs that are submitted to search engines for indexing, the number of Link URLs that get indexed, the number of Link impressions or URLs that surface in user search engine results, the average position of those results, activity on our Link site (sessions), where geographically those sessions are coming from, referrals to our online catalogue from the Link site, the number of new users from the Link site to our online catalogue, and the bounce rates.



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Transformations to Linked Data

	# of MARC Records	# of Transformed Resources	# of Resulting Links
Regional Public Library	177,307	776,863	2,615,128
Multi-Branch Public Library	349,797	1,516,840	4,712,084
Urban Public Library	1,478,311	6,378,300	18,481,054
Academic Library	3,406,074	13,384,284	40,483,644

+12X the opportunities for visibility...




Libraries
Publish
Linked Data
through
Local Link
Graphs

Cuyahoga County Public Library

Cuyahoga County Public Library


Home Page <http://www.cuyahogalibrary.org/>

Address 2111 Snow Road, Parma, OH, 44134, USA

Logo 

Map Details

Map Satellite



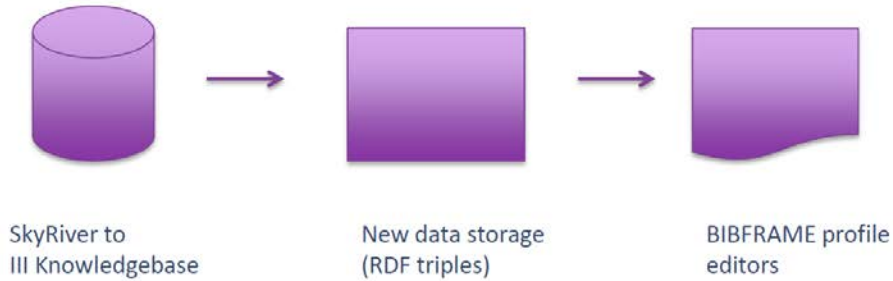
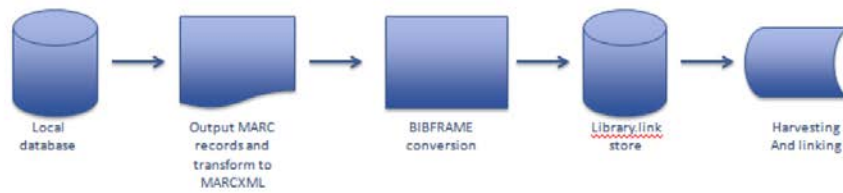
Each MARC record is transformed into individual "Resources" and published and linked in the Library's Local Link Graph pages.

Resources

- Agent (53869)
- Collection (34556)
- Concept (206531)
- CopyrightEvent (995)
- Family (299)
- Form (1687)
- Instance (455111)
- Meeting (307)
- Organization (21632)
- Person (193700)
- Place (16987)
- ProviderEvent (115611)
- Series (46467)
- Temporal (1274)
- Topic (33282)
- Work (379889)



SkyRiver and Linked Data



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slides from statewide resource-sharing networks:

Innovative Resource Sharing now

- Sharing of returnables and consortium purchased electronic resources
 - Lowest total cost of ownership
 - Real-time and automated operations
 - Works for all—platform agnostic
- Requesting and supplying non-returnables, ArticleReach for Document Delivery
 - Same design principles as INN-Reach
 - Fast, easy, inexpensive



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Since we last met...

- Four local Polaris libraries in four INN-Reach systems are LIVE on the Direct to INN-Reach APIs!
- Added 9 libraries to ArticleReach Direct
- Linked Data implementation at MeL
- 6 INN-Reach systems added new members
- Sales campaign targeting growth of existing systems
- In beta for 3.0 SP1, numerous enhancements and bug fixes
- Reviewing the Direct to INN-Reach API documentation with other ILS vendors



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Link+ vs. Traditional ILL

Link+	ILL
No charge	Borrowing and Lending Fees
Delivery time: Less than a week	Delivery time: 3-4 weeks
Only participating libraries	Most libraries worldwide
Books and media	Books, microfilms, special items
Staff time: Less than 5 min/item	Staff time: Up to an hour/item
Patron places requests	Library staff must place requests

Request

- Patron searches the Link+ catalog
 - Classic or Encore
- Clicks "Request it"
- Completes the form
- Link+ servers send request to a library with that item available



Routing and Delivery

- Request is sent to owning library
- Owning library packages items
- Shared courier delivers
- Staff note problems and check items in
- Patron is notified through their local ILS



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Borrowing

- Loan period depends on item type and local library rules
- Late fees
 - \$1/day all items
- Replacement fee
 - \$115 maximum
 - Link+ Coordinator works with owning library to determine \$



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Paging Slips

- Printed daily
- Slip inside front cover of item

03/16/2017
Link+ request has been placed on the following

Shelving: Galt Library
Call Number: 835.965 M383v 2012
Volume:
Author: Martin, Tovah.
Title: The unexpected houseplant : 220
Barcode: [REDACTED]
Record#: [REDACTED]
Owning Library: Galt Library
1000 Caroline Avenue
Galt, CA 95632

Please put this item and send it to the patron at the library location listed below:

Name: [REDACTED]
Patron Type: Link+ Media Borrower (no fines)
Institution: 72 - Oakland Public
Delivery Step: 72 - Oakland Public Library
Pickup At: Childrens Rm Main Library

Labels

- Paper wraps or removable Avery labels
- Template provided by Link+
- Labels include:
 - Owning Library and Courier Number
 - Destination Library and Courier number
 - Destination Branch
 - Patron Information



25TH ANNUAL
INNOVATIVE USERS GROUP CONFERENCE
APRIL 2 - 5, 2017



Polaris ILS

What's New and Ahead

Kellie Conner
Product Owner
Innovative Interfaces



Introductions

- Kellie Conner
 - Started at Gaylord Information Systems in 1998
 - Product Owner
 - Escalation path for support
 - All around customer advocate
 - Email: kellie.conner@iii.com



Agenda

discovery: what's new

staff client: what's new

PAPI: what's new

what's ahead in Polaris Discovery

roadmap review

open q&a



What's New Discovery – Availability Facet

Search by: Any Limit by: All It

Narrow your search

▼ **Availability**

☐ Available Now (72)

▼ **Location**

Local

☐ Stillwater Public Library (3)

☐ Mechanicville District Public Library (3)

Other

☐ Saratoga Springs Public Library (42)

☐ Schenectady Branch - Central (34)

☐ Red Rock Library (30)

[More>>](#)

1 - 10 of 87 10 per page

1. **THIS CHANGES EVERYTHING CAPITALISM vs THE CLIMATE** by NAOMI KLEIN

see reviews/add a review; 11 reviews (★★★★★)

New x, 56

Avail

Avail

Cur

- New facet under “Narrow your search”
- Use alone or with Assigned Branch facet



What's New Discovery – Requested Indicator



1. This changes everything : capitalism vs. the *climate*

by Klein, Naomi, 1970- author.

You requested this on: 3/28/2017

New York : Simon & Schuster Paperbacks, 2015.
x, 564 pages ; 22 cm

Available locally: 2 (of 2)

Available system-wide: 2 (of 2)

Current Holds: 1

A
Fu
Pla

Configure the display
using
Title Display Configure



What's New Discovery – Title List

☐ Select Page per page Sort:


Title ▼

Added date

Author

Publication date

Title

☐  1996 1. Arctic by W

- Multi-select
- Paging/Sorting
- “Live” data



What's New Discovery – Bulk Holds

Confirm bulk requests:

Click Update to make changes. Click Confirm to submit your requests:

<input checked="" type="checkbox"/>	Type	Active Requests	Title
<input checked="" type="checkbox"/>	Book	1	Gray whales by Palmer, Sarah, 1955- Gold : a treasure hunt through time by Hooper, Meredith. <small>Requests are not permitted for this title. Contact the library for assistance.</small>
<input checked="" type="checkbox"/>	Book	0	Gold by Angliss, Sarah.
<input checked="" type="checkbox"/>	Book	0	Colors = Les couleurs by Beaton, Clare. Dog's colorful day : a messy story about colors and counting by Dodd, Emma. <small>The request cannot be placed because a duplicate request has been found. Please check your account.</small>

- From Title List, select titles to request
- If patron is over any limit, they are stopped before proceeding.
- Non-holdable and duplicate titles are identified



What's New Staff Client

The screenshot shows the 'Patron Registration - 370876 - Addresses - Polaris' window. The main form contains the following fields:

- Barcode: 12345678999
- Registered at: Link South Branch (LS-KTL)
- Patron code: Regular (with an unchecked 'Instructor' checkbox)
- Last name: Meagher
- First name: Oscar
- Middle name: (empty)
- Title: (empty)
- Date: 4/27
- County: ONDAGA

A vertical sidebar on the left is labeled 'Registration' and contains icons for various functions. Below the main form, there is a section for 'Addresses, Phone Numbers' with a table showing a 'Home' address and an 'Address Check' section with a 'Term' of 0.

The 'Polaris' dialog box contains the following text:

i You made term date changes in this patron record. Click OK to accept the new dates, or click Cancel to discard your changes. You must save the record to confirm your changes.

Expiration date: 3/27/2020 Expiration term: 3 years

Address check date: 3/27/2018 Address check term: 1 years

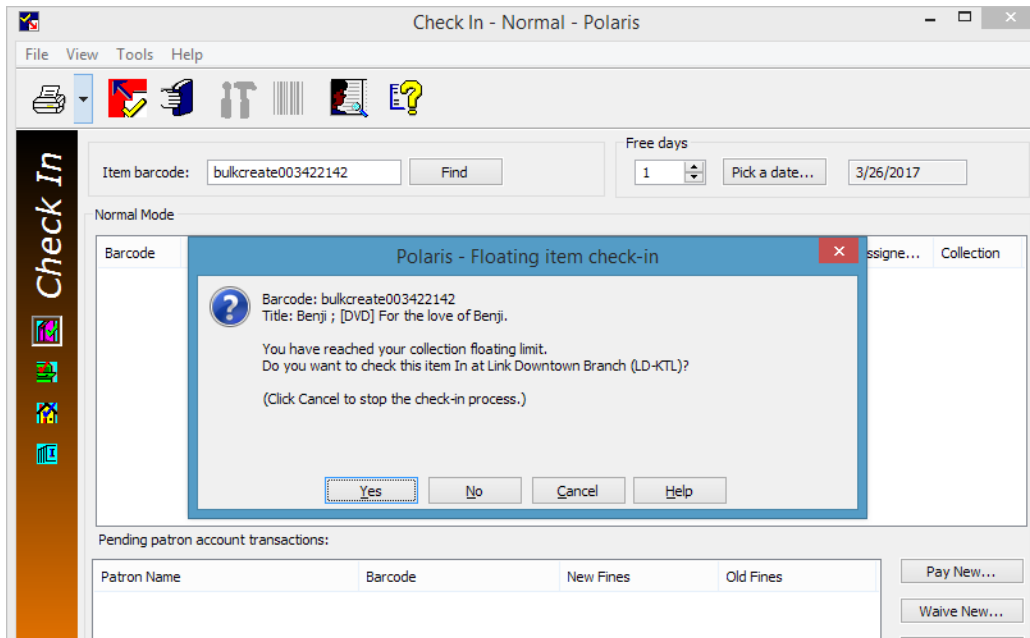
Buttons: OK, Cancel

Patron Registration Check Dates

- Updates accomplished quickly
- Expiration blocks automatically removed



What's New Staff Client



Floating Collections

You can now override load balancing settings and float an item into a branch that is over the collection limit



What's New Staff Client

- 'Claim Missing Part' Design Change
 - Items with system blocks for missing parts can now be checked in at any branch
 - Blocks automatically removed; no manual intervention



What's New Staff Client

Purchase Order Line Item - 211485 - General - Polaris

File Edit View Links Tools Help

Order no.: PenTest2 Status: On Order 9/29/2016 Line no.: 1

Description

ISE

Tit

Pub

Oth

Unit

Seg

2 1 Stony Creek Free Library (None) Book (STOBK) STO FY 2008 On-Order Open

Change PO Line Item Segment Fund

From To

Destination: Stillwater Public Library (STI) Stillwater Public Library (STI)

Fund: 1.26 (Desert County FY2015) 1.26 (Desert County FY2015)

Collection: (None) (None)

OK Cancel Help

Modify Funds,
Branches, Collections
in PO Lines after PO
Release

- Linked on-order items automatically updated



What's New Staff Client

- Additional INN-Reach Integration Features
 - API messages:
 - Patron Claims Returned
 - Owner Renew
 - SIP check-in for INN-Reach holds
 - INN-Reach reports:
 - Borrowing 'Too Long': In-Transit, Received, Requested, Returned
 - Lending: Institutional Overdues, Paged Too Long



What's New Staff Client

- Ongoing Commitments
 - Industry Standards changes
 - Support 020\$q in Acquisitions
 - MARC Updates
 - Simply Reports
 - Support editing saved Bibliographic List and Count reports



What's New in PAPI



What's New - PAPI

- PAPI was rewritten
 - Moved from Microsoft WCF (Windows Communication Foundation) framework to Microsoft .NET Core
- Implementation of Swagger for testing
- New and updated methods



What's New - Swagger

- Swagger: open source framework for REST APIs
- PAPI now has a Swagger endpoint
 - Provides code and documentation to customers and third party vendors
- [Http://swagger.io/](http://swagger.io/)
- Installed as an option under the PAPI service during the server installation



What's New – PAPI updated methods

- Patron Authentication now supports username or barcode
- Notification Update now supports email and text messaging for expected notice types
- PatronHoldRequestGet now supports designation and volume number, as well as PAC display notes



What's New – PAPI updated methods

- PatronItemsOut: now supports designation and volume number, as well as the CanItemBeRenewed flag
- PatronRegistrationCreate: now supports ExpirationDate, AddressCheckDate and PatronCode
- PatronUpdate: supports the three fields above, in addition to reaching parity with the Polaris PAC.
 - I.e. All updateable fields in PAC are now supported by PAPI
 - Controlled by SA values unless otherwise stated in the call



What's New – PAPI new methods

- DatesClosed
- PatronCodesGet
- PatronILLRequestsGet
- RecordSetContentPut
- RecordSetRecordsGet
- SAMobilePhoneCarriersGet
- UpdatePickupBranchID



What's Ahead in Polaris Discovery



IUG2017

What's Ahead in Polaris Discovery

- Responsive Theme

- All features on all devices
- Freshened themes and updated look
- Existing SA configurations are preserved

- Related words


- Plurals and stemming
 - dog / dogs
 - walk / walking / walked
- Synonyms and name variations
 - Ben / Benjamin
 - Jim / James
- Alternate spellings
 - color / colour
 - gray / grey



Polaris Discovery – Responsive Theme

[LOG IN](#)
[My Account](#) ▾

Language ▾ Branch ▾

 **Red Rock Public Library**

Welcome ▾ Search ▾ E-Resources ▾ Community ▾ Help ▾

[ALERT ME!!](#) ▾
[Citation Helper](#) ▾
[Download Magazines!](#) ▾
[eBooks from A to Z](#) ▾
[How to...](#) ▾

Hours for: Red Rock Public Library

Day	Open	Close
MON	9:00 AM	9:00 PM
TUE	9:00 AM	9:00 PM
WED	9:00 AM	9:00 PM
THU	9:00 AM	4:30 PM
FRI	9:00 AM	6:00 PM
SAT	9:00 AM	6:00 PM
SUN	1:00 PM	5:00 PM

We're extending our hours! Come be a part of our hot summer reading program!

Location Information
215 South Keswick Avenue


Hours screen – full display mode



Polaris Discovery – Responsive Theme

My Account

Menu

 Red Rock Public Library

Hours for: Red Rock Public Library

Day	Open	Close
MON	9:00 AM	9:00 PM
TUE	9:00 AM	9:00 PM
WED	9:00 AM	9:00 PM
THU	9:00 AM	4:30 PM
FRI	9:00 AM	6:00 PM
SAT	9:00 AM	6:00 PM
SUN	1:00 PM	5:00 PM

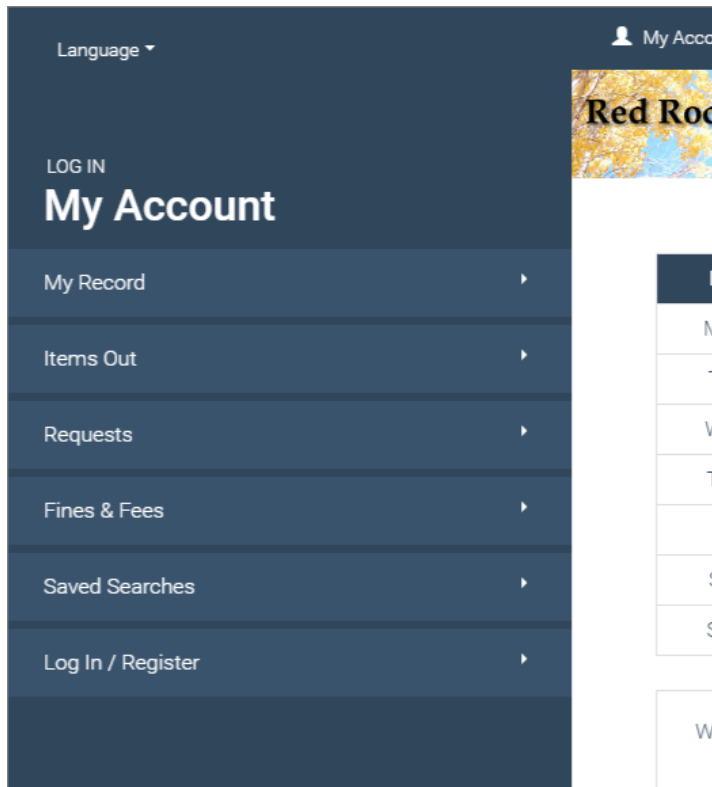
We're extending our hours! Come be a part of our hot summer reading program!

Location Information

Hours screen – smartphone mode



Polaris Discovery – Responsive Theme



Slide out menu – smartphone mode



Polaris Discovery – Responsive Theme

Save Search

My Account

My Lists

Narrow your search

Availability

☐ Available Now (40)

Library Location

Format

Publication Date

Audience

Language

Literary Form

KEYWORD SEARCH:

SEARCH BY:

Any Field

LIMIT BY:

All material

USING:

My Library Database

Select Databases

More Search Options

11 - 20 of 46

10 PER PAGE

<<

<

1

2

3

4


5


>

>>

SORT

Title





1994

11. *The client*

by *Grisham, John.*

... The client / *John Grisham* ...


Copies Available at THIS Library: 0 (of 0)

Copies Available at ALL Libraries: 2 (of 2)


Current Holds: 0

☒

WHERE IS IT?



MORE INFO



PLACE REQUEST

Add to List

Keyword search – full display mode



Polaris Discovery – Responsive Theme

Authors

Related searches


Other Searches

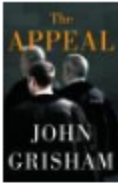


Other Databases

Authors

Not Finding It?

Recently Viewed Titles





2004



1. **The appeal.**
by *Grisham, John.*


... *Grisham , John* The *appeal*


Copies Available at THIS Library: 2 (of 2)
Copies Available at ALL Libraries: 7 (of 9)

Current Holds: 0

Call Number: Fic Grisham

**WHERE IS IT?**

**MORE INFO**

**PLACE REQUEST**

[Add to My List](#)

Keyword search – tablet mode



Polaris Discovery – Responsive Theme

[Welcome ▾](#) [Search ▾](#) [E-Resources ▾](#) [Community ▾](#) [Help ▾](#)

My Account ▾

Chabon, Michael

6 items overdue
\$191.50 owed on your account

My Record
Items Out (6)
Requests (11)
Fines & Fees (\$191.50)
Reading History
Saved Searches
Log Out

My Lists ▾

Saved Title Lists ▾

- New List (6)
- New Orleans (4)

Create new saved list...

Chabon, Michael [i](#) - more information

Items Out [Refresh eContent](#)

✓	i	Format	Due Date	Title	Renewals Left	Call Number	Assigned Branch
<input type="checkbox"/>	i		3/24/2011	Blue fingers	2	J FIC CHRI	Carnegie Central Library
<input type="checkbox"/>	i		7/21/2011	Graveyard of the Atlantic : short stories	0	F HAGY ALY 1	Pottersville Public Library
<input type="checkbox"/>	i		7/28/2011	The collectors [sound recording (unabridged Playaway)]	22	PLAY FIC BAL	Conner Street Branch
<input type="checkbox"/>	i		9/7/2011	WALTER THE BAKER	1		Pottersville Public Library
<input type="checkbox"/>	i		12/1/2011	The Red '48ers; Karl Marx and Friedrich Engels	0	943.07 HAM 1	Foster Branch Library
<input type="checkbox"/>	i		1/9/2012	The complete guide to glues & adhesives	0	745.5 WAR 2001	Pottersville Public Library

[Renew Selected Items](#) [Renew All Items](#) [Estimate Overdue Fines](#) [Log Out](#)

Items Out – full display mode






Polaris Discovery – Responsive Theme

My Account Menu

Red Rock Public Library

Chabon, Michael [- more information](#)

Items Out [Refresh eContent](#)

✓	i	Format	Due Date	Title	Renewals Left	Call Number	Assigned Branch
<input type="checkbox"/>	i		3/24/2011	Glue fingers	2	J FIC CHRI	Carnegie Central Library
	i		7/21/2011	Graveyard of the Atlantic : short stories	0	F HAGY ALY 1	Pottersville Public Library
<input type="checkbox"/>	i		7/28/2011	The collectors [sound recording (unabridged Playaway)]	22	PLAY FIC BAL	Conner Street Branch
							Pottersville

Items Out – smartphone mode



Polaris Discovery – Related Words

[Save Search](#)

ur search

ation

58)

ed Medium (3)

cording (3)

Materials (3)

Recording (2)

More>>


Date

KEYWORD SEARCH:

SEARCH BY: USING:

LIMIT BY: [Select Databases](#)

[More Search Options](#)

[Include related words \(97 more titles\)](#)  **Activated by link**

1 - 10 of 62 PER PAGE 1

Relevance

1. ***Puppies***
by Spink, Kathryn.

Series: [Color nature library](#).

... A photographic display of different varieties of ***puppies***

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by Grege, Jan.

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