



Bookmark Tips

July 2025

Easy Fix Database Error When Saving Borrower

Many Bookmark users have reported a database error when saving borrower data in AddEdit Borrowers.

The error is caused by a new field added to Borrower Data in version 10.9.5. If the new field was not added, the error is triggered with the current 10.9.7 version.

How to find out if you have the problem without triggering the error

Open Utilities

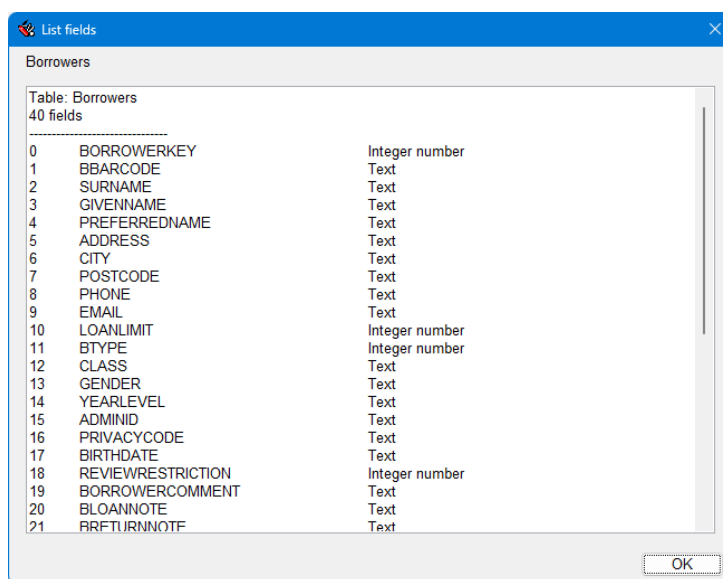
Click on the Batcave

Click on View Raw Data

On the left side, click on Borrower to highlight it

At the bottom, click on the Fields button.

A popup window appears.



If it says 39 fields, the error exists. If it says 40 fields, it is fixed.

Click OK to close the popup and go back to the Main Menu.

Good news: it is easy to fix.



Correction Method 1:

Update Bookmark to 10.9.7 build 556 or later. When Bookmark is first opened after the update, it checks and automatically fixes the problem if it exists. The other methods are not needed.

Correction Method 2:

Make sure Bookmark is version 10.9.7 554 or later.

Open Borrowers

Click on Photos

Click on Edit (top left menubar)

In the dropdown menu, click on Fill Photo Filenames

Close

This adds the missing bit and fixes the error.

The fix happens in moments, even if there are not photos.

Future of Bookmark

Several misleading statements are circulating regarding the future of Bookmark.

Bookmark is continuing. The Department for Education is not retiring or replacing Bookmark.

Bookmark is not at end of life. It continues to be updated and improved. Requests from users for new features or improvements are acted upon quickly.

Support for Bookmark is continuing as normal from both the SA DfE Bookmark help desk and from Book Mark Library Services in Victoria. All Bookmark users can continue to use Bookmark and receive support, regardless of location.

The South Australian Department for Education owns the copyright to Bookmark.

Bookmark will continue to work on your system for as long as you wish. The licence is indefinite and permanent. There is no cut-off date. Bookmark can still be used even after changing to another library management system. Many schools continue to open Bookmark, even for years, to correct data migration cataloguing errors or for managing a special collection. Other schools use it to manage special collections.

Reliable figures demonstrate over 1,000 schools use Bookmark every week.

If you have any questions about Bookmark's future, please do not hesitate to contact the help desk.

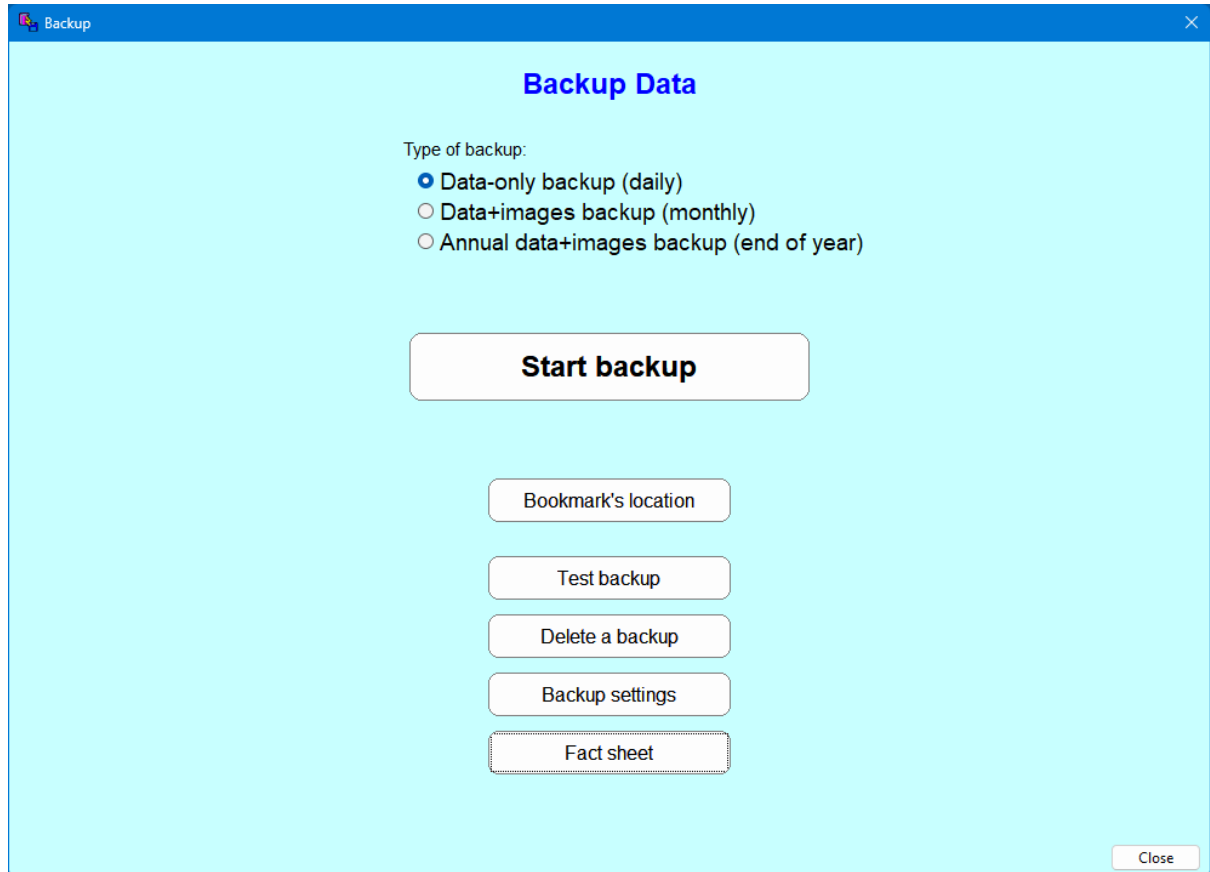


email: education.bookmark@sa.gov.au



Backups

The backup menu has changed slightly in build 556.



Bookmark's backup system is fast, reliable, and easy to use. It is the lifeline against disaster.

Backups are normally made by clicking on **Start Backup**. (Formerly "External location".)

Data backups off the computer and network are the best defence against disaster. USB flashdrives are a convenient, low-cost, easy to use media. External drives and SSDs can be used, too. The Cloud location puts a backup onto the Bookmark webserver on the Internet. It can always be downloaded and restored easily. OneDrive can be used but is restricted to the user's login. GoodDrive and Dropbox can also be used if set up. Many schools mix flashdrives and cloud.

Bookmark's location backups should rarely be done. They are useful if a quick backup is needed in the middle of the day. They should not be the regular backup as this puts "all the eggs in one basket."

If possible, backup at the end of every day Bookmark is used.



Bookmark and Windows 11

Over a year ago Microsoft announced it will cease support for Windows 10 this coming October 14. After that, Windows 10 will no longer receive security updates or any other updates. Windows 10 systems will continue to operate past that date but will become increasing insecure with time.

Bookmark works on Windows 11. Bookmark was updated last year to have a more "Windows 11" appearance. Since early 2024, Bookmark development has been on a Windows 11 system. It still works on Windows 10. It may work on Windows 7 but some parts may not and future compatibility is not guaranteed. It will no longer work on older versions of Windows such as XP. (Our records show fewer than 2% of Bookmark users still have Windows 7 or 8. 57% have Win 10. 37% already have Win 11.)

To see the version of Windows on which Bookmark is operating, open Utilities and click on System Info. Check the fourth line down.

Windows 11 will not work on older laptops or PCs due to specific hardware requirements. Anything more than 5 years old has a good chance of not being able to use Window 11. To see if your computer(s) can be upgraded from Windows 10 to 11, or need to be replaced, a useful little free app called "Why Not Win 11" is available. It checks your computer using Windows 7, 8, or 10, and reports if it is Windows 11 compatible.

To obtain the app, open Bookmark. Open Utilities. Click on the Batcave. Click on Download File. In the popup window, type in whynotwin11.zip and click Start or press enter. When downloading is finished, you are asked if you want to extract. Yes. The app WhyNotWin11.exe is placed in the Bookmark folder.

Still on the System Support menu, click on View Folder Contents. This opens Bookmark's location. Look for WhyNotWin11 and double-click to open. After a few seconds, a window opens showing the various criteria and compatibility. If compatible, the version of Windows can be upgraded to 11. If not, a new computer is required to run Windows 11.

The minimum amount of memory (RAM) for Windows 11 is 8Gb, but 16Gb or more is preferred and now standard.

WhyNotWin11.exe can be copied onto a USB flashdrive and opened on any Windows device to check compatibility.

Bookmark is a modern database system that benefits from good performance.

