Electronic Resources

Jerry Kuntz, Electronic Resources Consultant
Martha Sullivan, Software Support Technician
Work with member library user groups to discuss how the software can accommodate desired workflows and automate manual tasks. Set procedures for software use in the ANSER Manual.

Work with user groups and Directors Assn. Committees (ANSER, System Services, Direct Access) to set system-wide policies enforced by the software.
Section 1 -- ANSER Organization (last update 2/28/2017)
Section 2 -- Essential Skills (last update 03/21/2017)
Section 3 -- Circulation: User Records (last update 6/15/2017)
Section 4 -- Circulation: Basic Circulation (last update 9/25/2014)
Section 5 -- Request/Holds Management (forthcoming)
Section 6 -- Cataloging: Item Records (last update 03/22/2017)
Section 7 -- Acquisitions (forthcoming)
Section 8 -- WorkFlows Reports (last update 9/6/2013)
Appendix 1--ANSER Policies (last update 3/7/2014)
Appendix 2--ANSER Phone Chain (last update 5/26/2011)
Appendix 3--Item Types (last update 9/18/2011)
Appendix 4--User Profiles Guideline Chart (last update 1/17/2014)
Appendix 5--Locations (last update 1/20/2017)
Appendix 6--Function Key Mapping (last update 9/28/2011)
Appendix 7--Item Category 1 (10/31/2011)
Appendix 8--Item Category 2 (10/31/2011)
Appendix 9--Circulation Rules (11/8/2011)
Appendix 10--USPS Abbreviations (link to USPS.com)
Appendix 11--User Category 2 (1/20/2017)
Appendix 14--Barcode Format (last update 8/2/2005)
Appendix 15--Sample Hold Proxy Permission Form (last update 10/12/2012)
Appendix 16--Sample DAMAGED slip for transiting items (9/25/2014)
Appendix 17--Symbol 4200 series scanner configuration sheet (4/7/2017)
DIRECTORS' ASSOCIATION - BYLAWS, DOCS & GENERAL INFO

- DA BYLAWS
- COMMITTEE PROTOCOLS
- DA & COMMITTEE MEMBERS
- ANSER DOCS & RESOURCES
- RCLS DIRECT ACCESS PLAN
- CE PRESENTATION HANDBOOKS

DA Constitution & Bylaws (revised 1/8/2016)

DIRECTORS' ASSOCIATION

Directors' Association Meeting Minutes & Docs - 2017

- July 5, 2017 DA Meeting Minutes & Reports
- DRAFT May 3, 2017 DA Meeting Minutes & Reports
- March 8, 2017 DA Meeting Minutes & Reports
- January 4, 2017 DA Meeting Minutes & Reports

EXECUTIVE COMMITTEE

Executive Committee Meeting Minutes - 2017

The Committee did not meet in August 2017

- DRAFT June 7, 2017 Executive Committee Meeting Minutes

ANSER COMMITTEE

ANSER Committee Meeting Minutes & Docs

- June 28, 2017 Meeting Minutes
- May 22, 2017 Meeting Minutes
- April 24, 2017 Meeting Minutes
- March 27, 2017 Meeting Minutes
- February 27, 2017 Meeting Minutes
- January 30, 2017 Meeting Minutes

- X Item Type Use Guidelines

BYLAWS COMMITTEE

Bylaws Committee Meeting Minutes - 2017

DIRECT ACCESS COMMITTEE

Direct Access Committee Meeting Minutes - 2017

SYSTEM SERVICES COMMITTEE

System Services Meeting Minutes - 2017

- April 17, 2017 Meeting Minutes
Work with software vendors (SirsiDynix, EBSCO, Syndetics, Boopsie, etc.) to identify and fix software errors and configure user interfaces.

Insure that software is configured to generate needed statistical and maintenance reports.

Oversee database quality control (patron and item records). RCLS Tech Services Dept. mainly responsible for catalog quality control (bibliographic records)
<table>
<thead>
<tr>
<th>Case</th>
<th>Subject</th>
<th>Product</th>
<th>Status</th>
<th>Contact</th>
<th>Owner</th>
<th>Reference</th>
<th>Opened</th>
<th>Last Act</th>
<th>Closed</th>
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</thead>
<tbody>
<tr>
<td>01102275</td>
<td>BCA - Top Circulating Titles over the last Year</td>
<td>BLUEcloud Analytics</td>
<td>Resolution Proposed</td>
<td>Jerry Kuntz</td>
<td>Chew Liau</td>
<td>28 Sep 2017</td>
<td>29 Sep 2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01102256</td>
<td>Why would title not be searchable in SmartPort</td>
<td>Symphony</td>
<td>Resolution Proposed</td>
<td>Jerry Kuntz</td>
<td>Christian Smith</td>
<td>28 Sep 2017</td>
<td>28 Sep 2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01101456</td>
<td>Status of Social Library</td>
<td>Social Library</td>
<td>Pending Customer Input</td>
<td>Jerry Kuntz</td>
<td>Brian Huffaker</td>
<td>22 Sep 2017</td>
<td>22 Sep 2017</td>
<td></td>
<td></td>
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<tr>
<td>01101133</td>
<td>Hold Shelf list including inactive, cancelled holds on hold shelf</td>
<td>Symphony</td>
<td>JIRA Assigned</td>
<td>Jerry Kuntz</td>
<td>Kirby Gill</td>
<td>20 Sep 2017</td>
<td>21 Sep 2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01098982</td>
<td>Fines came up a second time after being paid two hours earlier</td>
<td>Symphony</td>
<td>Ongoing</td>
<td>Jerry Kuntz</td>
<td>Wade Bills</td>
<td>06 Sep 2017</td>
<td>07 Sep 2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01090174</td>
<td>Enterprise NYT Bestseller Lists are outdated</td>
<td>Enterprise</td>
<td>JIRA Assigned</td>
<td>Jerry Kuntz</td>
<td>Brian Terry</td>
<td>07 Jul 2017</td>
<td>17 Jul 2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01087223</td>
<td>Unsuspended Hold not being filled</td>
<td>Symphony</td>
<td>JIRA Assigned</td>
<td>Jerry Kuntz</td>
<td>Kirby Gill</td>
<td>15 Jun 2017</td>
<td>18 Sep 2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01081623</td>
<td>Cash Report by Workstation/WR Bill Payment Detail report discrepancies</td>
<td>Symphony</td>
<td>Pending Customer Input</td>
<td>Jerry Kuntz</td>
<td>Megan Jatioui</td>
<td>09 May 2017</td>
<td>24 Jul 2017</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Books in This Series

Millennium novels (Stieg Larsson)

1. The girl with the dragon tattoo
   by Larsson, Stieg

2. The girl who played with fire
   by Larsson, Stieg

3. The girl who kicked the hornet’s nest
   by Larsson, Stieg

4. The girl in the spider’s web: a Lisbeth Salander novel

(more)

You Might Also Like These...

- Series
- Titles
Albert Wisner Public Library

Catalog
search for books, movies...

My Account
renewal, requests...

Ask Us, Location & Hours
address, hours, map...

Digital Media

Research Databases

BookLook
scan a barcode...

Twitter

Facebook
Digital Download Service

- RCLS provides login/PIN recovery support; all others problems now resolved by Overdrive Front Line Support service.
- RCLS runs usage statistics that are included in member library State annual reports.
- All RCLS member libraries have the ability to supplement the system-wide collection with titles and copies available to their patrons only. This is called the Overdrive Advantage program.
- Digital audiobook and ebook circulation has been rising at a much higher rate than libraries are budgeting for digital acquisition.
Consulting

- Advise member libraries on how to use the Symphony software to perform desired services and enforce desired policies. For example, Self-Checkout and Automated Checkin systems.
- Run customized management reports as requested by member libraries
- Advise member libraries on automating procedures not included in the Symphony software.
Training

- Web-based training for Symphony modules, email interface, etc.
- Training for State Annual Report collection interface
- Training for report generator – Blue Cloud Analytics
- Training for Email system, LibGuides
- Short training videos on a RCLS You Tube channel (RCLSvids)
Content Filtering in SmarterMail
RCLSVids • 358 views • 4 years ago
Organize your mail by creating folders and setting up content filtering rules.

Placing Holds on DVDs with Multiple Discs
RCLSVids • 292 views • 3 years ago
or manga, or any item with volumes.

Newburgh Free Library BioDome
RCLSVids • 58 views • 2 months ago
Entry into the RCLS Minecraft Challenge 2017: Build a Better World Narrated by Amelia, Tour by Alex

SmarterMail File Storage
RCLSVids • 51 views • 4 months ago
How to use SM's File Storage to send links to documents, rather than large attachments.
Email System

- RCLS maintains its own email server (SmarterMail), which uses a web-based interface so that email can be accessed from any location and on shared workstations. Also supports a mobile interface for smartphones and tablets.
- We maintain dozens of email discussion group lists to facilitate communications among member library staff.
- Spend time on anti-spam and anti-virus measures to protect email users.
<table>
<thead>
<tr>
<th>From</th>
<th>Subject</th>
<th>Date</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kristin Preyss</td>
<td>Re: OverDrive Visit to RCLS</td>
<td>11:03 AM</td>
<td>47k</td>
</tr>
<tr>
<td>Plum Benefits</td>
<td>Escape This Fall &amp; Save</td>
<td>10:54 AM</td>
<td>58k</td>
</tr>
<tr>
<td>Mike Grella</td>
<td>Re: acquisitions</td>
<td>10:50 AM</td>
<td>9k</td>
</tr>
<tr>
<td>Accessible Archives, Inc.</td>
<td>Free Download: American County Histories - A Unique Research Resource</td>
<td>10:47 AM</td>
<td>26k</td>
</tr>
<tr>
<td>Rosemary Cooper - WAR</td>
<td>re: [rcsdir] System Services meeting</td>
<td>10:35 AM</td>
<td>3k</td>
</tr>
<tr>
<td>Grace Rinalo - RCLS</td>
<td>RE: OverDrive Visit to RCLS</td>
<td>10:35 AM</td>
<td>33k</td>
</tr>
</tbody>
</table>

**Ro: OverDrive Visit to RCLS**

Tue 10/10/2017 11:03 AM

From: Kristin Preyss

To: grrinalo@rcsls.org

Cc: Jerry Kurtz - RCLS

Message

Hi Grace,

I received Robert's voicemail on Friday and left him one yesterday. I will not address Advantage Plus unless specifically asked.

That sounds like a perfect plan. I will include Curation with Marketing and leave the morning for Marketplace basics like purchasing, reporting, etc.
SmarterMail : RCLS Mail Groups

RCLS Tips and Tricks, Mailing List Info

Home  RCLS Mail Groups  Member Library Staff & Departments  Help! Includes Videos  Passwords  Mail and List Requests

Email Accounts and Mailing List Subscriptions

For information on obtaining an RCLS mail account and subscribing to the lists listed below, go to:

http://guides.rcls.org/c.php?g=128726&p=2711907

System Wide Groups

NOTE: All mailing list groups can be posted to only by subscribing members of that group unless otherwise noted

Member library staff using the Symphony Acquisitions module - acq@rcls.org

Adult Programming & Outreach Council - apoc@rcls.org

All member library staff & directors (announcements and discussions of system-wide library service issues. If issues relate to a more specific audience or issue covered by other mailing lists, do not post to allrcls) - allrcls@rcls.org

Orange County libraries Big Read Grant - bigread@rcls.org

Librarian Continuing Education opportunities/discussion - ce@rcls.org

Correctional Facilities in RCLS library service area contacts - corrfac@rcls.org

RCLS Coordinated Outreach Services Advisory Group - cosag@rcls.org

ANSER Hardware/networking technology development & implementation - D&I@rcls.org

E-Content (designated staff that create carts for Central Library system-wide ebook/digital audiobook pool

Director's Association & Standing Committees

NOTE: All mailing list groups can be posted to only by subscribing members of that group unless otherwise noted

RCLS member library directors - rclsdira@rcls.org

RCLS member library new directors - rclsdnewdir@rcls.org

RCLS Director's Association Bylaws Committee - dabylaws@rcls.org

RCLS member library Administrative Assistants - rclsdira@rcls.org

RCLS Director's Association Executive Committee - direxec@rcls.org

RCLS Director's Association ANSER (Automation) Committee - ansercomm@rcls.org

RCLS Director's Association Continuing Education Committee - cedcomm@rcls.org

RCLS Director's Association Direct Access Committee - diracc@rcls.org

ANSER (automation) contacts at each member library - ansercontacts@rcls.org

ANSER (automation) Circulation/Technical Services User's Group - ctug@rcls.org
LibGuides

Easy-to-create web sites that navigate patrons to web sites, library catalog entries, library-licensed databases, and other online library collections
1984 discussion guide: Home

Discussion questions, reviews, multimedia, etc.

George Orwell

Information about the author here.

Videos about 1984

A Final Warning from George Orwell

George Orwell: A Life in Pictures Full Documentary (Hi...

Reserve a copy

1984 by George Orwell
ISBN: 9781328869333
In 1984, London is a grim city in the totalitarian state of Oceania where Big Brother is always watching you and the Thought Police can practically read your mind.

Book on CD

Downloadable Ebook

Downloadable Audiobook

Recommended Reading

We by Yevgeny Zamyatin; Clarence
Commercial Databases

- NOVEL Program
- RCLS and Central Library funded databases
- Point libraries to existing other group discounts offered by WALDO
- Negotiate group discounts for databases not offered through WALDO.
- Provide each library with a database access LibGuide to present to the public
- Maintain a system-wide list of licensed databases
Beyond Google: Magazines, Databases, & the Deep Web at Warwick: General Reference

General Reference Resources

**Biography in Context - Warwick**
A comprehensive database of biographical information on over 1 million people from throughout history, around the world, & across all disciplines and subject areas.
Funded by the RCLS Central Library (Newburgh Free Library).

CLICK FOR ACCESS FROM HOME:
[Login Outside Library](#)

**Britannica Academic - Warwick**
Britannica Academic delivers fast and easy access to high-quality, comprehensive information. The rich combination of the venerable Encyclopaedia Britannica plus Merriam-Webster's

CLICK FOR ACCESS FROM HOME:
[Login Outside Library](#)

PowerSearch

Gale PowerSearch - Warwick
Gale PowerSearch searches simultaneously through all of the content in the Gale databases to which Albert Wisner Public Library subscribes: Business Insights; Literature Resource Center; Gardening, Landscape and Horticulture Collection; Health Reference Center; Home Improvement Collection; Testing & Education Reference Center and Opposing Viewpoints in Context.

CLICK TO ACCESS FROM HOME:
[Login Outside Library](#)

Search Consumer Reports

Search Consumer Reports

Magazines/Media

Academic OneFile - Warwick
More than 13,000 titles, including more than 7,500 peer-reviewed journals and more than 5,000 in full text with coverage of hard sciences, medicine,
150 Databases found for N

NADA Guides
NADA guides offer a broad range of data, products and services, informational articles, tips and advice and video buying guides that help make the vehicle purchasing process easier for consumers.

National Geographic for Kids - Goshen
Geared toward 6-14 year olds, this magazine offers endless opportunities for kids to explore their world and instills a love of learning, nature, and other cultures.
Funded by the Goshen Public Library & Historical Society.
CLICK TO ACCESS FROM HOME: Login Outside Library

New York State Department of Civil Service Test Guides
Test Guides published by the New York State Department of Civil Service are usually targeted to specific, entry-level titles. Test Guides are not provided for every examination.
RCLS Website

- Publications
- Calendar
- Directory
- Links to member libraries and their catalogs
- RCLS Administrative Documents
- Forms
RCLS Library Catalog

Patrons of RCLS member libraries who wish to check their library account, renew items, search, and place holds may use this generic RCLS catalog or the customized catalog available at their home library.