ISearch eBook Connector Frequently Asked Questions

These FAQs are intended to supply INFOhio Providers with additional details about the INFOhio implementation of eResource Central in ISearch, also known as the ISearch eBook Connector.

Q: What is an ISearch eBook Connector (a Connector?)

A: An ISearch eBook Connector is a premium service that allows school libraries using INFOhio's SirsiDynix Symphony to gain seamless access through ISearch or BookMyne to a collection of eBooks and eAudiobooks that the school or ITC has purchased through a shared or individual account with an eBook vendor. By keeping end users within the ISearch or BookMyne catalog, a Connector eliminates the need for users to use third-party interfaces to preview, borrow, place holds, or return digital material. Additional titles purchased through the vendor becomes immediately available for preview or download the next day.

NOTE: INFOhio currently only supports ISearch eBook Connectors for the eBook vendor OverDrive. We anticipate expanding support to additional eBook vendors in the future.

Q: Can an ISearch eBook Connector be added to CAT or CAT Jr.?

A: No. It is only available in BLUEcloud-based patron interfaces like ISearch or BookMyne. New patron interfaces from the vendor, if based within the BLUEcloud, would be expected to work with these Connectors as well.

Q: We have an ISearch eBook Connector. Why do I see duplicate titles in ISearch for eBook collections?

A: Prior to the availability of the ISearch eBook Connector, some ITCs chose to load eBook vendor-provided MARC records into Symphony and make them available in CAT and CAT Jr. The difference in these methods of access is that CAT/CAT Jr. records simply point to another user interface to access the eBooks. The ISearch eBook Connector allows metadata, coming directly from the vendor, to be displayed alongside traditional library MARC records in one interleaved results list. The loaded MARC records representing eBooks alongside the vendor-provided metadata appears as duplicate titles in ISearch or BookMyne.

Q: Is there a script to remove previously loaded eBook MARC records from Symphony?

A: At present, there is not one, but INFOhio has taken this under advisement. In the meantime, INFOhio State Support can help you identify and remove eBook MARC records if duplicating an ISearch eBook Connector. Please send a request to support@infohio.org to open a Cherwell ticket.

Q: What are the technical pre-requisites to requesting an ISearch eBook Connector?

A: First, your libraries must be automated with INFOhio and either be participating in a shared eBook collection or subscribed to an eBook collection from a third-party vendor that has partnered with SirsiDynix. Right now, INFOhio is only configuring OverDrive eBook collections, but this list will grow as the program gathers momentum. Secondly, your library must have agreed to use SIP2 with your eBook

vendor to authenticate your users. There is an example copy of the OverDrive setup questionnaire with appropriate answers to allow possible use of the ISearch eBook Connector in ITC Docs.

Q: How are patrons authenticated via the ISearch eBook Connector?

A: Patrons will be challenged to log into ISearch using their Symphony credentials. This can be User ID or Alt ID and PIN. This must be declared on the OverDrive setup questionnaire when the OverDrive collection is created. User vs. Alt ID is configured in SIP2 at the individual Symphony catalog level. If the school chooses to use Alt ID, please send a request to support@infohio.org to open a Cherwell ticket to request this change to SIP2. It is also a good idea to check that the user records are populated with a valid PIN.

Q: Is there a cost for an ISearch eBook Connector?

A: Yes. There is a one-time setup subscription charge and a smaller renewal charge. One-time setup charges will be invoiced in the quarter they are requested. Renewal subscription fees will be included in the annual INFOhio invoice that ITCs receive from the Management Council in October. If the setup occurs during fall, the annual INFOhio invoice will include the setup rather than the renewal amount. Please see fee sheet in ITC Docs for additional details.

Q: I would like to start an ITC shared OverDrive collection of eBooks for [some of] my schools. Where do I begin?

A: Talk with your Director about the idea of sponsoring a shared OverDrive collection of eBooks and see if your users are in favor of further investigation. Work directly with OverDrive to determine what type and size of collection fits your possible participants and make the purchase decision. Advise INFOhio of your intended purchase and use the OverDrive configuration questionnaire from INFOhio to set up the OverDrive authentication. To add Connectors, follow the directions for the ISearch eBook Connectors configuration in ITC Docs. At this time, INFOhio is not prepared to accept Connector requests before November 2018.

Q: Our ITC has decided not to create a shared OverDrive collection, but I have schools with OverDrive eBooks requesting the ISearch eBook Connector. Can they request a Connector?

A: INFOhio is preparing to process Connector requests for individual school eBook subscriptions with OverDrive later this year. When this becomes possible, INFOhio would ask that the ITC Providers work directly with these schools and INFOhio to enable this feature for these schools within ISearch.