



December 1, 2023

This past Sunday, November 26, most of the functions of the RCLS mobile app, Gateway, ceased to function. Patrons have been unable to check their library accounts, place holds or search the library catalog. RCLS immediately relayed the problem to the app owner and developer, a company called SirsiDynix. SirsiDynix acknowledged the problems and indicated that their team was working on solutions. We have now learned that the reason for the problems, actually, is that the app has been disabled permanently and rendered inoperable.

We at the Library and at RCLS headquarters understand that the abrupt loss of access to the Gateway app is a huge inconvenience to patrons who relied on it. (We staff members are patrons, too, and we feel your pain!) RCLS is already working closely with the developer of our online public access catalog, ByWater Solutions, to remedy the situation by launching a new app. RCLS believes the new app can be ready by the end of January 2024.

Meanwhile, if you open the Gateway app on your phone, you may be able to screenshot your library card's barcode, which will continue to work when checking out items at the Library. Until we have a new app, all operations previously available on the Gateway app are still available online through any internet browser on your phone, tablet, PC or laptop. Simply go to the [Library's website](http://albertwisnerlibrary.org) (albertwisnerlibrary.org) and click on [Search](#) or [Library Account](#) at the top of the page. From there you will be able to log into your library account, search the catalog, place or suspend holds and renew items.

If you have any questions or need any assistance, please don't hesitate to call the Help Desk at (845) 986-1047, ext. 4 or to stop by any of the public service desks at the Library.

Lisa Laico, Director