



**A BUDGET FRIENDLY, FEATURE RICH, FULLY INTEGRATED,  
COMPLETE SYSTEM SUPPORTED BY RENOWNED CUSTOMER SERVICE**

# i m p r e s s i o n s

MANDARIN LIBRARY AUTOMATION NEWSLETTER JULY 2013 | VOL 6, NO. 7

**OUR TECH  
SUPPORT STAFF  
IS AVAILABLE  
24/7/365**

**TECHNICAL ASSISTANCE:**

[support@mlasolutions.com](mailto:support@mlasolutions.com)  
+1 561 995 4010 opt 4  
Toll Free (USA & Canada only)  
+1 800 426 7477 opt 4

**CUSTOMER SERVICE:**

[custserve@mlasolutions.com](mailto:custserve@mlasolutions.com)  
+1 561 995 4010 opt 3  
Toll Free (USA & Canada only)  
+1 800 426 7477 opt 3

**MORE INFORMATION:**

[automation@mlasolutions.com](mailto:automation@mlasolutions.com)  
+1 561 995 4010 ext 751  
Toll Free (USA & Canada only)  
+1 800 426 7477 ext 751  
Fax +1 561 995 4065

**CUSTOMER SPOTLIGHT:**

## **Joy Banks, Anton Brees Carillon Library (Lake Wales, FL)**

Joy Banks has worked at the Anton Brees Carillon Library - part of the Bok Towers Garden in Lakes Wales, Fla. - for the past two and a half years.

Last summer, she decided to migrate her library's system to Mandarin, choosing Mandarin CMS.

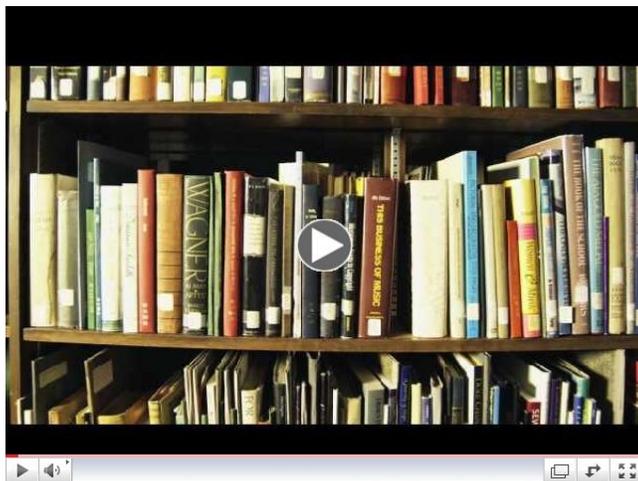
"Any time the question comes up, I recommend Mandarin," Joy says. "It's an affordable system with top-notch support. We are a very specialized library and Mandarin has really worked with us to make sure our interface is what we want our user to see, so it doesn't have to look like a school library catalog. They have been very helpful and willing to work with us in that way."



*Joy Banks standing near the top of the Singing Tower of Bok Tower Gardens*

Anton Brees hosts one of the largest collections of carillon materials in the world. (A carillon is a bell tower instrument consisting of 23 cup-shaped bells, typically played by striking a keyboard).

(Click the image below to link to a video tour of the Singing Tower and Bok Gardens, which also includes a more detailed explanation of the carillon instrument)



*A video tour of the Singing Tower at Bok Tower Gardens*

With that type of collection, one of the features that drew Joy to Mandarin was **authority control**, which allows controlled searches by different subject headings to enable users to co-locate the same score produced by multiple musicians, for example.

"Authority control allows the user to find all instances of a certain song throughout the collection," Joy says. "Some systems offer that type of feature at a much higher price

point, but had nothing else that made their systems worth more money, in my opinion."

Joy has also been impressed with Mandarin's training staff, consisting of former librarians, and other tech support people that have worked in libraries.

"I don't have to translate my questions into non-librarian speak," she says.

Joy is also an active member of the special libraries association, and helped push to hold the next Florida-Caribbean chapter meeting at Mandarin's offices in Boca Raton, Fla. this coming September.

"There are a lot of other softwares used throughout the special libraries association," she says, explaining her desire to encourage fellow special library association members to gain more familiarity with Mandarin.

"Mandarin offers a quality product at a lower price, that's usually what I'd go for."

## Add new patrons easily with the Automated Patron Import Utility!

There are multiple ways to add new patron records to your library's Mandarin system:

1. Type in the patron's information in Circulation or Cataloging. With the latest version of Oasis, you can modify the template to include just the fields and subfields you need to fill in for your library.
2. Import patrons from a spreadsheet provided by your institution's administration. This is normally done at the beginning of an academic year or term.
3. **\*\*NEW\*\*** Automate the scheduled loading of new patrons who register at your institution during the year.

The Automated Import Utility allows you to schedule regular imports with no additional tasks required of the librarian. The utility can also be run only when needed. In either case, the work is done for you. All data is backed up before the import, and only new or modified information is brought in. Reports are created and emailed to you to show exactly how many records were added or

modified, and a list of new patrons is generated.

Import Summary for Junior High (Database: Library):  
patrons.txt imported on 2013-02-25 at 11-28-40.0  
1 new patron records  
3 updated patron records  
4 skipped patron records  
0 patron records with errors

New patron records created from import:  
0000000909 P892 Alex Lifeson

Keep your patron file up to date without having to enter each new patron individually, and save your time to do your important work with all your patrons.

If you would like more information about the Automated Import Utility or any of the methods of adding patrons, please contact Mandarin Technical Support at [support@mlasolutions.com](mailto:support@mlasolutions.com) or 800-426-7477.

See more tips about ebooks, including cataloging and displaying them, in previous issues of Impressions, which can always be found on the Mandarin website at <http://www.mlasolutions.com/community/newsletter>.

