Putting more 'M' in MANGO





M[ore] Services in Florida's Discovery Service

IGeLU – Haifa – 2011 Michele Newberry Florida Center for Library Automation

MaNGO

- Mango is FCLA created application that uses the Solr/Lucene search engine and repository
- Begun in October 2007, live in August 2008, major overhaul in August 2010
- "Megaindex and Next-Gen OPAC"
- 11.6M records
 - 20M Aleph records deduped to 9M
 - 1.4M CRL
 - 0.25M OSTI
 - 77K Digital Library
 - And now...200M+ articles
- Union & Local Views
- Many user features



Mango Engine Overhaul

- Switched search engine from Endeca to Solr
 - Reduced operational costs
 - Added more records
 - Minimal loss of functionality
- Los Links!
 - Different URL parameters
 required changing all saved
 searches on webpages, RSS feeds,
 bookmarks, CRM pages, everywhere

while the car kept rolling!



See http://www.youtube.com/watch?v=C94DSJxNrYo for an explanation of Los Links!

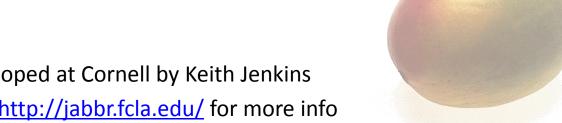
- OPAC benchmark
 - Mango should have the basic features of the OPAC, including browse
 - Patron-centric
 - Retain look and feel for each SUL
- Primo (later with PCI) benchmark
 - Full-featured
 - Article Search
 - Move seamlessly between catalog and article search
 - Blend results using each service's relevancy ranking

- Integration
 - Real-time availability of holdings
 - ILS Holds, Renews, Booking, In Process requests
 - UBorrow and ILL
 - SFX and 360Search Link Resolvers
 - Advanced Booking
 - Course Reserves/Reading



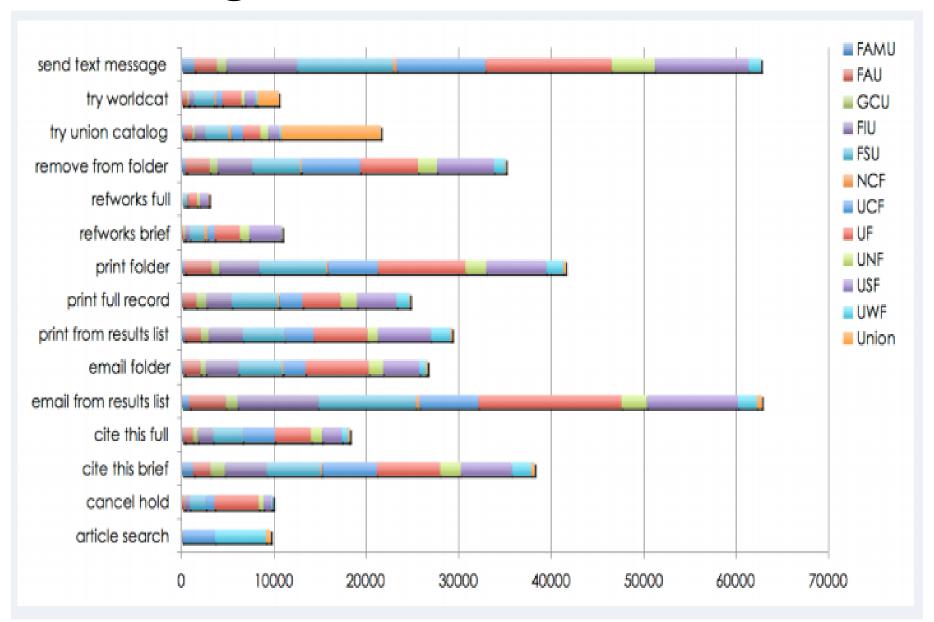
- Continuous data loads and updates
- Spell correction and "did you mean"
- Support for search and display of diacritics
- Advanced Boolean search and sequential Browse
- Text messaging call numbers
- Location Maps for call numbers

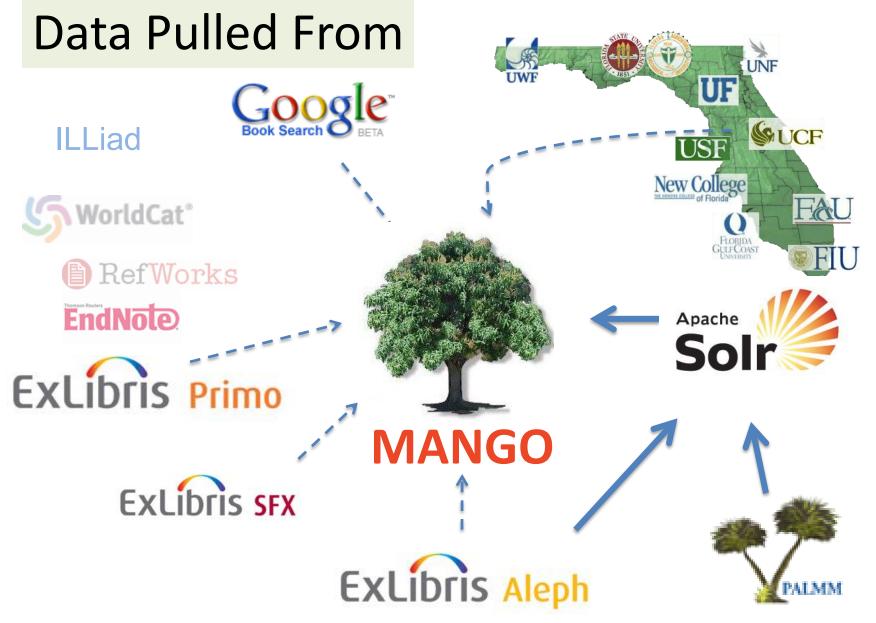
- Citation and reference management services
- Book cover images and links to Google Books
- Links to Hathi Trust eBooks
- JABbr journal abbreviation search*
- RSS feeds
- Study Room Reservation Service



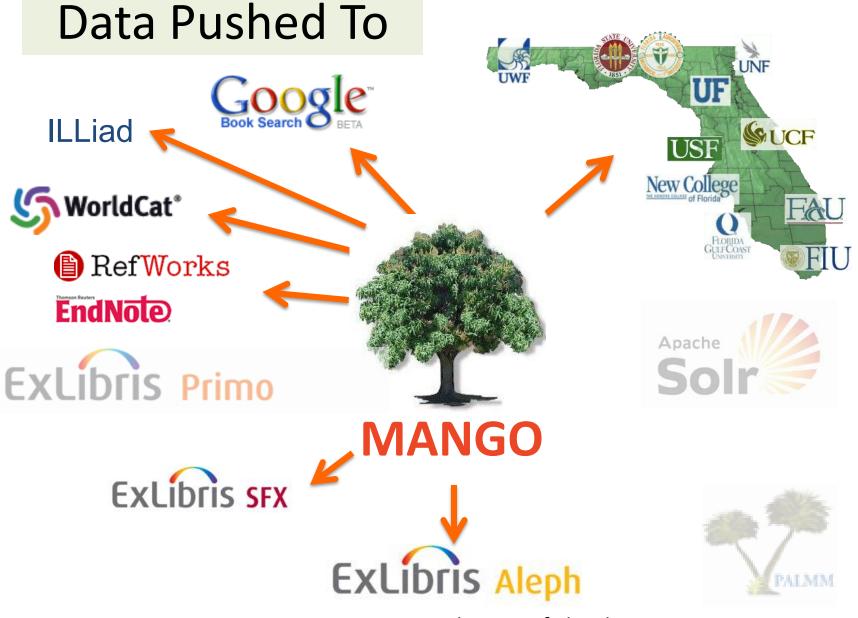
^{*} Developed at Cornell by Keith Jenkins See http://jabbr.fcla.edu/ for more info

Mango User Feature Statistics





11 State University Libraries of Florida



State University Libraries of Florida

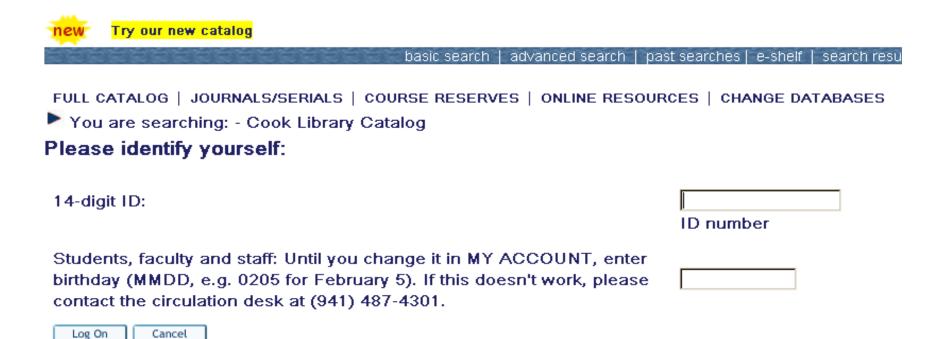
Course Reserves/Reading

Course Reserves - Aleph



Jane Bancroft Cook Library Catalog

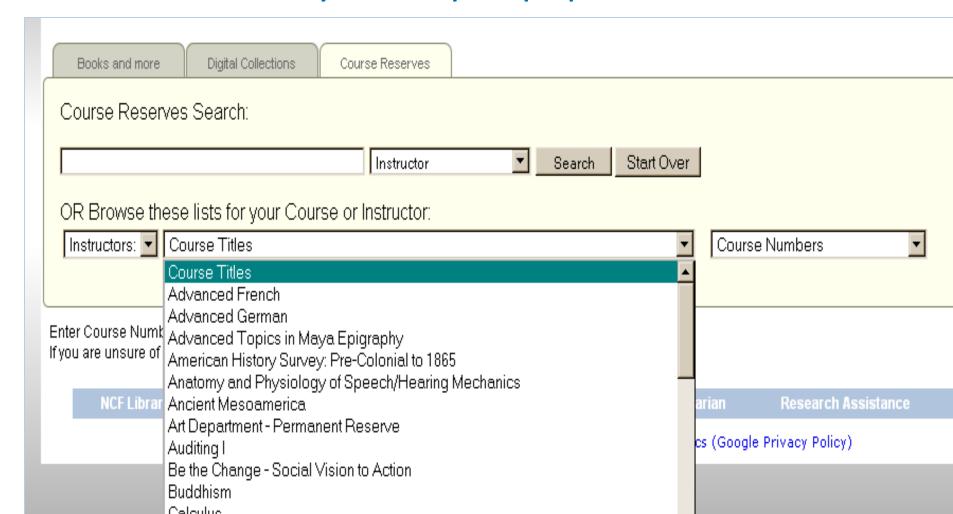
Renewals | Connect From Home

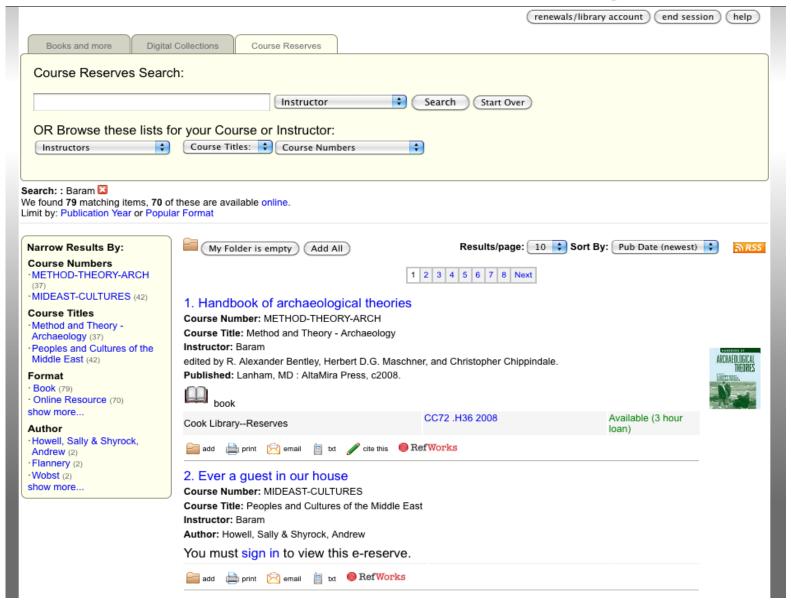


Aleph Course Reserve Results

FULL CATALOG JOURNALS/SERIALS COURSE RESERVES ONLINE RESOURCES CENTRAL SEARCH									
You are searching: - UN									
	Selected records: View Selected Save/Mail Create Subset Add to My e-Shelf Whole set: Select All Deselect Refine Filter								
Previous <u>lutes</u> W-Instructor Current macar Next machin Results for macarthur; Sorted by Sort options: •Course Number • Format options: List view with he	! /: Year (descending)/Title • <u>Title</u> • <i>Year</i>								
Records 1 - 2 of 2 (maximum di	splay and sort is 2000 records)								
□ 1 [view full record]	Author: HORNGREN, CHARLES T Title: COST ACCOUNTING A MANAGERIAL EMPHASIS Course No.: ACG4361 0001 Course-Instructor: COST ACCOUNTING - MACARTHUR, JOHN Availability: click for details								
	Reserves - 1st floor Instructor's personal copy 2 Hour Loan Department: ACG								
2 [view full record]	Author: Garrison, Ray H. Title: Managerial Accounting								

Find your Instructor, Course Name, or Course Number on dynamic pre-populated search lists





Facets for

- Instructor
- Course Numbers
- Course Titles
- Departments
- Units
- Formats

Narrow Results By:

Instructors

- · Access & Media Services (1)
- · Administration (1)
- · Andrews (135)

show more...

Course Numbers

- · ACG-4632 (1)
- · ADV-FRENCH (7)
- · ADV-GERMAN (1)

show more...

Course Titles

- ·Advanced French (7)
- ·Advanced German (1)
- ·Advanced Topics in Maya Epigraphy (11)

show more...

Departments

- · Access & Media Services (1)
- Administration (1)
- Art (1)

show more...

Course Units

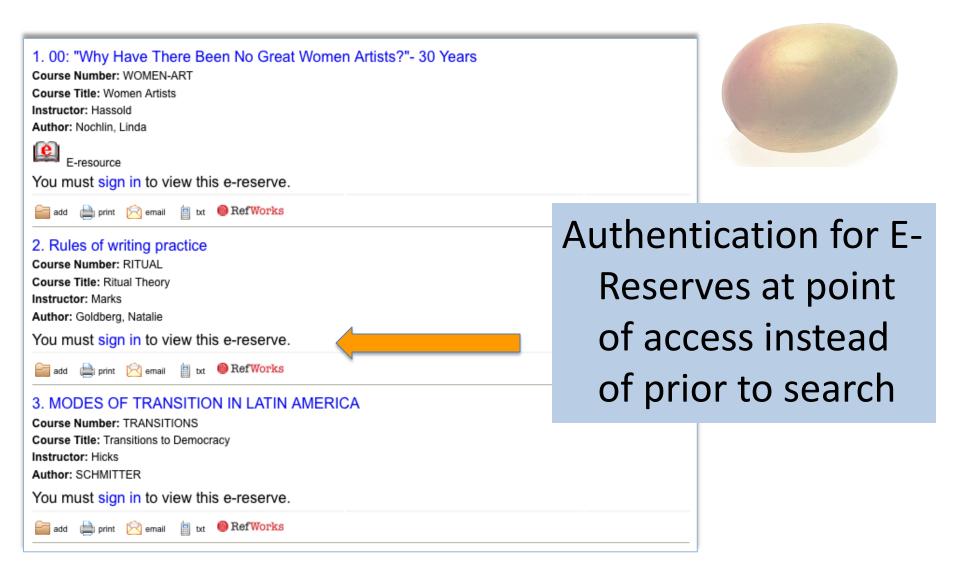
- MEDIA (2)
- STPT (2)
- TPA (1)

show more...

Format

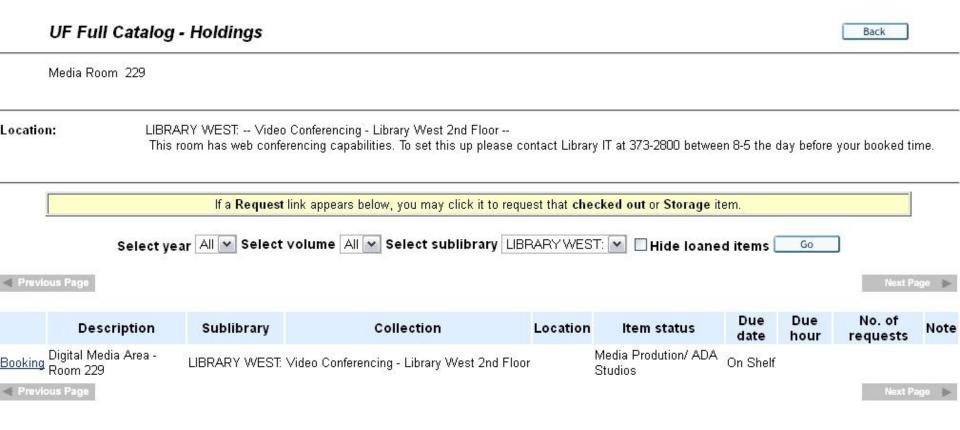
- Book (1,023)
- Online Resource (672)

show more...



Study Room Reservation via Advanced Booking

Study Room Reservations via Advance Booking Aleph OPAC



FULL CATALOG | JOURNALS/SERIALS | COURSE RESERVES | ONLINE RESOURCES | CHANGE DATABASE!

You are searching: - FSU Library Catalog

Advance Booking - FCLA Test patron

	From	To	Requests
Wednesda	y 12/02/2009 11:00 AM	02:00 PM	Requests (0/1)
	02:00 PM	05:00 PM	Requests (0/1)
	05:00 PM	08:00 PM	Requests (0/1)
	08:00 PM	11:00 PM	Requests (0/1)
	11:00 PM	27:45 PM	Requests (0/1)
Thursday	12/03/2009 05:00 AM	08:00 AM	Requests (0/1)
	08:00 AM	11:00 AM	All items requested. (1)
	11:00 AM	02:00 PM	Requests (0/1)
	02:00 PM	05:00 PM	Requests (0/1)
	05:00 PM	08:00 PM	Requests (0/1)
	08:00 PM	11:00 PM	Requests (0/1)
	11:00 PM	27:45 PM	Requests (0/1)
Friday	12/04/2009 05:00 AM	08:00 AM	All items requested. (1)
	08:00 AM	11:00 AM	Requests (0/1)

Great, but it needs to be in Mango

Title: Media Room 229

12 seats

Notes: Booking record - item status 79

Format: Book

Booking – 1st try

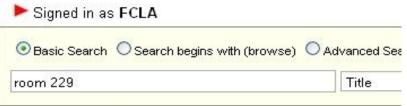
Location: LIBRARY WEST: Video Conferencing - Library West 2nd Floor

This room has web conferencing capabilities. To set this up please contact Library IT at 373-2800 between 8-5 the day before your booked time.

Detailed Holdings

Description	Call Number	Item Status	Due Date	Note	
Digital Media Area - Room 229		Media Prodution/ ADA Studios	Not Checked Out		book it!

Mango Booking
Nice, but no
availability for all
items



UF Patron Records - Advanced Booking

Select a reservation period from the list below:



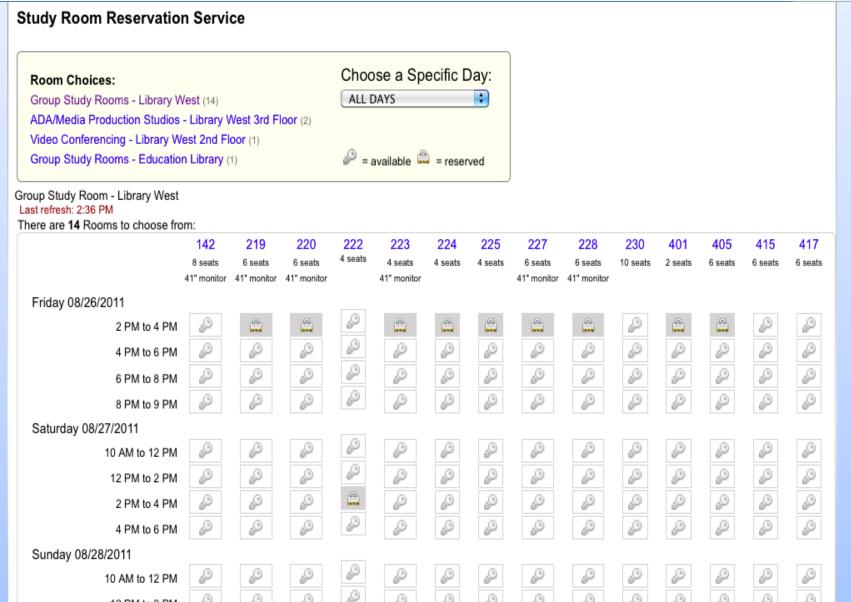
The Model: BYU's 3rd Party System

BYU Harold B. Lee Library My Account / Renew Materials 6 My Library Group Study Room Scheduler Home | Available Now | Login We want something like this! Make a Reservation Friday, April 8 7:00am Find rooms **Available Now** V Go Friday, April 8 1st Floor Study Rooms Search Extended Hours - Extended Hours

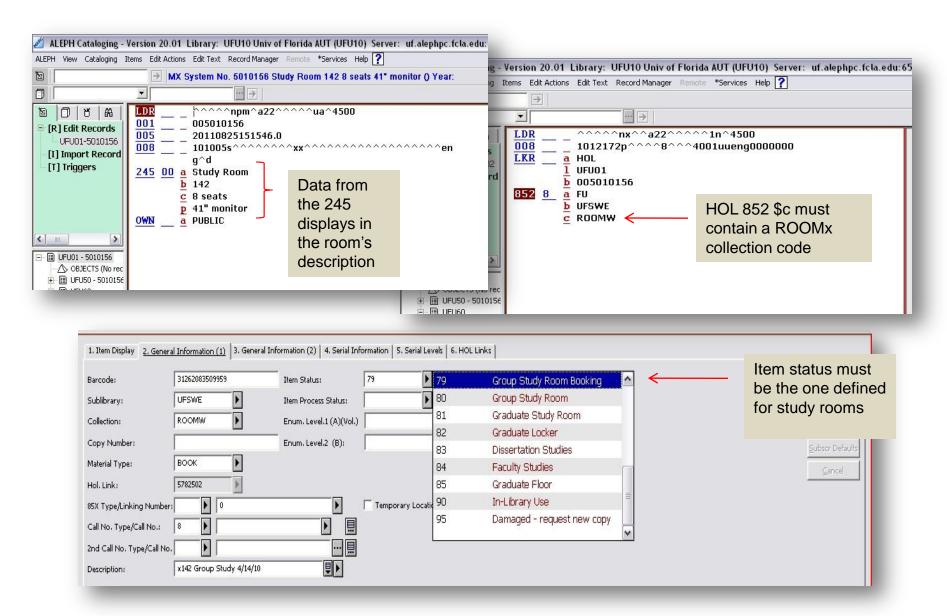
	1213 6 seats	1214 6 seats	1215 6 seats	1216 6 seats	1520 8 seats	1521 8 seats	1522 8 seats	1523 8 seats
1:30am	Reserved	Reserved	Reserved	Reserved	Reserved	Reserved	Reserved	Reserved
2:00pm	Reserved	Reserved	Reserved	Reserved	+	Reserved	Reserved	Reserved
2:30pm	Reserved	Reserved	Reserved	Reserved	Reserved	Reserved	Reserved	Reserved
1:00pm	Reserved	Reserved	Reserved	Reserved Reserved Reserved		Reserved	Reserved	Reserved
1:30pm	Reserved	Reserved	Reserved	+	◆ Reserved Reserved		+	Reserved
2:00pm	Reserved	Reserved	Reserved	Reserved	Reserved Reserved Reserved		Reserved	Reserved
2:30pm	Reserved	Reserved	Reserved	Reserved	Reserved	d Reserved Reserve		+
3:00pm	Reserved	Reserved	Reserved	Reserved	d Reserved Reserved Reserved		Reserved	Reserved
3:30pm	Reserved	Reserved	Reserved	Reserved	Reserved	Reserved	Reserved	Reserved
4:00pm	Reserved	Reserved	+	Reserved Reserved Reserved		Reserved	Reserved	
4:30pm	Reserved	Reserved	Reserved	Reserved	Reserved	Reserved	Reserved	Reserved
5:00pm	Reserved	Reserved	Reserved	Reserved	Reserved	Reserved	Reserved	Reserved

Mango Study Room Reservations via Advance Booking





Aleph Study Room Records for Advance Booking



Unmediated Borrowing aka UBorrow

Explicit Goals of the UBorrow Service

Develop a user-centered service which

- Enables users to easily discover materials available throughout the SULs
- Lets users request materials from any participating
 SUL with a single request in the Mango Union catalog
- Increases access to and use of the SULs' collections
- Delivers more quickly than standard ILL
- Saves staff time and reduces ILL costs



Implicit Goals of the UBorrow Service

Develop a user-centered service which

- Requires staff to "touch" requests as little as possible
- Can be handled by staff other than ILL
- Is visible
- Is extensible
- Leverages current technology
- Saves money and doesn't require additional resources

UBorrow Building Blocks

1. Mango

- FCLA's discovery interface
- Takes advantage of real-time availability info

2. Aleph

- -11 separate instances, managed by FCLA
- -Invoked Aleph ILL for the first time

3. ILLiad

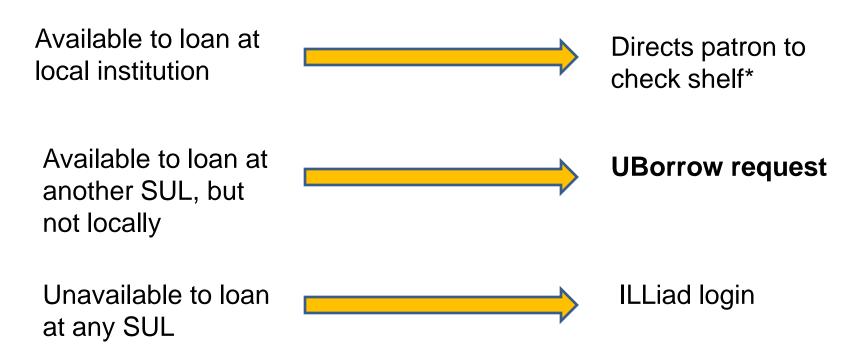
- -11 separate instances, configured independently
- -Most hosted by OCLC



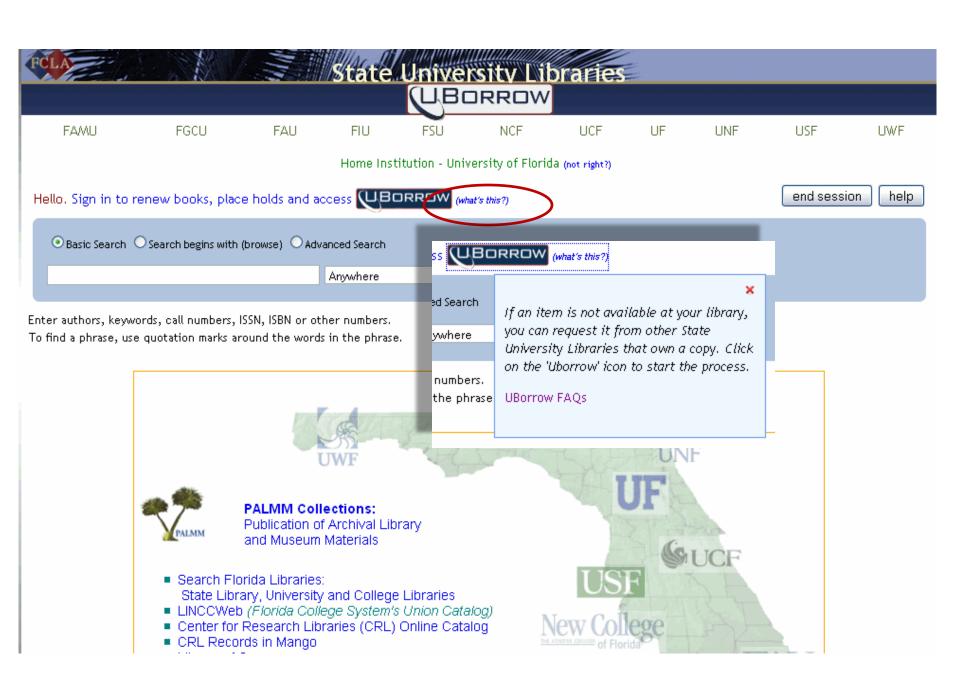
UBorrow Highlights



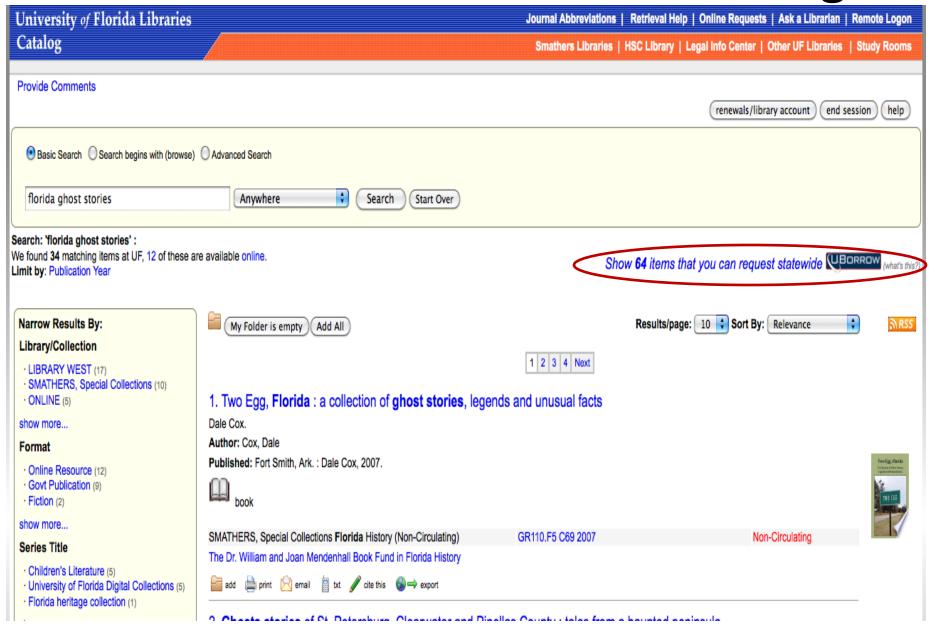
Offers most appropriate option



^{*}In some institutions: requests allowed for titles at other branches

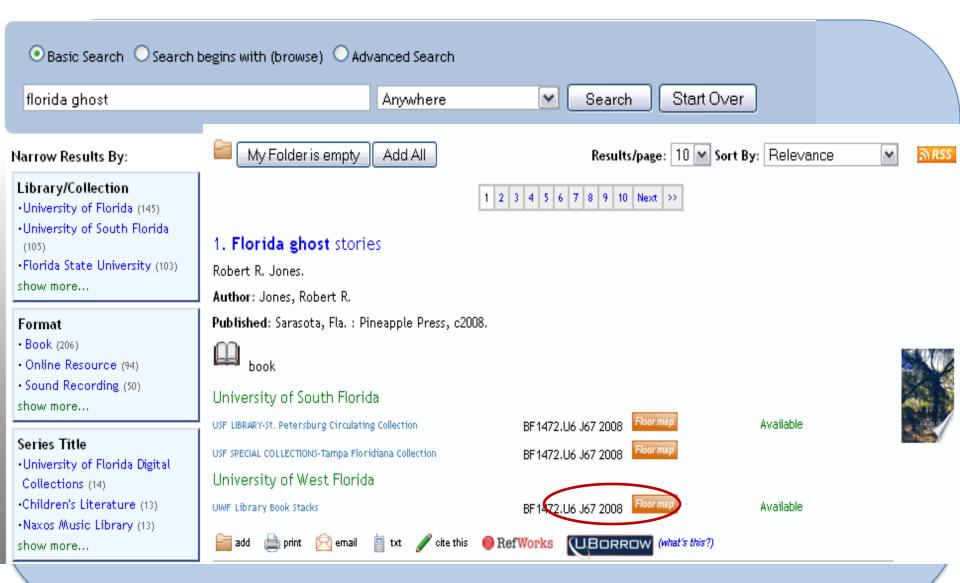


Link to UBorrow in Local Catalog



UBorrow Steps in the Union Catalog





UBorrow Steps



Logged in as KUNTZ, JENNIFER JOHNSON, from U	niversity of Florida.	loans/renewals requests	my account	sign-out help
Basic Search Search begins with (browse) Adv				
florida ghost	Anywhere Search	Start Over		
Florida ghost stories				
Jones, Robert R. Sarasota, Fla. : Pineapple Press, 2008				
Where would you like to pick up your item	LIBRARY WEST LIBRARY WEST HEALTH SCIENCE CENTER LIBR	PARY		
Cancel Place Request	LEGAL INFORMATION CENTER			
	This Site Uses Google Analytics (G	Google Privacy Policy)		
				powered by Mang

Mango Request Management

Local Hold Requests					
	none				
UBorrow Requests					
Title	Author	Request Status	Pickup Location	Update Date	Due Date
cancel Florida ghost stories.	Jones, Robert R.	Sent to supplier (USF)	LIBRARY WEST	04/22/2011	
cancel Handbook of reading research.		Ready for Pickup (USF)	LIBRARY WEST	04/22/2011	
Beauty shop politics: African American women's activism in the beauty industry:	Gill, Tiffany M.	Cancelled (UCF)	LIBRARY WEST	04/20/2011	
Interlibrary Loan Requests					
Check Interlibrary Loan requests					

Mango Loan Management

Items On Loan					
renew all UF its	ems Title		Author	Location	Due/Recalled
renew	Eastern figures : Orient and emp Douglas Kerr.	ire in British writing /	Kerr, Douglas.	LIBRARY WEST	10/01/2011 6 PM 📆
renew	l, Claudius; from the autobiograp Claudius, born B.C. 10, murdered		Graves, Robert, 1895-	Request Retrieval –	10/01/2011 6 PM 📆
renew	Kim : authoritative text, backgro Rudyard Kipling ; edited by Zohr		Kipling, Rudyard, 1865-1936.	LIBRARY WEST	10/01/2011 6 PM 📆
renew	The Victorians / edited by Laurer	nce Lerner.		LIBRARY WEST	10/01/2011 6 PM 📆
renew	The collected works of Rudyard I	Kipling.	Kipling, Rudyard, 1865-1936.	LIBRARY WEST	10/01/2011 6 PM 📆
renew	The imperial experience : from C Eldridge.	Carlyle to Forster / C.C.	Eldridge, C. C.	LIBRARY WEST	10/01/2011 6 PM 📆
UBorrow Items	On Loan				
7	Title Title	Author	Loan Status	Location	Due/Recalled
renew	Jinety-Mile Prairie : a cracker western.	Gramling, Lee 1942-	Loaned to Patron	LIBRARY WEST	04/28/2011 11:59 PM 🗓

Are people using UBorrow? Yes! From March 1 – 22 August 22 2011

UBorrow Requests through August 22: University and Month

	FAMU	FAU	FGCU	FIU	FSU	NCF	UCF	UF	UNF	USF	UWF	TOTAL by month
March	83	108	212	297	559	96	411	428	142	284	112	2732
April	36	116	120	189	282	191	108	329	133	197	24	1725
May	38	85	74	238	325	74	79	280	153	206	25	1577
June	20	113	70	223	248	86	121	234	107	154	31	1407
July	22	100	59	182	269	73	96	226	103	174	34	1338
August	25	171	64	183	214	114	138	277	125	198	52	1561
TOTAL by												
Institution	224	693	599	1312	1897	634	953	1774	763	1213	278	10,340

Another 3141 since 22 August

What do patrons think?

This is the most wonderful

This is S0000 great!

I like this feature, let's keep it

service ever!

Hey this is nice and easy.

This system is awesome! Thank you for implementing and creating easier access to ILL materials!

I love this system! Nice work!

Thank you! I appreciate this service and the help of the library staff at the different **Florida** libraries.

Other libraries list this as online ebook, so I hope this is a real book.

Well, that was easy!

UBorrow Service is useful especially for doctoral students!

IMPRESSED WITH HOW SIMPLE AND EASY TO USE THE INTERFACE IS. HOPEFULLY THE REST OF THE PROCESS WILL BE Many thanks for this

AS SMOOTH.

service.

Great service thanks

Works Great!

This is my first time using this systems. How many days it will take the book to arrive? Thanks.

this system is quick and easy!

ROCK! What an EXCELLENT concept! I will be using this throughout the year.

THANK YOU! **Blessings!** YOU GUYS

The UBORROW system is a great improvement for intra-SUL searches and borrowing. Great tool!

Primo Central Index in Mango

Mango/Primo Central

- Primo Open Interfaces
- searchRequest
- XML Format used for search criteria sent and results returned
 - http://www.exlibrisgroup.org/display/PrimoOl/se archRequest





Mango/Primo Central

- Facets List to filter the results
- Did You Mean response
- Search details: search term, number of the results
- Record source: id, location, etc...
- Record Display: title, creator, language, etc...
- Record availability: pre-constructed OpenURL
 - http://www.exlibrisgroup.org/display/PrimoOI/searchRequest





Mango/Primo Central

- Blended Results: create a normalized relevancy score for Mango and PCI results and sort records accordingly
- Search tabs or pulldowns for blended or separate results
- Many choices for facet display for each search type (Mango Admin module)





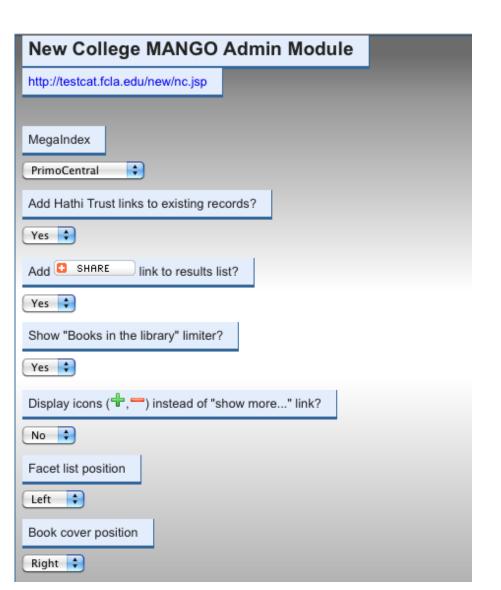




All Results	Books & Media Articles Special Digital Collections
● Basic Search ○ Adva	nced Search
cognition	Anywhere Search Start Over
	ns at FGCU, 221,832 of these are available online. Show 10,561 items that you can request statewide (what's this?)
Narrow Results By:	My Folder is empty Add All Results/page: 10 ▼ Sort By: Relevance ▼ 1855
☐ Items with full text online ☐ Articles from scholarly publications, including peer-rev ☐ Books in the library	
Format Article (255,221) Peer Reviewed (233,013) Cited Article (25,323)	1. Cognition: conceptual and methodological issues Herbert L. Pick, Jr., Paulus van den Broek, and David C. Knill, editors. Published: Washington, DC: American Psychological Association, c1992.
Subject: Topic Cognition (25,146) Cognition physiology (12,458) Language (7,021) Library/Collection FGCU Library (1,922) Journal Title Cognition (7,697) Journal of personality a	FGCU Library General CollectionLibrary East, 3rd Floor BF311 .C54873 1992 Floormap Available add print email txt cite this Ref Works 2. Cognition Author: OATLEY, K. Published: Science, 1981, Vol.212(4494), p.536-536 article See available options Science Science
social psychology (4,706) • Psychological Bulletin (1,	add print email atxt Sef Works

Mango Admin





- Allows each library to easily select a megaindex
- Choose arrangement of user features and facets
- Customize facets
 (facet title, facet
 order, facet display)

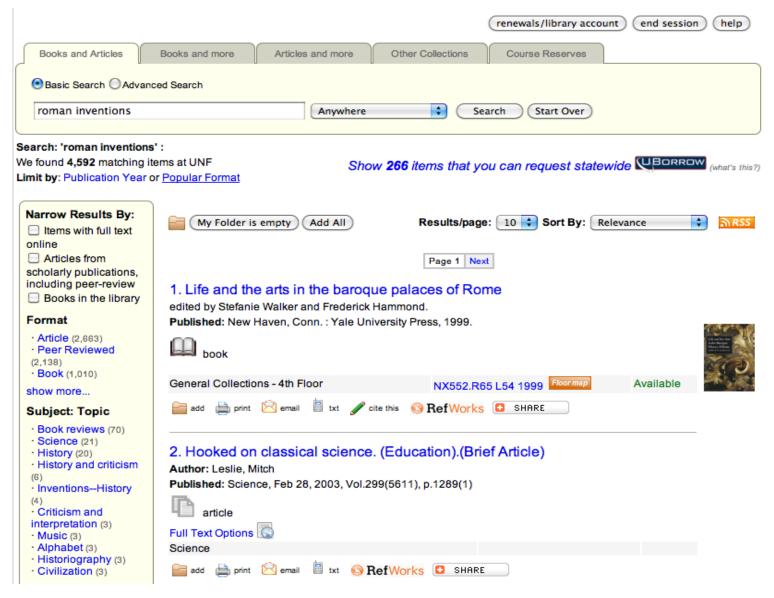
Mango Admin



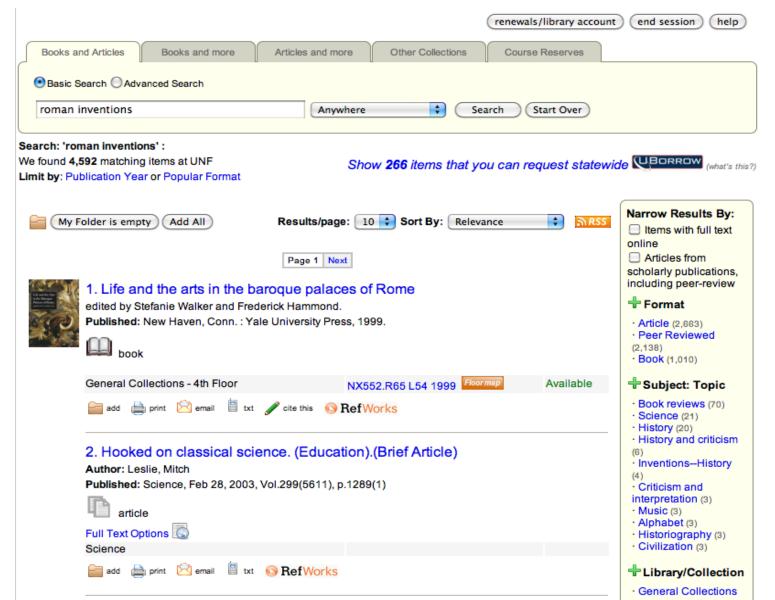
 Customize facets: facet title, facet order, facet display

Facet	Display	Initial Count	Show More C
✓ materialtypes_facet	Format	3 🕏	50
✓ subjecttopic_facet	Subject: Topic	3 🕏	50
☑ institution_facet;library_facet;collection_facet	Library/Collection	3 💠	50
☑ language_facet	Language	3 🕏	50
☑ subset_facet;digitalrecs_facet	Subcollection	3 💠	50
☑ domain_facet	Database	3 🕏	50
☑ jtitle_text	Journal Title	3 💠	50
☑ author_facet	Author	3 🕏	50
medicalsubjecttopic_facet	Medical Subject: Topic	0 🕏	20
subjectgenre_facet	Subject: Genre	0 🕏	20
series_facet;seriesvolume_facet	Series Title	0 🕏	20
subjectregion_facet	Subject: Geographic Area	0 🕏	20
corpauthor_facet	Corporate Author	0 🕏	20
subjectera_facet	Subject: Time Period	0 🕏	20

Mango Admin Change (Before)



Mango Admin Change (After)



Resources

- http://union.catalog.fcla.edu/
- http://reserves.catalog.fcla.edu/nc.jsp
- http://uf.catalog.fcla.edu/
- http://fgcu.catalog.fcla.edu/
- http://unf-test.catalog.fcla.edu/config.jsp
- http://fclaweb.fcla.edu/uborrow

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Wendy Ellis <u>wfellis@ufl.edu</u>

Michele Newberry <u>fclmin@ufl.edu</u>