



# Impressions

*To facilitate access to information and ideas by providing affordable library management solutions*

April 2011 - Vol 4, Num 04

## Quick Links

[About Us](#)  
[Products](#)  
[Services](#)  
[Contact Us](#)

Join Our  
Mailing List



## What our Customers say about our Tech Support Staff



Dear Mandarin Support Team,

Just last Friday, April 22, our high school library server's hard drive up and died. I was the one responsible for getting Mandarin M3 Server back up and running, and had to work over the weekend. I was very pleasantly surprised to see that Mandarin

Request Consultation

Request Data Conversion

Request Webinar

*Impressions*

surprised to see that Mandarin provides tech support 24/7, even on weekends. I called (twice, Friday night late, and Sunday morning), and both times got connected to Mike (last name unknown). I just want to thank Mike for all his help, and commend you guys for offering 24/7 support. With Mike's able assistance, I got everything back in order, and when they came in to open the high school library this morning, everything worked and they didn't even know they'd had a problem! That's the way tech support should work. Way to go guys!

Joe Green  
System Administrator  
Durango School District, CO

### Free Live Webinar Series



Please join your Mandarin team for a **Free webinar.**  
**How to perform Mandarin school year end maintenance procedures**

Let Mandarin show you how to maximize your investment in Library Automation.

**Tuesday May 10 at 11:00 AM EST (M3) and 1:00 PM EST (Oasis)**

11:00 AM EST [Click Here to sign up for 11:00 AM EST](#)

1:00 PM EST [Click Here to sign up for 1:00 PM EST](#)

### Mandarin Present in Library Conventions



Please visit your Mandarin specialist at these upcoming National and International Library conventions

#### **New Jersey Library Association**

May 3-4, 2011

Long Beach, NJ

<http://www.njlaconference.info/>

#### **SLMS-New York Library Association**

May 5-7, 2011

Buffalo, NY

[http://www.nyla.org/index.php?page\\_id=1564](http://www.nyla.org/index.php?page_id=1564)

**ECIS Librarians' Conference**

May 13-15

Istanbul, Turkey

[ecist.read2live.com/ECIS\\_Istanbul/Welcome.html](http://ecist.read2live.com/ECIS_Istanbul/Welcome.html)

## "Why I Love My Library" Essay Contest for Elementary Student

### **DHRUBA PODDER FROM NEW HYDE PARK, NY IS OUR NOOK CONTEST WINNER!!**

Dhruba Podder is the winner of the 'Why I Love My Library' contest. Dhruba chose to donate the second Nook he won to his school library at Denton Avenue School, New Hyde Park, NY in the Herricks U.F.S.D. He is pictured in the school library with (from left to right): Denton Avenue's school librarian Mrs. Brusca, his teacher Mrs. Lamarca, and Denton's Principal Mrs. Haley.



[Click here to read the winning essay...](#)

## "Show Us Your Library" Photo Contest for High School Students

**SHOW US YOUR CREATIVE SIDE AND YOU CAN WIN AN IPAD2**

Enter the Mandarin Library Automation, "Show Us Your Library" Photo contest and you can win a FREE iPad2 for you and one for your library!

**SUBJECT:** "Show Us Your Library"

**DATES:** April 14, 2011 -  
Deadline: May 26, 2011 Midnight

**WHO MAY ENTER:** High school students 13 years of age and older.

**ALL PICTURES MUST MEET THE FOLLOWING CRITERIA:**

1. Be the work of the individual student.
2. Be a digital or film photograph.
3. Bear the subject of the photo contest ("Show Us Your Library").
4. Include a descriptive caption (not to exceed four sentences). Captions may include:
  - a. What your library means to you.
  - b. Why you chose this particular photo.
  - c. How does this photo represent your library.

**PRIZES:**

One (1) iPad2 will be awarded to the winning contestant. In addition, one (1) iPad2 will be awarded to the student's library of choice.

**TO SUBMIT YOUR PHOTOS AND ENTER:**

Email: [contest@mlalib.com](mailto:contest@mlalib.com) or mail to:

Mail: Mandarin Library Automation - "Show Us Your Library" Contest  
PO Box 272308  
Boca Raton, Fl. 33427

Website: <http://www.mlasolutions.com>

All pictures entered into Mandarin Library Automation sponsored contests become the property of the company. We reserve the right to use these pictures for promotion of Mandarin Library Automation ([click here](#) for official rules).

\* Photo Contest Open to Schools and Libraries in the USA, Canada, and Puerto Rico  
**Check back with us. We will run contests throughout the year!**



The Mandarin Team  
Mandarin Library Automation, Inc.  
[www.mlalib.com](http://www.mlalib.com)

Get in touch with us by phone or e-mail, it's easy...

- To request a consultation with a library automation specialist, [click here](#)
- To request a live webinar with a library automation specialist, [click here](#)

- To request instructions for a free sample data conversion, [click here](#)
- For Technical Assistance,
  - e-mail [support@mlasolutions.com](mailto:support@mlasolutions.com)
  - Phone +1 561 995 4010 opt 4
  - Toll Free 1 800 426 7477 opt 4 (USA & Canada only)
- For Customer Service,
  - e-mail [custserve@mlasolutions.com](mailto:custserve@mlasolutions.com)
  - Phone +1 561 995 4010 opt 3
  - Toll Free 1 800 426 7477 opt 3 (USA & Canada only)
- For more information or to request a call from one of our Library Automation Specialists,
  - e-mail [automation@mlasolutions.com](mailto:automation@mlasolutions.com)
  - Phone +1 561 995 4010 ext 751
  - Toll Free 1 800 426 7477 ext 751 (USA & Canada only)
  - Fax +1 561 995 4065