SirsDynix Enterprise Training Guide, Edited for the Delaware Library Catalog

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# Table of Contents

**Introduction** ................................................................. 5

Training Overview .............................................................. 5

Intended Audience .............................................................. 5

Prerequisite ........................................................................ 5

Goals .................................................................................. 5

Getting Connected ............................................................ 5

**What is Enterprise** ........................................................... 6

**Look and Feel** ................................................................. 7

**Searching** ...................................................................... 8

Search Suggestions (Auto-Complete) ........................................ 8

**Additional Searching Features** .......................................... 9

Did You Mean ..................................................................... 9

Boolean ............................................................................. 9

Diacritics ........................................................................... 10

Simple Search ..................................................................... 10

**Hit List Views** ................................................................ 12

**Hit List Features** ............................................................. 13

Place Hold .......................................................................... 13

Like .................................................................................... 14

Select an Action .................................................................. 14

**Detailed Display** ............................................................ 15

Available ........................................................................... 16

Summary ............................................................................ 16
Introduction

Training Overview

Intended Audience

This guide is intended for staff to understand the end user experience within Enterprise. This information will also benefit Enterprise administrators before taking additional training.

Prerequisite

There is no pre-requisite knowledge necessary before using this guide.

Goals

After completing this guide and/or the corresponding course, staff will know how to:

- Search the Catalogue
- Place holds
- Manage "My Account"
- Create “My Lists”

Getting Connected

http://dlc.lib.de.us/client/default
What is Enterprise

Enterprise is a simple-to-use faceted search product that becomes the foundation for a range of “user experience” solutions. Features include fuzzy search technology, highly efficient search index updating, intuitive user interfaces, powerful finding aids, consortia support, and deep integration with SirsiDynix integrated library systems.

All searches are general keyword searches, whose results can be filtered quickly, using pre-defined facets, to find the needed results. It is a powerful web-based front end to your ILS that can be easily added to any webpage.

Enterprise allows users to search the library’s catalog as well as other resources. Searches can be entered with or without limits. Additional search options are available with an advanced search and search facets.
Look and Feel

This guide will demonstrate Enterprise features with images from a generic system. However, the appearance of your Enterprise system will be defined by your Enterprise administrator. Here is how the Delaware Library Catalog Enterprise looks:
Searching

As shown in the screenshot above, every instance of Enterprise has a basic search bar. The search fields available will vary based on the choices made by your Enterprise administrator, but the functionality remains the same. Drop-down options to the left of the search field and an Advanced Search to the right are available to help users limit their search for more specific results.

Search Suggestions (Auto-Complete)

As a user enters a search term in the Enterprise Search field, a list of likely terms is displayed. This is much like the auto-complete feature common to web browsers, except that the terms do not come from previous searches done on your computer. Instead, the list is made up of search terms that have successfully returned results at least three times in the last ten days.

If there are any search terms that the library does not want to be suggested, even though they may have successfully returned results three or more times in the past ten days, administrators can add these terms to a ‘blacklist’ of terms. Blacklisted items do not display. Enterprise comes with a default set of blacklisted terms that library administrators can add to or delete terms from as desired.

To use the Search Suggestion option:
1. Begin entering your search term.
2. When the list of search suggestions appears, select an appropriate search term from the list.
3. If the search results do not appear, click Search. The search executes the same as if you had entered the term completely.
**Additional Searching Features**

**Did You Mean**

When a user enters search terms in Searching, their terms are compared against a server-specific dictionary created solely based on the content indexed into Enterprise. If you enable this feature, then for each search that the patron performs, Enterprise consults this dictionary and Searching displays the "Did You Mean?" phrase with alternative search terms suggested by the dictionary.

**Boolean**

All terms are considered when searching in Enterprise, including those typically limited to use as Boolean operators. This means that you can search for titles that may not always retrieve expected results in other systems because of a Boolean operator. A sample title would be ‘Bud, not Buddy.’
Diacritics

Enterprise treats search terms with diacritics differently than search term counterparts without diacritics. For example, the number of results associated with the search term “El Niño” may differ than the number of results associated with the search term counterpart “El Nino.”

Furthermore, SOLR Lucene takes diacritics into account when determining how relevant a particular title is when compared to the search term. In other words, diacritics can affect where a title is placed on the hit list.

Simple Search

Many searchers will ignore those options, and quickly enter a key search term. After the user types the search terms and clicks search, a hit list will appear. On the hit list, the user can take advantage of the Search Facets to the left of the hit list in order to narrow down their list of search results. The option to sort is also available at the top-right of the hit list. Notice that the user may choose to show only available items, and can include or exclude specific results.
<table>
<thead>
<tr>
<th>Author</th>
<th>Title</th>
<th>Year</th>
<th>Format</th>
<th>ISBN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beck, Michael</td>
<td>Sycamore row</td>
<td>2013</td>
<td>Format</td>
<td>ISBN 9780385556506</td>
</tr>
<tr>
<td>Sycamore row</td>
<td>Sycamore row [sound recording (cd)]</td>
<td>2013</td>
<td>Format</td>
<td>ISBN 9780385565406</td>
</tr>
<tr>
<td>Sycamore Row</td>
<td>Sycamore Row [text (large print)]</td>
<td>2013</td>
<td>Format</td>
<td>ISBN 9780385565100</td>
</tr>
</tbody>
</table>

Sort By: [Select an Option]
**Hit List Views**

When multiple records are returned (or when searching in multiple search sources), the search results will display in a hit list. There are three possible views for the hit list: list, thumbnail, and CoolIris.

The List view is the default.

The middle icon represents the Thumbnail view.
The final icon represents the CoolIris view.

There are several easy-to-use navigation options within the CoolIris view. Note that your Enterprise administrator may have configured your CoolIris view to appear differently. Also, it is possible to use the CoolIris view to post about a specific title in Facebook or on Twitter.

**Hit List Features**

Many features are available for your library to incorporate into your hit list. Following is a list of the most common buttons that appear when you are using the List view. However, you will only see on your system those buttons which have been enabled by your Enterprise administrator.

**Place Hold**

Users may place title or item level holds.

**To Place a Hold**

1. Click “Place Hold”.

2. Enter your user account number and password/PIN when prompted to do so. (If you are already logged in to “My Account,” you will not be prompted to do so again.)
3. Choose the library from which to pick up the item when it becomes available.

4. Choose the copy number you desire, if you want a specific copy.

5. Click OK.

*Note: You can manage your holds queue (list) from “My Account”*

Like

Users can choose to “Like” titles on their Facebook page. When a “Friend” clicks on that title within Facebook, their browser will be directed to that title in your Enterprise system.

Select an Action

This menu (above the list) enables users to Place Holds, Add titles to Lists, Email the title to anyone, or print the title.
**Detailed Display**

Users can see more information about each title by clicking on the title or book jacket icon. Your Enterprise administrator defines which fields appear on the Detailed Display. Many of the actions available on the hit list are also available in the Detailed Display, including Place Hold.

Additional collapsible sections appear at the bottom of the screen with more information about this title. In addition to several of the standard sections described below, your Enterprise administrator may have created custom sections, which may also appear on this page.
Available

This section displays existing copies, as well as other information defined by your administrator, such as Call Number, Location/Status, or Library.

<table>
<thead>
<tr>
<th>Library</th>
<th>Call Number</th>
<th>Shelf Location</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newark Free Library</td>
<td>GRI</td>
<td>Paperback Fiction</td>
<td>Paperback Fiction</td>
</tr>
<tr>
<td>Newark Free Library</td>
<td>GRI</td>
<td>Paperback Fiction</td>
<td>Checked Out</td>
</tr>
<tr>
<td>Woodlawn Library</td>
<td>GRI</td>
<td>Paperback Fiction</td>
<td>Paperback Fiction</td>
</tr>
</tbody>
</table>

Summary

If this title has a summary (as a part of your enriched content subscription), the Summary section displays any available summary for the selected title.

Summary

Once Judge Atlee was a powerful figure in Clanton, Mississippi—a pillar of the community who towered over local law and politics for forty years. Now the judge is a shadow of his former self, a sick, lonely old man who has withdrawn to his sprawling ancestral home. Knowing the end is near, Judge Atlee has issued a summons for his two sons to return to Clanton to discuss his estate. Ray Atlee is the eldest, a Virginia law professor, newly single and still enduring the aftershocks of a surprise divorce. Forrest is Ray’s younger brother, who redefines the notion of a family’s black sheep. The summons is typed by the judge himself, on his handsome old stationery, and gives the date and time for Ray and Forrest to appear in his study. Ray reluctantly heads south to his hometown, to the place where he grew up and now prefers to avoid. But the family meeting does not take place. The judge dies too soon, and in doing so leaves behind a shocking secret known only to Ray. And perhaps someone else.

Author Notes

Bestselling novelist John Grisham is a former lawyer and politician. He was born in Jonesboro, Arkansas on February 8, 1955. He received a bachelor’s degree in accounting from Mississippi State University. He was admitted to the bar in Mississippi in 1981 after earning his law degree from the University of Mississippi, specializing in criminal law. While a lawyer in private practice in Southaven, Mississippi, Grisham served as a Democrat in the Mississippi House of Representatives from 1983 until 1990, when Paramount Pictures paid him $600,000 for the film rights to his second novel, The Firm (1991). With this success, he retired to write legal thrillers full-time. His first novel, A Time to Kill (1989), was written mornings before work and is based on his reaction to the testimony of a real-life preadolescent rape victim. It took him three years to finish and three years to get 5,000 copies published. However, the critical acclaim of The Firm led to the republication of A Time to Kill in 1992. Since then, it has sold more than 8.6 million copies and lasted 80 weeks on the bestseller list. Since 1991, Grisham has published a book a year including The Partner, The Street Lawyer, The Testament, The Brethren, The Summons, The King of Torts, Bleachers, The Last Juror, The Broker, Playing for Pizza, and The Appeal. Nine of his novels were adapted into films including The Firm, The Pelican Brief, The Client, A Time to Kill, The Rainmaker, The Chamber, A Painted House, The Runaway Jury, Skipping Christmas, The Confession and Theodore Boone: The Abduction and The Librarians. His titles Calico Joe, Litigators and The Racketeer made the New York Times Best Seller List for 2012. (Bowker Author Biography)
Reviews

If this title has any reviews, this section displays the reviews for this title. These may be either professional reviews (as a part of your enriched content subscription) and/or reviews from other readers.

Excerpts

If this title has any excerpts (as a part of your enriched content subscription), the Excerpts will show any available excerpts or pages from the title.

Novelist

The Delaware Library Catalog is also linked to Novelist which includes GoodReads reviews and Reader’s Advisory information.
Advanced Searching

Users may also use the Advanced Search option to the right of the Search field to create specific searches.
Faceted Searching (Filtering)

Facets (filters) in Enterprise allow users to limit and refine their searches. Within a search results list, facets appear at the left side of the screen. The facet display can be controlled by the Enterprise administrator.

To filter search results

1. Check the box next to the filter you wish to include or exclude.
2. Click the “Include” or “Exclude” button, as appropriate.
3. Repeat steps 1 & 2 with as many filters as necessary.
4. The selections made in the Search Results list will appear at the top, with a Red X to the right of each filter selection. You may remove any filters by clicking the red X.
My Lists

Users can create lists of titles to reference as needed, such as titles you have already read, those you wish to read, or those you may want to remember for a family member.

To create a list

1. Check the box to the left of the title(s), from the hit list.
2. Click “Select An Action”.
3. Select “Add to My Lists”.

To Manage/Edit “My Lists”

You must be logged in to Enterprise to manage “My Lists”.
- Click “My Lists” at the top of the page.
- Click the “+” to add a list.
- To move items from one list to another, click on the title; then, drag it to the desired list.
- To move multiple titles at once, check the box to the left of each title, then use the “Select an Action” drop-down to “move” or “copy” the titles.
- To remove a list, check the box to the right of the list, then click “-”.
- The actions available from within the hit list are also available in “My Lists”.

![Screenshot of My Lists feature]
My Account

“My Account” includes tabs containing Checkouts, Holds, Bills and Personal Information. Your administrator can control much of what displays here.

Personal Information

This tab includes Address information, PIN settings, Preferences, and details about the phone number(s) set up to receive Text Message Notifications.

Checkouts

This tab displays current check out information for the user, including due dates and overdue information. Users may also choose to renew any checked out materials here.
Holds

This tab displays the user’s current holds, including his/her place in the hold queue, expiration date, and pickup location. Users can choose to “Cancel Hold(s)”, “Edit Pickup Location(s)”, “Suspend Hold(s)”, or “Cancel Hold Suspension(s)” for one or more items in the list.

**Suspending a hold tells the system that the user will not be available to pick-up the item(s) during a certain date range. The item will continue to move through the queue, but the user will stay next in line for the item, rather than losing his/her place.**
Fines

This tab displays all accruing fines and outstanding bills for the user.

Summary Box

A quick view of the My Account Details displays to the right of “My Account”. This section includes the user’s status (such as Delinquent or Blocked), Total Checkouts, Total Holds, and Total Fines (final bills, not accruing amounts).
Accessibility

Enterprise is delivered with an option to use an ADA mode. Using the ADA mode specifies that the Searching interface for the profile opens in the mode that complies with the Americans with Disabilities Act. The ADA mode makes the Searching interface easier to navigate without a mouse. For example, item detail displays open on a new page instead of in a modal window, and the Select an Action menu in the search results and item detail display opens in a default drop-down list. In addition, shortcut links are included at the top and bottom of each page to allow quick access to content, search, and other page elements depending on which page is open.