



**A budget-friendly, feature-rich, fully integrated, complete system supported by renowned customer service.**

# Impressions

## Mandarin Library Automation Newsletter

August 2012 - Vol 5, Num 08

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### We want to hear from you!



### Customers' Testimonials

We are adding customer testimonials to our new web site and would love to hear your comments and post them to our new web site.

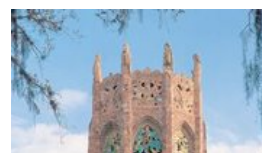
Please include your name and library.

As always, your feedback and support is appreciated.

Send us an email to [testimonials@mlasolutions.com](mailto:testimonials@mlasolutions.com) or fax it to +1 561 995 4065

### Customer's Testimonials

We are a small, very specialized music library and institutional archive that needed a more robust ILS then what we had used for many years. We moved to Mandarin because it is extremely affordable, offers complete authority



only)  
1 800 426 7477 opt 3

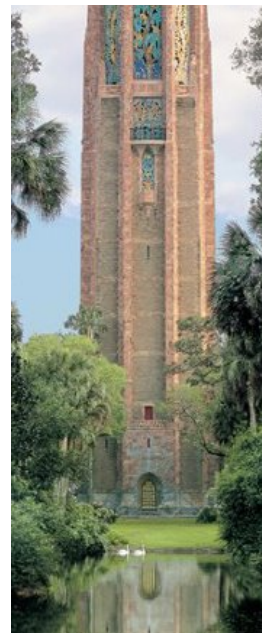
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affordable, offers complete authority control, a fully hosted option, support for foreign languages, advanced searching features, more robust report options, and 24/7 support. In every interaction with the support staff, I have been impressed with their knowledge of library matters and don't feel like I have to translate my problems into another language to have them be understood and resolved. The training support was excellent, and they all worked within my schedule to make sure that problems and issues were resolved in a timely manner.

I could go on and on about the new system. All of you are pleasant to work with and are showing your customers that you truly care about the product that you offer to libraries so that it best serves them, the users. I am so happy that I found you guys.

Joy M. Banks, MSLS  
Librarian  
Bok Tower Gardens



## Free Live Webinar Series



Please join your Mandarin team for a **Free Webinar.**

### Essential Back to School Procedures

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

Thursday August 23rd  
11:00AM EST for M3 [Click here](#)  
1:00PM EST for Oasis [Click here](#)

## Mandarin Users Group Meeting in Zimbabwe

Last month, I had the pleasure of attending a workshop of Mandarin users in Zimbabwe hosted by the Chinhoyi University of Technology (CUT). Mandarin's regional sales rep in Zim, Tavhiringwa "Tryson" Chabvutagondo, organized the workshop to introduce our new Oasis/CMS upgrade, and discuss issues that clients had been facing with the software. Many of those issues related specifically to Zimbabwe's lack of infrastructure, particularly inconsistent Internet connectivity and frequent power blackouts, while others arose from a lack of familiarity with the software among some of the newer clients.

The workshop ended with the decision to create a Mandarin Zimbabwe Users' Group on Facebook, which will allow Zim clients to work with each other (alongside Mandarin's tech



support) to address issues they face. This is a practical approach to identifying local challenges and solutions that remote tech support might overlook. You are each other's best resources, and of course Mandarin is there to help as much as we can.



For me, the workshop was also a wonderful opportunity to meet some of our clients in a distant corner of the world from our home in the U.S., and hear about their experiences with our products first-hand. I myself only recently got involved with Mandarin. My grandparents, Elliot and Eleanor Goldstein, founded SIRS, which acquired Mandarin in 1986. I aim to continue their legacy of providing tools to empower learning throughout the world. I want to push that legacy further by connecting our clients in various countries and continents, and encouraging them to communicate with and learn from each other. Libraries should foster this communication and learning, and at Mandarin we will work to provide you with the tools to do so.



Places like Zimbabwe are central to this process. For the most part, all the outside world hears from Zimbabwe are reports of violence, lack of infrastructure and rigged elections. But during my short stay there, I met a group of engaged and critical global citizens eager to share their stories about their country. Pritchard, who works at the CUT library, told me about a documentary he wants to make about gender inequality in the education system. Tryson explained how farm invasions have devastated the national economy. We discussed the principals of democracy, a timely topic of conversation in Zim, and the upcoming elections in the U.S. Pritchard and Tryson envied our vibrant democracy; I shared the pitfalls of

partisanship in a two-party system. Each of these conversations had the potential for productive global dialogue, but without the proper platform to host and guide them, they dissolve into little more than a traveler's anecdotes.

Libraries, as hubs of learning, must also become hubs of communication to curate these dialogues. CMS is our first step towards that. The ability to set up and host your own website gives you and your library a digital voice. Amid today's digital revolution, the roles of libraries are changing; CMS will give you the customizability to change with it. But it is only a first step, and as libraries' roles continue to evolve, we as Mandarin will continue to evolve as well.



Carlos Cagin.  
Mandarin Library Automation Consultant.

