

Mockingbird Frequently Asked Questions

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What it is?

Mockingbird is a statewide shared catalog.

- Mockingbird is a statewide virtual union catalog using Auto-Graphics' SHAREit platform. We are the 15th state to have SHAREit as its statewide resource sharing platform. Its purpose is to connect staff and patron users to a joint catalog that bridges technologies and configurations from different integrated library systems (ILS) to increase discoverability and interlibrary borrowing and lending. It does not replace your library's catalog but is an additional tool to help patrons gain access to materials not owned by their local library.

How does it work?

File uploads or instant connection

Libraries share their holdings information with Mockingbird in different ways.

- Records are either sent by the library to the vendor to upload onto the platform on a regular basis or an instant connection is made at the time of a search.
- The options for an instant connection are through Z39.50 or an API. If you do not know what these terms mean, that's okay. Your library's ILS vendor representatives will understand these procedures. Every time a search is made, the Auto-Graphics' SHAREit platform visits your ILS and pulls record information including availability through a Z39.50 connection. Some systems (such as OCLC WMS, etc.) do not allow for Z39.50 connections, and an API can be used with comparable results to the Z39.50 set up. These methods allow more accurate borrowing requests.
- A less frequently used method is to upload MARC records periodically to a Union Database hosted by the vendor. This method cannot share whether items are available or not. Libraries that get lending requests for items that are not available or no longer owned simply respond "Will not supply" to the request for an item that is not available.

Search for an item and request it

- Like many other resource sharing tools for Interlibrary Loan, patrons or staff search the catalog, find an item they want, and request the item. The platform automatically builds its own lender list and the request passes through that list one library at a time until someone responds and says they can provide it.

- That request is monitored by the library staff of both the lending and borrowing library in a request manager.

Is it software or cloud based?

Cloud based.

- SHAREit is software as a service and is cloud based. It requires an internet connection to work.
- Any updates and enhancements take effect for all libraries at the same time. It can also be accessed anywhere and on any device, although it's not designed for mobile use. However, when internet access goes down or vendor servers go down, the system is also down.

How does it benefit us?

Discoverability

- Mockingbird can benefit libraries and their patrons in different ways. At the basic level it provides broader discoverability of what you own including special collections you might have. Even if you do not loan items in a special collections, a genealogy or history researcher would benefit by being able to search multiple library catalogs at once to find relevant materials.

Resource Sharing

- It enhances your resource sharing abilities. Some member libraires are very new to interlibrary loan because of staffing capabilities or the cost associated with resource sharing platforms. The statewide virtual union catalog seeks to reduce those barriers so that libraries can start providing ILL services for their patrons.

Collection development

- Mockingbird can aid in collection development by helping collection managers see what is already owned in the state to help in purchasing and weeding decisions. This is sometimes known as a strategy called collective collecting.

Cataloging

- Mockingbird has copy cataloging functions. While most libraries already have methods and sources in place for creating bibliographic records for their materials, it could still supply a record for a rare or unique item.

Potential cost savings

- It is not the intention of the Arkansas State Library to encourage the dropping of other services. If Mockingbird is meeting the demands of your library's resource sharing needs, it could become your primary resource for this service. This platform is new to the state and only has about 50 libraries participating. A determination on whether this resource is ready to be used in that way is a question that would require more research into your specific usage and situation.

Increased local resource use

- Sharing and borrowing more locally helps keep delivery time down and supports collection usage of more local libraries.

Load balancing algorithms

- The Mockingbird platform has load balancing algorithms in place to reduce the burden of lending to any one participating library. Currently we have established preferred lender lists based on the type and distance of libraries around you.

What's needed from my library?

Platform costs are covered by the State Library

- The cost of the platform implementation as well as the ongoing annual costs are provided for all participating libraries by the state library.

Staff time and mailing

- Staff time, mailing supplies, and postage are a cost to libraries if they take part in resource sharing. Your library decides whether you will charge a patron for ILL service to help recover these costs.

Procedure and workflow creation

- Policies, processes, and workflows for resource sharing coordination are up to the participating libraries to determine locally. If you have never provided ILL services to your patrons or sent items to other libraries, you'll need to establish workflows, procedures, and policies for what works best for your library.
- The State Library plans to create some best practice resources that may help in the development of these policies.

Ongoing staff time

- The time it takes to coordinate resource sharing through Mockingbird depends on usage and can fluctuate. Staff time spent on this will depend on how much usage there is. Many library procedures and staffing allotments can grow or shrink depending on how much a service is used. Borrowing and lending can always be temporarily paused due to staffing or shipping cost issues. Making your collection discoverable still includes you as a participating Mockingbird library.

Communication during setup

- Implementation is no longer in phases and occurs on a rolling basis depending on interest and the State Library's annual budget. It requires filling out 2 to 3 forms providing procedure and system information about your library.
- Typically, libraries will need to reach out to their ILS/LSP vendors for some technical information.

Training

- Once the library is implemented, we will help with training needs with pre-recorded trainings or one-on-one help. Prior libraries spent a total of 9 hours on training.
- Ongoing training support is available from the Statewide Sharing and Engagement Coordinator at the state library.

General Resource Sharing Guidelines

- National Interlibrary Loan Code: <https://www.ala.org/rusa/interlibrary-loan-code-united-states-explanatory-text>
- Amigos Resource Sharing Agreement: <https://www.amigos.org/node/266>
- Guidelines for Best Practice in Interlibrary Loan and Document Delivery: <https://repository.ifla.org/handle/123456789/705>
- Copyright Guidelines (CCG) and Copyright Law (CCL) - Report of the Register of Copyrights on Library Reproduction of Copyrighted Works (17 USC 108): <https://www.copyright.gov/reports/library-reproduction-1988.pdf>
- ACRL/RBMS Guidelines For Interlibrary And Exhibition Loan Of Special Collections Materials: <https://www.ala.org/acrl/standards/specialcollections>

Where can I get training?

Training videos

- YouTube: https://youtube.com/playlist?list=PLNWgkcnI_bhXpdpFfpjT5I9h_eoWBU2Iz
- These trainings were offered to the Phase 2 libraries in August of 2022 and include Introduction to the platform, ILL management, System Configuration, Copy Cataloging, Statistics, and a Q&A session. Each session is about 1 ½ hour long.

How to request training help

- [Training request form](#)
- This training request form will go to our staff and we will reach out to help support you.

How do I get support with problems?

Contact us

- Email aslib.mockingbird@ade.arkansas.gov
- The Statewide Sharing and Engagement Coordinator does active troubleshooting on requests that go unfilled, communicates with libraries as needed, and opens support requests with the vendor.

Feedback

- Help us understand where you need support by filling [this form](#) out any time. We also periodically request feedback from users on specific issues and ask for your input on what we will ask the vendor to improve on.

Updates and communications

- If you would like to receive communication around Mockingbird, please email aslib.mockingbird@ade.arkansas.gov.
- At some point, we hope to have a list-serv you can sign up for so you can ask your colleagues about issues you're seeing or advice on handling a particular issue. State library staff and Auto-Graphics staff will also follow this email discussion.

Best practices

- We are in our final draft phase of establishing a set of best practices. There's a range of resource sharing experiences among our participants and we welcome input from everyone on how to shape our state-wide resource sharing program.
- If you are interested in serving on a Mockingbird Advisory Committee, where we work on these documents and help establish procedures, please contact aslib.mockingbird@ade.arkansas.gov

Other

How do I log in?

- If you a library staff member
 - You can search the catalog without logging in.
 - If you do not know who at your library has the login credentials, please contact aslib.mockingbird@ade.arkansas and we can provide that information for you.
- If you are a patron
 - You can search the catalog without logging in.
 - You can log in with your library card barcode and pin number if your library has enabled this for their patrons.
 - Check to see if your local library participates by searching [this list](#).
 - Some libraries allow patrons to log in and make requests themselves and some place the request for you.

- [Find and contact your local library](#) to ask them how you can access ILL / Resource Sharing services they offer through Mockingbird.

How do I request a book or other item?

- You may search for materials by entering terms in the search box.
 - The standard search uses “All Headings.” You can change this to search for different things like Author, Title, or Subject.
 - The Advanced link next to the search box provides more focused search options for finding material in Mockingbird.
 - You may also limit which library you search with the stack icon next to “All Headings.”

How do I request multiple copies of an item?

- Visit [Pennsylvania's guide](#) to placing multi-copy requests. Great for book clubs or special class projects.

How do I get statistics about my library usage?

Statistical information is available to each participating library in the “Staff dashboard” under the “statistics” column. Support information is available from Auto-Graphics on statistics under Support > User Guides and Videos > SHAREit.

The Statewide Sharing and Engagement Coordinator collects statistics for all libraries and can be contacted for help with your own library’s information.

What do I do if my request does NOT get a lender?

Participating libraries can contact the Statewide Sharing and Engagement Coordinator for assistance with issues surrounding unfilled requests.

Here are some suggestions for retrying requests.

- If your library participates in another resource sharing source, like OCLC, you can place the request there.

- The borrowing library can contact the non-responding libraries directly (found in the request history) and then resend the request to them if they agree to lend the item. Contact information for each library is available in Mockingbird.
- Sometimes a bad record has been used to place the request. Review the record for additional title information like “bk 1”, punctuation errors, incorrect formats, lack of complete MARC record fields. Selecting a record with an issue like this prevents you from getting all potential records. When possible, search and place requests on records with ISBN or ISSN numbers. If you discover something odd about the record used to create your request, you can replace the request with a better record and try again.

ISSI

- The Inter-System Sharing Initiative allows for sharing resources between SHAREit implementations across many states. This initiative can be joined at any time without additional software cost to the library.