Anticipated Sticking Points:

iPhone users looking for an update:

Remind them they need to download a new app called Solus Library App. The old WLS app won't update on Apple devices.

Can't find our library in the Solus Library App?:

Make sure patrons are typing in "WLSMobile" (one word) in the Library Code field.

Missing lists or reading history:

They can make new lists in the app, but their pre-existing lists won't appear there. They're still in the OPAC!

Login trouble:

Confirm they're using their full library card number and PIN.

What if we still need help?

Send in a help desk ticket and include the type of device the patron has.

What if this is too confusing for my patrons?

If a patron would rather not use an app at all, they can do everything in the online catalog through their phone's browser: access their library card, manage their preferences, place and manage holds, and view and edit lists and reading history.