MAPLIN-3
Manitoba Public Library Z39.50 search and request

Maplin-3 User's Guide

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Welcome to Maplin-3!

Maplin-3 is a librarian's Interlibrary Loan tool that lets you search for books and make ILL requests for your patrons.

The system accesses all of the Z39.50 servers of Manitoba Public Libraries, acquires the records that match your search, and lets you sort and filter the results... helping you to find what you need to satisfy your patron's requests.

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About this Guide

Throughout the Guide, you'll see additional information or background information presented in this format:

> *This guide was built using OpenOffice, which has much nicer conrol over a document's styles than other word processors we could mention....*

Logging In

To get into Maplin-3, start your web browser (eg: Firefox or Internet Explorer) and go to this URL: http://mblib.net:8088/cgi-bin/maplin3.cgi

You'll see a login screen:

Your **username** is simply your library symbol.

Your **password** is exactly the same (you'll be able to change it later).

If you click the "Remember User Name" box, it will automatically fill in your username the next time you need to log in.

> *At the moment, Maplin-3 is **only for librarians**. The system is still being developed... but we feel that it has reached a state where it is usable and useful to you!*

Once you're logged in, you'll see this screen:

Searching

At the top of the screen you'll see a menu that looks like this:

Click on the word "Search" and you'll be taken to the Simple Search screen.

> *We will be adding more Search screens eventually (eg: an Advanced search to let you combine different indexes), but the Simple Search should get you going...*

Simple Search

Choose whether you want to search by title, author, or subject by clicking on the appropriate "Index" radiobutton.

> *You can also search "Anywhere" in the MARC record, but different Z39.50 servers implement this differently – if they implement it at all! - so the search results can be a little wonky.*

Now enter your keywords, and click the "Submit" button. (See the section in this guide called "A search in progress" for what happens next....)

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Resources to search

Notice that, by default, Maplin-3 will search "Standard" and "eBook".

Standard (ILL)

The standard resources include all of the z39.50 servers for Manitoba public libraries. This list will continue to grow as more libraries get up and running with their zServers.

eBook

This list currnetly includes:

- the Open Content Alliance – Canadian Libraries (37,241 titles) (http://www.archive.org/details/toronto)

- the Open Content Alliance – American Libraries (49,056 titles) (http://www.archive.org/details/americana)

- Project Gutenberg (22,194 titles) (http://www.gutenberg.org/wiki/Main_Page)

Web-based

Need a quick answer to a patron's question? Clicking the checkbox beside "Web-based" resources will let Maplin-3 search Wikipedia (http://en.wikipedia.org/wiki/Wikipedia:About) and the Open Directory Project (http://www.dmoz.org/about.html)

Show/Hide targets (selecting libraries)

Clicking the "Show/Hide targets" link will allow you to search specific libraries rather than defaulting to all libraries.

Just click the boxes beside the libraries you want to search.

Selecting any libraries or other resources from this list will override the default Resources – that is, if you select "Jake Epp Library" and "Thompson Public Library" from the list, they will be the **only** targets searched (even if you'd selected "eBooks" and "Web-based" earlier).

If the system is unable to search a particular library, that library shows up in the list in italics, and without a check-box.

A search in progress

Here's an example search:

Index	Keywords	Resources
⦿ Title ○ Author ○ Subject ○ Anywhere	green dragon *More keywords = narrower focus = faster search*	☑ Standard (ILL) ☑ eBook ☐ Web-based

When you click the "Submit" button, the system starts searching all of the remote systems.

Search My Account | Info | Admin
Simple

Searching....

We are searching the remote systems, which may take a while.
When the records are returned, they are stored locally (which means that further operations will be much faster!).

To speed up searches like this one, try entering more keywords.
(More keywords will give a narrower focus and get a faster response from the remote systems)

zServer	Status
Biblioth?e Ste. Anne	0 hits.
Boyne Regional Library	0 hits.
Jake Epp Library	0 hits.
Jolys Regional Library	0 hits.
Lakeland Regional Library	0 hits.
Legislative Library	0 hits.
Minnedosa Regional Library	0 hits.
Northwest Regional Library - Swan River	0 hits.
Open Content Alliance - American Libraries	1 hits. Acquiring record 1
Open Content Alliance - Canadian Libraries	0 hits.
PLS Union Catalogue	3 hits. Records acquired.
Portage la Prairie Regional Library	1 hits. Acquiring record 1
Project Gutenberg	0 hits.
South Central Regional Library	0 hits.
South Interlake Regional Library	0 hits.
Southwestern Manitoba Regional Library	0 hits.
Thompson Public Library	0 hits.
Western Manitoba Regional Library	4 hits. Records acquired.

[Cancel search]

Acquiring the records from the remote systems can take a fair bit of time (typically about a second per record to get and store the record).

You can click the "Cancel search" button at any time. For instance, if your keywords are returning dozens – or hundreds! - of hits, you may want to cancel the search and narrow your focus a bit :-)

> *From time to time, any given library might be down. That library's Status will show up as "timeout" (eventually), and then they won't be searched again until the issue is resolved.*

Search Results

Here's the Search Results screen.

There is a lot of information here.... Let's take it a piece at a time.

Sorting

At the top left of the screen, just under the menu and submenu, you'll see some clickable links.

These will let you start a new search, or sort your results list by title or by author (by default, the results are sorted by title).

> *Hey! The title sort sorts things strangely!*
>
> *Sorting by title pulls information from the MARC record's 245 tag, subfield $a, and uses that tag's indicator #2 (which is the number of characters to ignore in filing). This is how ILS systems know to ignore things like "the" at the start of the title.*
>
> *If the MARC record does not have the 245 indicator 2 set properly, you'll see titles sorted out of order.*

Limits (or "How can I narrow this down a bit?")

Subjects

Cleanliness
Dragons
Dreams
French language materials.
Refrigerators

Authors

Baumgart, Klaus
Baumgart, Klaus.
Brenzel, Klaus
Harraden, Beatrice, 1864-1936.

Publish Date

1993
1992
1990
1894

Along the left-hand side of the screen, you'll see a list of all the subjects, authors, and publishing dates that were found in all of the search results.

Click on any of the links to limit the displayed results – only those records with the subject / author / pubdate you clicked on will remain.

> *The rest are still there, they are just hidden...*

If we click on the subject "Dragons", for example, we'll end up with the 6 records that have "Dragons" as a subject.

Also, you'll now have some text in the "Undo a limit" line (right above the "Subjects" heading):

Undo a limit: [s:Dragons]
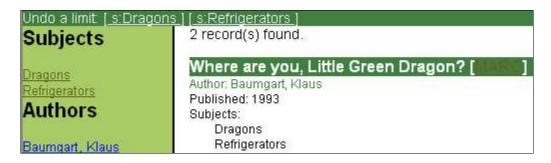**Subjects**   6 record(s) found.

This tells you that you have a subject limit ("[s:Dragons]").

You can **remove a limit** by clicking on it in the "Undo a limit" line.

You can have more than one limit in effect at the same time... just choose another from the list along the left.

(You can mix and match different limits, too.)

Here's an example: if we've limited the results to the subject "Dragons", we can now click on the subject "Refrigerators":

We now are showing only those records that have both the subject "Dragons" AND the subject "Refrigerators".

Notice that the the "Undo a limit" line shows both of our chosen limits. You can click on either one to undo it (if you clicked on [s:Dragons], for instance, you'd remove the "Dragons" limit but the "Refrigerators" limit would still be in place).

Also notice that the list of available subject, author, and pubdate limits (along the left) will only show the subjects, authors, and pubdates from records that match any limits you've already placed.

> *(In our example, there are only 2 records and each only has the two subjects, "Dragons" and "Refrigerators". If one of the records had another subject which we hadn't yet used as a limit, that would show up, too.)*

Title information

The records that show up in your search results look like this:

This shows the title, author, publication date, and a list of subjects, AND the locations that have the items.

At the bottom of the list of holding locations, you'll see which Z39.50 server the record was found on.

Maplin-3 does not (yet) de-dupe records. If the same title is found on two different Z39.50 servers, you'll get two separate records shown here (each, potentially, with multiple locations listed).

You can click on the [MARC] link in the title line to display the MARC record data.

Holdings information

Each record will show some holdings information, which looks like this:

Location: mbw (j E Baumgart) *Availability: No information* - Request this item [Net lender: 239]

This gives the location (usually the library symbol, but it depends on the ILS system – some libraries prefer to enter more patron-friendly names, such as the name of the branch or town).

It also shows the call number of the item.

Then we have that item's availability information, if the remote system provides it. In our example here, the remote system does not. If it did, you'd see something like "In", "Out", or even "Due: 12/23/2008" (depending on how the remote system returns that information).

Next is a link to "Request this item" - see the section in this guide called "Requesting an Interlibrary Loan"

Finally, it shows whether this location is a net borrower or a net lender, followed by a number.

Net Borrower: this location has borrowed more items than it has loaned.

Net Lender: this location has loaned more items than it has borrowed.

The number is the difference, for that location, between the number of books they've borrowed and the number of books they've loaned.

Generally, when looking for a library to ILL a book for one of your patrons, you'd want to choose locations in this order:

1. Net *borrower* with a **high** number.

2. Net *borrower* with a **low** number.

3. Net *lender* with a **low** number.

4. Net *lender* with a **high** number.

(Of course, feel free to request from Public Library Services ("mwpl") at any time!)

Sometimes you'll see a record that doesn't have any locations listed. This means

Holdings for Open Content Alliance or Project Gutenberg

The Open Content Alliance and Project Gutenberg records will give links to the actual content; you can give the link to your patron, or download it for them.

At the Green Dragon. [Also, An idyll of London] By Beatrice Harraden.
Author: Harraden, Beatrice, 1864-1936.
Published: 1894
Subjects:
Link: http://www.archive.org/details/atgreendragonals00harriala/
Found at server: Open Content Alliance - American Libraries

A note about the Public Library Services Z39.50 server

PLS has for years been a "union catalogue" - having copies of the records of all Manitoba public libraries.

These records are often out of date; libraries usually update PLS between 2 and 4 times per year.

This meant that if you were requesting an item you'd found in the union catalogue, the holding library may actually have weeded the item half a year ago....

With all of the rural libraries getting set up with their own Z39.50 servers, Maplin-3 becomes a "distributed union catalogue" - still just one search, but now all the records are up-to-date (because you are searching the target libraries themselves).

So... if you find that PLS shows an item at location "mwpl" (the PLS collection), feel free to request it. Any other PLS locations are suspect – you are likely better off to request items found at other servers.

Requesting an Interlibrary Loan

You've done a search and found the book your patron wanted. Now what? Request an ILL, of course!

Here's an example: Your patron wanted "that Karen Beaumont book about ducks and coyotes":

Find the location you want to request from, and click on the "Request this item" link.

(See the sections of this guide called "Title information" and "Holdings information" for explanations of what all the other stuff means).

This will take you the the "request preparation" screen:

There is only one field you *need* to fill out: the name or number of your patron (this is for *your* benefit, so that you'll know who requested the book down the road).

You can add any additional notes in the Notes field, if you'd like.

Let's examine this screen a bit closer, though.

The email header

```
From: plslib1@mts.net
To: scrlillm@mts.net
Cc: David_A_Christensen@hotmail.com
Reply-to: David_A_Christensen@hotmail.com
Subject: ILL Request: Duck, duck, goose! Junior Easy : (a coyote's on the loose!) / Karen Beaumont ; illustrated by Jose
Aruego and Ariane Dewey.
```

This is a bunch of stuff that you (mostly) don't have to worry about.

From:	is just telling you that the message came from the Maplin-3 email address. It's a real address, but only does outgoing mail. Don't try sending email to it... it will never get looked at!
To:	this is the email address of the library you are requesting from.
Cc:	this is your email address (so you get a copy of the request, too)
Reply-to:	a bit of magic. This will be your email address, too. When the library you are requesting from reads this email and then replies to it, the reply comes to you (not the Maplin-3 server....)
Subject:	Always starts with "ILL Request:" so you can set up a rule in your email client (ie: move the email to a different folder, etc). Following that is the title of the book being requested.

The email body

```
This is an automatically generated request from MAPLIN-3

The Great Library of Davidland would like to request the following item
from South Central Regional Library - Morden:
-----------------------------------
Title: Duck, duck, goose! Junior Easy : (a coyote's on the loose!) / Karen Beaumont
Author: Beaumont, Karen.
Location: Morden
Call #: J E Bea
Collection: ???
Patron name or number: [                    ]
Notes: [                                        ]
```

First, we have a line stating "This is an automatically generated request from MAPLIN-3".

> *There was no particular reason intended for having this line, but it **is** consistant...*
> *it might help with setting up email filtering rules :-)*

The next line shows who is requesting from whom. In our example, we logged in as "The Great Library of Davidland" to do the search and make the request. The item was found at the Morden branch of the South Central Regional Library.

> *You can use this to help set up email rules, too... for example:*
>
> *If the subject starts with "ILL Request:" and the body contains "My Library Name would like to request", then move the email to the folder called "ILL requests sent".*
>
> *If the subject starts with "ILL Request:" and the body contains "request the following item from My Library Name", then move the email to the folder called "ILL requests received".*

Next we have details about the item being requested – title, author, location (this helps library systems where the central library manages all ILL's for the branches), call #, and collection (sometimes the collection information isn't available).

Then we've got the two fields where you can enter some text: patron name/number, and notes.

The mailing address

```
The Great Library of Davidland
123 Some Street South
Brandon, MB R7A 7A1
[ Send it! ]
Return to search results
```

At the bottom of the email will be your mailing address, for the benefit of the lending library.

> *You can change your mailing address from the "My Account" menu.*

To send, or not to send....

You have two choices: click the "Send it!" button to make the ILL request, or click the "Return to search results" to abandon it.

Clicking "Send it!" will take you to a confirmation screen:

```
From: plslib1@mts.net
To: scrlillm@mts.net
Cc: David_A_Christensen@hotmail.com
Reply-to: David_A_Christensen@hotmail.com
Subject: ILL Request: Duck, duck, goose! Junior Easy : (a coyote's on the loose!) / Karen Beaumont ; illustrated by Jose
Aruego and Ariane Dewey.

This is an automatically generated request from MAPLIN-3

The Great Library of Davidland would like to request the following item from South Central Regional Library - Morden:
-----------------------------------
Title: Duck, duck, goose! Junior Easy : (a coyote's on the loose!) / Karen Beaumont ; illustrated by Jose Aruego and A
Author: Beaumont, Karen.
Location: Morden
Call #: J E Bea
Collection: ???

Patron: Albert Einstein
Notes:
(Found at zServer: South Central Regional Library)


-----------------------------------
Requesting library: DTL

The Great Library of Davidland
123 Some Street South
Brandon, MB   R7A 7A1

Found at server: South Central Regional Library
```
Email has been sent.
Return to search results

My Account

Settings

This is where you will manage all of your account settings. Currently, there's not a whole lot here – just some basic information about your library (like your email address and your mailing address). You can also change your password (highly recommended!)

When you've finished making your changes, click the "Update" button.

zServer

If you are a branch library and your headquarters library manages the zServer, you'll see a message asking you to talk to your headquearts library.

Here, you can configure how Maplin-3 understands your zServer:

The "connection" value is just a text string in the following format:

[IP address of zserver] : [port] / [dbname]

(don't put any spaces in there!)

So, in our example, Red River North Regional Library's zServer connection string is:

24.76.72.252:210/Main

Where 24.76.72.252 is the IP address, 210 is the port, and Main is the database name.

If you are not sure what these values are for your library, ask your vendor.

The "Holdings" section lets you specify where in your system's MARC records the holdings information is.

Some systems don't have a separate subfield for collection – it's all right to leave it blank.

The Availability subfield is what tells the system whether the item is on the shelf (or if not, when it's due). Some systems don't store this information in the MARC record; even so, your vendor may be able to have it show up on records your zServer returns.
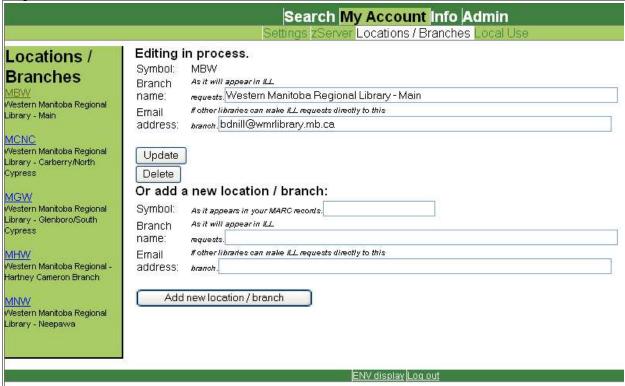
Your zServer may have a separate subfield which gives the due date on checked-out items, too (some zServers have that as part of the Availability subfield, in which case you can just leave the Due date subfield blank).

Locations / Branches

If your zServer holds records for more than just your location (eg: if you have one server for a region, or you are the hosting library in a shared-hosted system), this is where you manage how Maplin-3 understands that.

Editing an existing location

Click on a location in the Locations/Branches column along the left-hand side. This will fill out the top portion of the screen (and change the heading to "Editing in process"). You can change the location's name (how it appears in ILL requests) and its email address.

Deleting a location

If you've accidentally added a location incorrectly (for instance, if you've given it a symbol which isn't actually in your MARC records), click on the location in the Locations/Branches column along the left-hand side.

When the top portion of the screen gets filled out with that location's information, click the "Delete" button to remove it from the system.
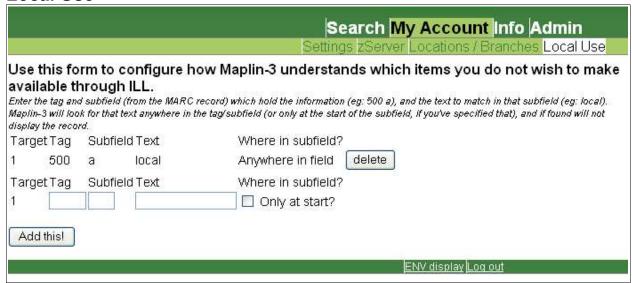
Adding a new location

To add a new location, fill out the bottom portion of the screen and click the "Add new location / branch" button.

It is important that the Symbol you assign matches how the "location" subfield in your holdings record – this is how Maplin-3 knows where to send ILL requests!

> *If your zServer has locations that you haven't created entries for, Maplin-3 will send ILL requests to the email address specified in your My Account | Settings.*

Local Use

If you have collections that you reserve for local use (ie – you don't want to ILL them), this is where you can tell Maplin-3 how to filter those records out.

Find out what in your MARC records indicates the items you'd like to block (in our example, the 500$a), the text to match (in our example, "local"), and whether that text occurs only at the start of the subfield (leaving the checkbox blank means "anywhere in field").

Click "Add this!" to create the filter.

Info - Contacts

The "Info" tab will give you a list of Maplin-3 libraries, their symbols, email addresses, and mailing addresses.

If you notice that your own information is wrong here, go into My Account to fix it!

Interlibrary Loan QuickReference

Requesting an ILL

1. Make the request

1. Log in to Maplin-3.
2. Search for the item.
3. Click the "Request this item" link.
4. Enter your patron's name/number and click "Send it!"

2. What next?

1. You get a copy of the request sent to your email inbox.
2. Wait for a response from the holding library. Either:
    a) They send you an email saying the book is on the way.
    b) They send you an email saying the book is unavailable.
    • Request again from a different library.

Receiving an ILL request from another library

1. You get an ILL request in your email inbox.
    a) If the item is available for ILL:
        • Check it out to the requesting library.
        • Reply to their email request, to let them know it's on the way.
    b) If the item is not available for ILL:
        • Reply to their email request, to let them know it is not available (and why... checked out to a patron? Too recenctly acquired? Eaten by shelf gremlins?)