

Do-It-Yourself Search Tools

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Practical Applications of SIELLO DNA and SIELLO SIELLO API







Topics

- Akron-Summit County Public Library
 - Sierra Library with Encore
 - 18 Branches in Summit County plus Mobile Services Vans, Bookmobiles
 - 60% of Collection Arrives with Holds
- Theme: *Project Ideas, Implementations, Tips and Tricks*
- In Particular
 - Free and Open Source (FOSS) Business Intelligence, Cameron Schrode
 - Extract, Transform, Load (ETL) Applications: On Order with Holds, Cheryl Engel
 - Local Alerts eNewsletter Enrollment via REST API, Cameron Schrode



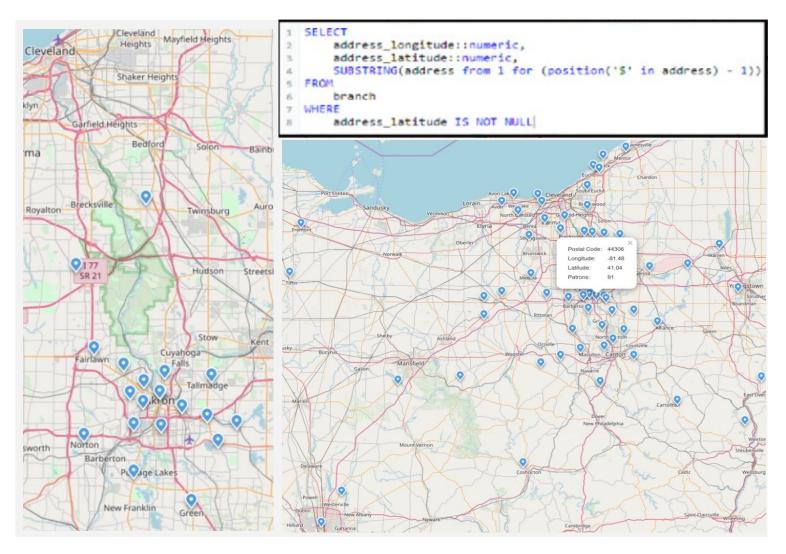


Introduction

- Sierra DNA (SQL)
 - Cannot add or edit records in Sierra DNA with this mechanism
 - Useful for Decision Making and Reports
 - Today's Examples:
 - Business Intelligence Model: Community Engagement Statistics
 - Microservice Model: On Order with Holds Workflow







Screenshot from Metabase, Branch Locations (Left), Screenshot from Metabase, Cardholders Registered through Community Engagement (Right)





Practical Application #1: Business Intelligence

What is Business Intelligence?

- 1. Capturing Metrics and Establishing Benchmarks
- 2. Measuring Incoming and Outgoing Transactions
- 3. Reporting Insights
- 4. Fosters Collaborative Environment
- 5. Centralized Knowledge Management

Alternatives

- Tableau
- Power BI for Office 365
- pgAdmin





What is Metabase?

Dashboards

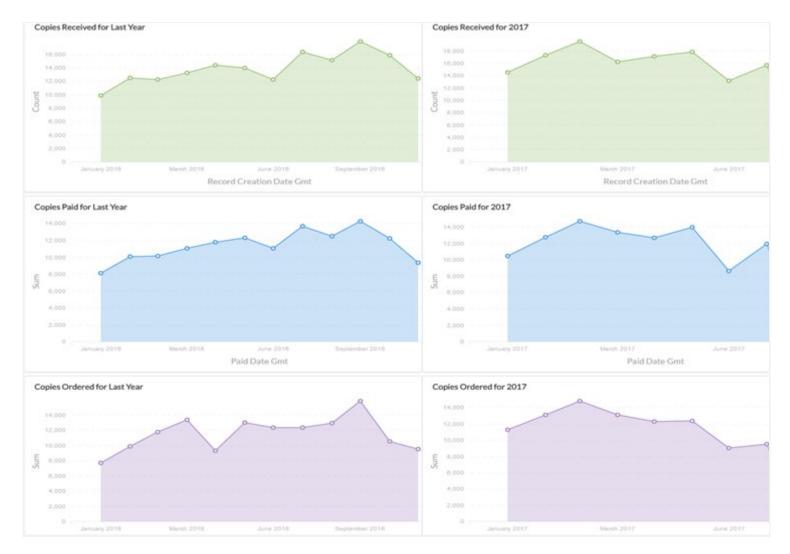
- Acquisitions / Cataloging
- Branch Audience metrics
- Cardholder metrics
- Circulation metrics
- Demographic metrics
- Community Engagement metrics
- Marketing Campaign Effects

Components

- Question => Answer
- What is a Collection?
 - Information Architecture
 - Basically placing of Questions into categories called Collections
- What is a Dashboard?
 - Visual Representation
- What is a Pulse?
 - Reporting and Distribution of Information



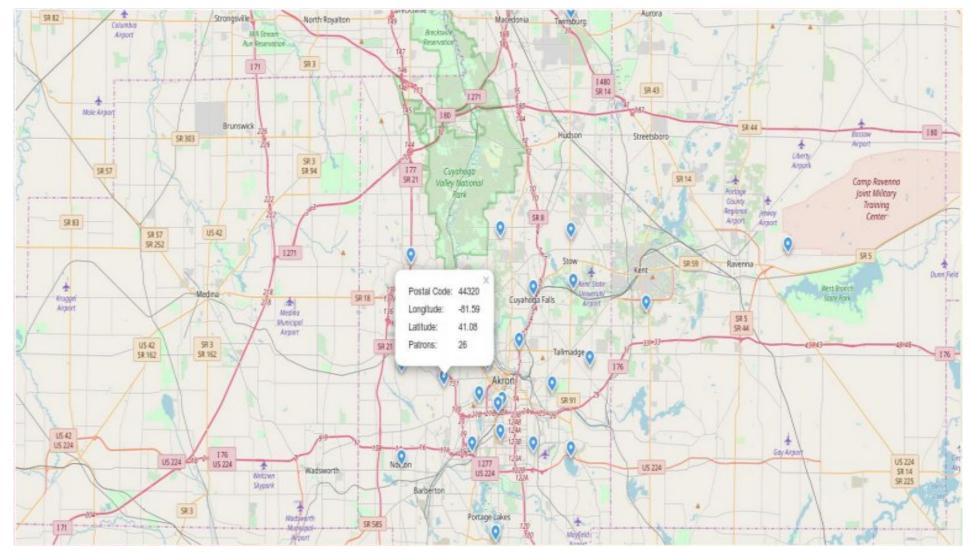


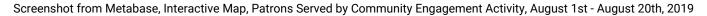


Screenshot from Metabase, Order Processing by Number of Copies using Order Date, Paid Date, Received Date













Open-Source Business Intelligence

- Free and Open-Source Software (FOSS) Business Intelligence
- In this case, we'll be using Metabase (https://metabase.com/) which I personally recommend
- Step One Get Metabase from their website
 - But first, what is Metabase?
 - It's a website that shows statistics, charts, graphs from SQL, Google Analytics, and others
 - It's also capable of reporting in Excel, CSV, JSON, which we'll be using later
- Step Two Make a better desktop shortcut
 - Sierra runs off of Java Runtimes, Metabase runs off Java Runtimes
 - C:\path\to\java.exe -jar "C:\path\to\Metabase.jar"
 - By default it will store its information to a local H2 database for easy backup purposes
- Step Three Run Metabase
 - Metabase will launch in a command window
 - You'll want to open your web browser and go to http://localhost:3000/
- Step Four What to do once you've run Metabase Security / Firewall Portion for DB





```
08-23 09:49:57 □[1mINFO metabase.util□[0m :: Loading Metabase...
08-23 09:50:01 @[1mINFO util.encryption@[0m :: DB details encryption is DISABLED for this Metabase instance. ?
08-23 09:50:13 E[1mINFO metabase.coreE[0m :: Starting Metabase in STANDALONE mode
08-23 09:50:13 E[1mINFO metabase.coreE[0m :: Launching Embedded Jetty Webserver with config:
{:port 3000}
08-23 09:50:13 @[1mINFO metabase.core@[0m :: Starting Metabase version v0.25.2 (35bce2d release-0.25.2) ...
08-23 09:50:13 @[1mINFO metabase.core@[0m :: System timezone is 'America/New_York' ...
08-23 09:50:13 @[1mDEBUG metabase.driver@[0m :: Registered driver @[34m:bigquery@[0m ?
08-23 09:50:13 □[1mDEBUG metabase.driver□[0m :: Registered driver □[34m:crate□[0m ?
08-23 09:50:13 ⊡[1mDEBUG metabase.driver⊡[0m :: Registered driver ⊡[34m:druid⊡[0m ?
08-23 09:50:13 E[1mWARN metabase.driverE[0m :: No -init-driver function found for 'metabase.driver.google'
08-23 09:50:13 0[1mDEBUG metabase.driver0[0m :: Registered driver 0[34m:googleanalytics0[0m ?
08-23 09:50:13 0[1mDEBUG metabase.driver0[0m :: Registered driver 0[34m:h20[0m ?
08-23 09:50:14 ⊡[1mDEBUG metabase.driver⊡[0m :: Registered driver ⊡[34m:mongo⊡[0m ?
08-23 09:50:14 ⊡[1mDEBUG metabase.driver⊡[0m :: Registered driver ⊡[34m:mysql⊡[0m ?
08-23 09:50:14 ₾[1mDEBUG metabase.driver@[0m :: Registered driver @[34m:postgres@[0m ?
08-23 09:50:14 ₺[1mDEBUG metabase.driver₺[0m :: Registered driver ₺[34m:presto₺[0m ?
08-23 09:50:14 @[1mDEBUG metabase.driver@[0m :: Registered driver @[34m:redshift@[0m ?
08-23 09:50:14 ₺[1mDEBUG metabase.driver₺[0m :: Registered driver ₺[34m:sqlite₺[0m ?
08-23 09:50:14 ⊡[1mDEBUG metabase.driver⊡[0m :: Registered driver ⊡[34m:sqlserver⊡[0m ?
08-23 09:50:14 🗉 [1mINFO metabase.core® [0m :: Setting up and migrating Metabase DB. Please sit tight, this may take a min
ute...
08-23 09:50:14 □[1mINFO metabase.db□[0m :: □[36mVerifying h2 Database Connection ...□[0m
08-23 09:50:14 @[1mINFO metabase.db@[0m :: Verify Database Connection ... ?
08-23 09:50:14 ₺[1mINFO metabase.db₺[0m :: Running Database Migrations...
08-23 09:50:14 ᡛ[1mINFO metabase.dbᡛ[0m :: Setting up Liquibase...
08-23 09:50:14 E[1mINFO metabase.dbE[0m :: Liquibase is ready.
08-23 09:50:14 ₺[1mINFO metabase.db₺[0m :: Checking if Database has unrun migrations...
```

Screenshot from Metabase, Console Window, Service Startup Process



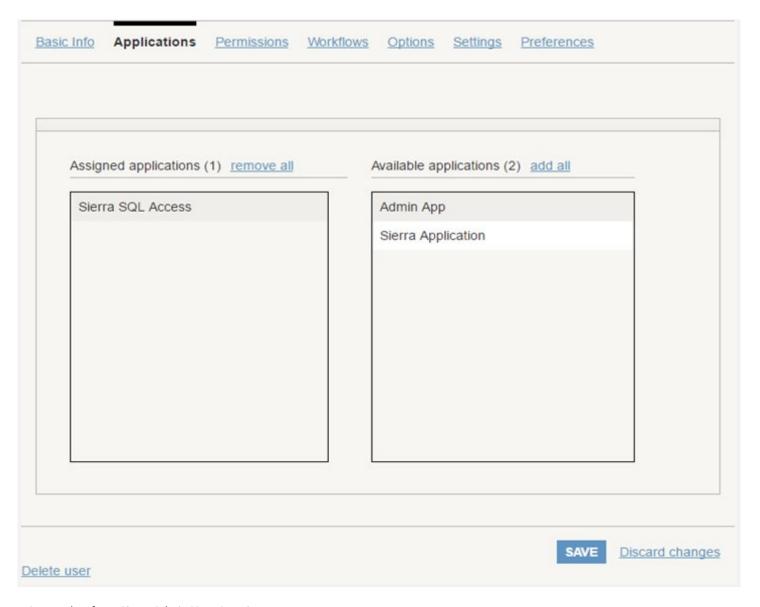


Sierra DNA User Creation

- Step Five Create 'Service Account' for Metabase
 - Start with Admin App
 - Sierra DNA requires its Application assigned to a Sierra User in the Admin App
 - Double-Check to make sure you've accepted Sierra DNA's Terms of Use and have added the Application!







Screenshot from Sierra Admin User Creation





Metabase User Creation

- Step Six Set up your first Data Model in Metabase Admin
- Fill out the necessary info
 - Database Type
 - Database Host
 - Sierra User Created for this purpose
 - Database Name
 - JDBC: sslmode=require
 - In-Depth Analysis uses more CPU resources but enables optional features
- Step Seven What to do once you make sure everything works
 - If not, check Sierra Application for the Database User and Firewall







Screenshot from Metabase





Basic Reporting Ability

Goal

- Collect metrics and establish benchmarks
 - Method: Count number of unique patrons served, fine waives, amount waived, outreach-inspired registrations
- Measure input / output of transactions
 - Method: Geographically, over time, by branch
- Reporting

Process

- First step, create a patron template in Sierra's Record Templates menu with a Note field for what you'd like to track
 - In this case, it was necessary to make one patron template per staff account
- Second step, ensure the right Sierra accounts are using the template with the note
 - Templates are set by account
- Third step, keep a spreadsheet or other recordkeeping of different Notes and what they mean
- Fourth step, if possible e.g. with fine info you can filter by Sierra user which took payment, or use home library
- Fifth Step, create Questions querying that info and make a Dashboard to splice them together



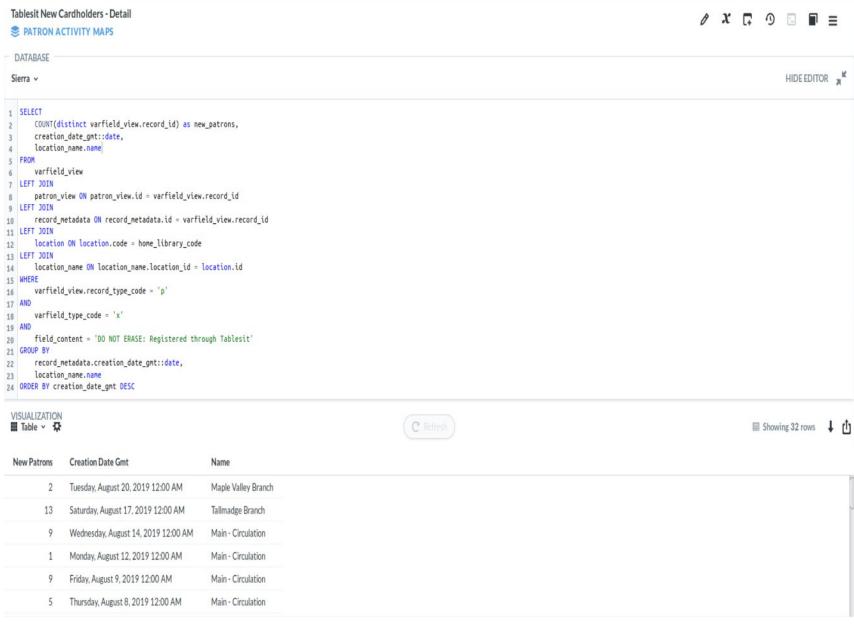


Creating Your First 'Question'

Setting Up Your First Report, Counting People Registered as a Result of Community Engagement







Registrations Occurring through Community Engagement by Home Library Code





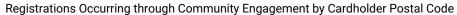
Creating Your Second 'Question'

Setting Up Your First Map Query, Counting Patrons with a Specific Note Field by Postal Code





```
1 SELECT
        patron_record_address.postal_code,
       zip_code_info.longitude::numeric,
       zip_code_info.latitude::numeric,
       COUNT(distinct varfield_view.id) as patrons
 6 FROM varfield_view
        record_metadata ON record_metadata.id = varfield_view.record_id
 9 JOIN
        patron_record_address ON patron_record_address.patron_record_id = record_metadata.id
 10
11 JOIN
       patron_view ON patron_view.record_num = record_metadata.record_num
 12
13 JOIN
        zip_code_info ON zip_code_info.zip_code = SUBSTRING(patron_record_address.postal_code from 1 for 5)
 14
15 WHERE
        patron_record_address.postal_code IS NOT NULL
 16
17 AND
        sierra_view.patron_record_address.postal_code NOT IN ('00000', '11111')
 18
19 AND
        varfield_view.record_type_code = 'p' AND varfield_view.varfield_type_code = 'x' AND varfield_view.field_content = 'DO NOT ERASE: Registered through Tablesit'
21 GROUP BY
       patron_record_address.postal_code, zip_code_info.longitude, zip_code_info.latitude
  VISUALIZATION
                                                                                                                                                                                                                       ŢŮ
  ¶ Map ∨ 🌣
                                                                                                  177
                                                                                                                                                                                                Youngstown-
                                                                            Brunswick
                                                                                                                                                      Camp Ravenna
                                                                                               Postal Code: 44320
                                                                                                                                                      Joint Military
                                                                                               Longitude:
                                                                                               Latitude:
                                                                                                          41.08
                                                                                                          26
                                                                                               Patrons:
                                                                          US 224
                                                                                     Wadsworth
```







Further Reading / Example of Google Analytics Integration

- Windows Integration with LDAP
 - Active Directory Groups help permission / access control for security and privacy tightening
 - Public Questions are not subject to that keep this in mind!
 - New users, once they first log in, can be assigned to their Permission Group in Metabase by OU
 - (OU = Organizational Unit in Active Directory lingo)
- 'Pulses' are used as Email Reports
- Recommended to move away from H2 for security reasons if used on production server
 - http://metabase.com/docs/latest
- Personal preference to save valuable seconds of your life
 - ALTER ROLE sierra_sql_user IN DATABASE iii SET search_path = sierra_view,public;
 - This allows you to leave off sierra view in your queries to make them cleaner (as shown)
 - As always, read about it first if you aren't sure:
 https://www.postgresql.org/docs/current/ddl-schemas.html#DDL-SCHEMAS-PATH
- Google Analytics Integration with Encore for Holds Placed and Feedback for INN-Reach
 - https://bit.ly/2020-ascpl-google-javascript





Popular Titles - Last 30 Days



Screenshot from Metabase





Creating Your First SQL Filter

- Setting Up Your Second Query, On Order with Holds using Bib Record Numbers
- Step Two Save

You'll probably be stopped when saving the filter, that's OK

- Step Three Add Your First Filter
- Fill out the form for the filter, making its type "Text".
- What is a filter?
 - Filters are variables that look like this: {{ space seperated records }}
 - Metabase sanitizes user input and places text in quotes there
 - Remember, we want to use Text in this case
- Fill out the rest as needed, 'Default' is useful to make the query robust so I would recommend





HIDE EDITOR

```
Sierra v Space separated records b2000020 ×
```

```
1 SELECT
       bib_record as "RECORD #(BIBLIO)",
       subview.title as "TITLE",
       array_to_string(array_agg(DISTINCT subview.order_record), ' | ') as "RECORD #(ORDER)",
       subview.holds as "HOLDS",
       array_to_string(array_agg(DISTINCT subview.fund_code), ' | ') as "FUND",
       subview.bib cataloging date as "BIB CATALOG DATE", array to string(array agg(subview.order received date), ' | ') as "ORDER RECEIVED DATE",
       subview.isbn as "STANDARD #"
   FROM (
       SELECT 'b' || bib view.record num || 'a' as bib record, 'o' || order view.record num || 'a' as order record,
       bib view.title,
11
       COUNT(distinct hold.id) as holds,
12
       string_agg(distinct fund_master.code, ' | ') as fund_code,
13
       bib_view.cataloging_date_gmt as bib_cataloging_date,
14
       order view.received date gmt::date as order received date,
15
       string_agg(distinct phrase_entry.index_entry, '| ') as "isbn"
16
       FROM bib view
17
         JOIN bib_record_order_record_link ON bib_record_order_record_link.bib_record_id = bib_view.id
         JOIN order_view ON order_view.id = bib_record_order_record_link.order_record_id
         LEFT JOIN order record cmf ON order record cmf.order record id = bib record order record link.order record id
         LEFT JOIN fund_master ON fund_master.code_num = CAST(order_record_cmf.fund_code as numeric)
21
         LEFT JOIN hold ON hold.record id = bib record order record link.bib record id
22
         LEFT JOIN phrase_entry. ON phrase_entry.record_id = bib_record_order_record_link.bib_record_id AND phrase_entry.index_tag='i' AND phrase_entry.varfield_type_code='i' AND phrase_entry.phrase_rule_subfield_list = 'a'
23
       WHERE bib_view.record_num::varchar = ANY(string_to_array(replace(replace({{ space_separated_records }}, 'b', ''), '.', ''), ' ''))
24
       GROUP BY bib_view.record_num, bib_view.title, bib_view.cataloging_date_gmt, order_view.received_date_gmt, order_view.record_num
25
       ORDER BY holds DESC
27 ) as subview
28 GROUP BY bib_record, title, bib_cataloging_date, order_received_date, isbn, holds
29 ORDER BY holds DESC
```

VISUALIZATION

III Table ∨ 🌣

	Get Answer	8
V.	GEL ALISWEL	17
v		7

■ Showing 1

Record #(biblio)	Title	Record #(order)	Holds	Fund	Bib Catalog Date	Order Received Date	Standard #	
b2000020a	Dark sacred night: a Ballard and Bosch novel	o1327014a o1327714a	0	ba bh	Thursday, October 25, 2018 12:00 AM	2018-10-24 2018-10-24	0316484806 9780316484800	







Preparing Permalinks

- Setting Up Your Second Query, On Order with Holds using Bib Record Numbers
- Step Four Share the Question and select the XLSX option!
 Double-Check that the link you copied ends with .xlsx and if not, add it
 Note: You'll need the ID from it for a later step





A Day in the Life of Our Tech Services

- 15,000 Items a month: receiving, invoicing, cataloging, processing
- 500 700 Titles a week: ordering
- 3,000 5,000 Items each day: managing, prioritizing workflows
 - 1,800 3,000 items arrive with holds on them









Date	Inventory	OUT#	Big release staging
11/4/2019	7,269	1,454	
11/5/2019	6,872	726	
11/6/2019	7,156	977	
11/7/2019	6,763	774	
11/8/2019	6,273	596	4,527





Why 'On Order with Holds'?

- Difficult to sort incoming items by demand
- Public Service Staff wanted to know what was going to arrive each week
- Need to anticipate what was coming to plan workflows
- Need to know which orders, if any, were backordered too long
- Need materials to highlight for our Featured Lists for those placing holds online
- Difficult to search by hold numbers and sort by hold numbers using Create Lists





How It Works (1, 2, 3)

Process Outline

- 1.) Create a List of desired bibliographic records
- 2.) Export the records into a file (comma-delimited)
- 3.) Upload the file through the Browse File... button
- 4.) Optimize the results and create happy customers!





Ability to know what releases next week, whether it is here and where it is in the workflow





 Ability to send out a public service announcement to the public service staff so that they know what releases Tuesday and what to tell customers when they ask about them





Ability to alert our Shipping staff, who open boxes and physically put our items on trucks,
 what they can expect and what they should expedite to Technical Services





- Ability to know what hasn't come and plan or troubleshoot accordingly in certain situations:
 - Publication date change?
 - Vendor backorder?
 - Have vendor expedite processing based on our customer demand?
 - Is there a way to get the product? Do we need to cancel, restore the funds, and get it out of the system?

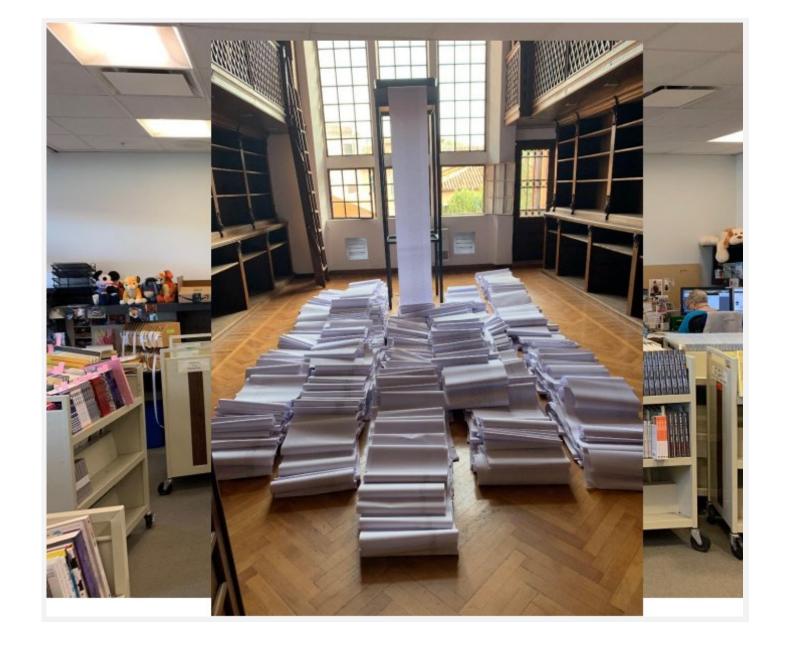




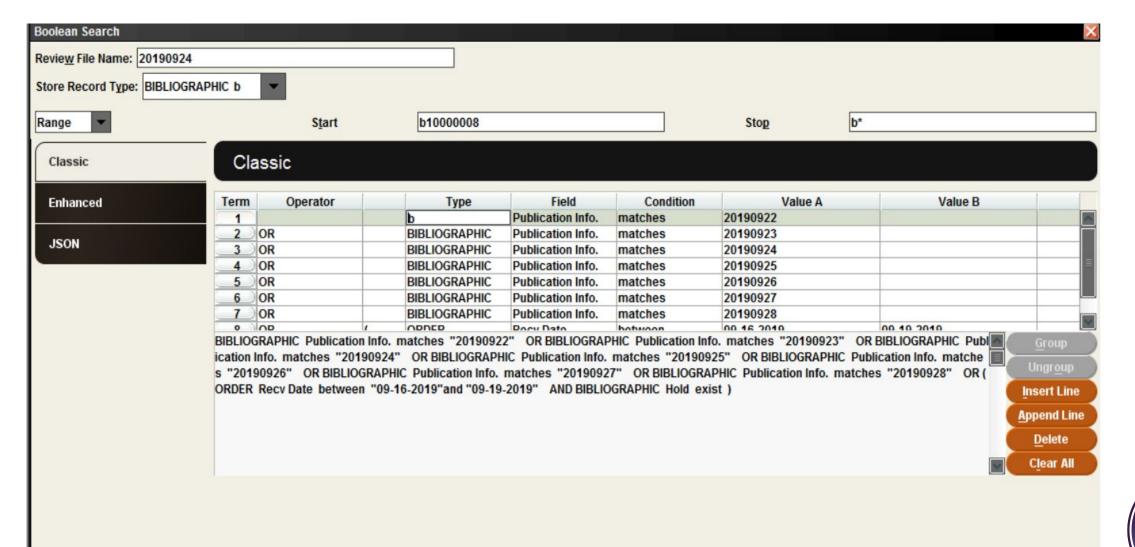
 Ability to use the holds and receipt information in selecting titles to put on display, promoting our collection



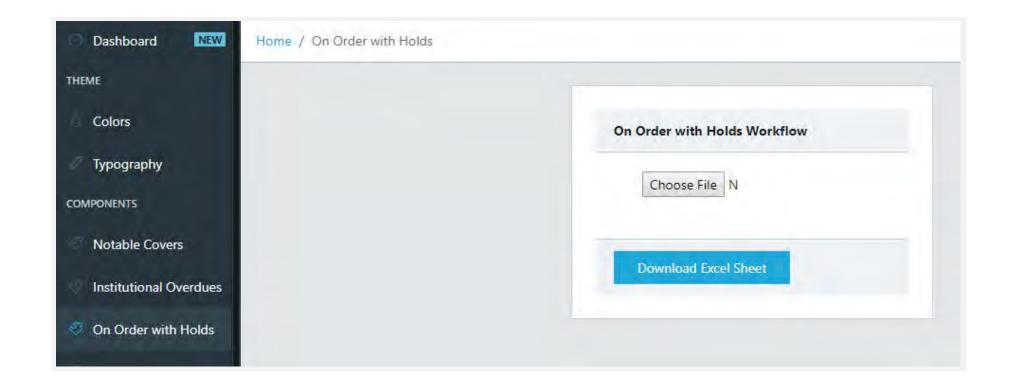






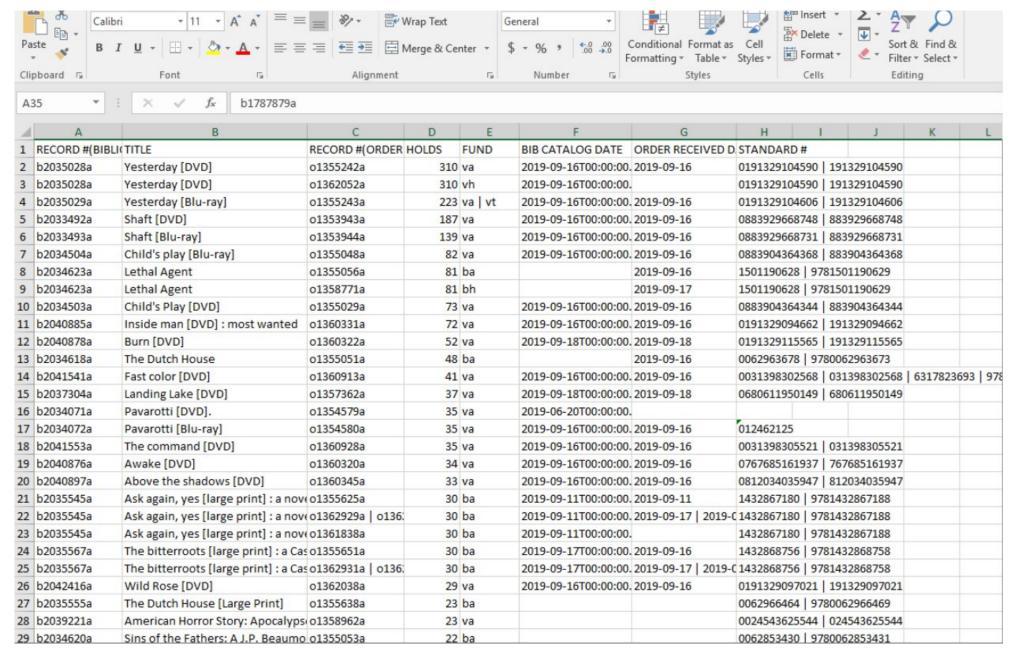
















Questions?











Step 2: Transform via Microservice

- Download the Microservice
 - http://bit.ly/2020-ascpl-microapplication
 - Once downloaded, copy the config.php.EXAMPLE to config.php and edit its values
 - Use the config.php info to login





Step 2: Transform via Microservice

- Using XAMPP, Docker, or similar software, serve the PHP application
- You should see a web URL pop-up once you run it or a button to open the PHP application
- Navigate there and change / use the default login to the Transform app





Step 2 (Alternative): Implement a similar script





```
$csv = Reader::createFromPath($file_path, 'r');
if (Sthis->usingColumnHeaders($file_path)) {
$offset = 0;
   Soffset = array_search('RECORD #(BIBLIO)', Scsv->getHeader());
$record_num = str_replace(''', '', $record_num);
$length = strlen($record_num);
return substr(Srecord_num, 0, Slength - 1);
$records = $loaded_file->file->getRecords();
foreach ($records as $index => $record) {
   tf (lsset($record[$loaded_file->offset])) {
        $next_record_num = $record[$loaded_file->offset];
   if (isset($record['RECORD #(BIBLIO)'])) {
                                         /public/question/e3db347b-830d-49d8-87be-c7b2844717aa.xlsx?parameters=[{"type":"category","target":["variable",["template-tag","space_separated_records"]],"value":"
$link = 'http://a
$link .= $record_list;
```

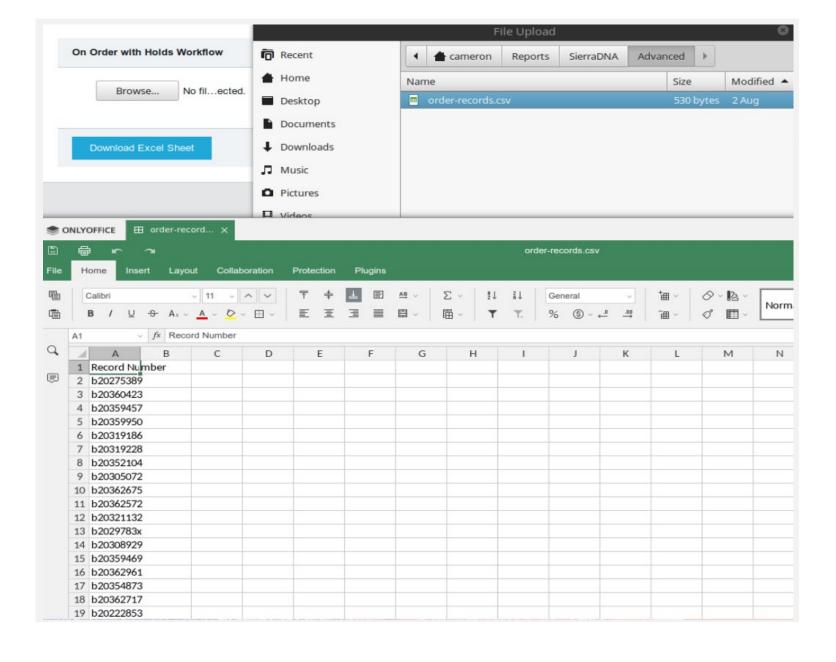


Step 3: Load

- We'll need to load the other configuration variables too!
- Such as ON_ORDER_WITH_HOLDS_URL which should be set to the public question XLSX link
- Once you have that set, we can finally use the 'Browse File...' widget
- Browse to C:\path\to\the\Extract.csv you've retrieved from Create Lists ...and finally Click Download Excel Sheet for the data you wanted











Result

• Browse to C:\path\to\the\Extract.csv you've retrieved from Create Lists ...and finally Click Download Excel Sheet for the data you wanted





1	A	В	C	D	Ε	F	G		Н
1	RECORD #(BIBLIO)	TITLE	RECORD #(ORDER)	HOLDS	FUND	BIB CATALOG DATE	ORDER RECEIVED	ISTANDARD#	
2	b2036100a	Labyrinth [sound recording]	o1356190a	11	sa	2019-08-05T00:00:0	2019-08-05	1543664628	9781543664621
3	b2034345a	Three women [sound recording]	o1354746a	7	sa	2019-08-15T00:00:0	2019-08-13	1508296200	9781508296201
4	b2035487a	Gravity Is the Thing	o1355567a	3	sa			198265984x	9781982659844
5	b2028542a	Lithium: A Doctor, a Drug, and a Breakthrough	o1349497a	2	ba		2019-08-14	1631491997	9781631491993
6	b2036091a	The Need	o1356181a	2	sa			1508279799	9781508279792
7	b2036296a	Ghosts of the Shadow Market	o1356503a	2	st			1508278695	9781508278696
8	b2028770a	Type Revivals	o1349741a	1	ba			1567926479	9781567926477
9	b2036087a	Old Whigs: Burke, Lincoln, and the politics of prudence	o1356176a	1	ba	2019-08-13T00:00:0	2019-08-12	1641770503	9781641770507
10	b2036257a	Disney descendants. Evie's wicked runway. Book 1	o1356418a	1	bj	2019-08-13T00:00:0	2019-08-08	1427859906p	aperback 9781
11	b2036294a	The Merciful Crow	o1356501a	1	st			1250211905	9781250211903





Introduction

- Sierra API (Programming language of your choice)
 - Primarily used for Fetching Information, Updating Information, and Adding Records
 - Useful for Scheduled Tasks, as an alternative to Rapid Update, or whenever complex I/O necessary
 - Today's Examples:
 - Local Alerts via Automatic eNewsletter Subscriptions for New Cardholders





Local Alerts with MailChimp and Sierra REST API

Context:

We have branches all over the county and each has unique events, collections that set them apart Natural result of a partial Floating Collection

Need:

Our new patrons must be enrolled into the eNewsletter "Interest" of their home library

What we need:

In this case, we're creating the middleman between two applications One is the MailChimp API and the other is the Sierra API

• Also provided:

Error Checking which is done during the hand-off
Local Events with almost no effort workflow once initial setup is done





Obtaining API Keys

- Step One, you'll need to obtain a MailChimp API key
 - https://us1.admin.mailchimp.com/account/api/
 - Copy a key already created or click the Create A Key button
- Step Two, you'll need a Sierra API Key
 - Log into Sierra Admin and navigate to Sierra API Keys
 - Create a key with Patron-Specific Authentication <u>disabled</u>
 - Assign at least Patrons Read and Patrons Write
 - If you wish to use this key for other applications, you may wish to add any that you'd be interested in too
 - Sierra API Key should be emailed to you
 - If not, you may need to check with Innovative
- Step Three, with the keys on-hand, we can fill out more of the config file





Setting up MailChimp and Configuration

- Step Three, we'll want a new MailChimp Interest Category named Branches
 - Add a new Interest to the Branches category, one for each of our branches and one for General Information
- Step Four, we'll need the IDs of each Interest
 - There's a commented PHP script named Get-Interest-ID.php which helps with this
 - Using the API key, it first looks for the Mailing List
 - Once you have the Mailing List ID, you'll fill in the second step of the script to get the Interest Category ID
 - Once you have both of those, you'll fill in the third step of the script to get the Interest IDs we're looking for
- Step Five, fill in the mailchimp-config.php with the following format for each home library code
 - "branch code" => "interest id",
- Step Six, to handle General Interest
 - Make an extra row: asterisk (*) and the Interest ID of the General Information list
 - Such as: "*" => "interest id",





Running Local Alerts

Step Seven

- We'll need the PHP and Metabase question to go with it: https://bit.ly/2020-ascpl-localized-alerts-php
 - https://bit.ly/2020-ascpl-localized-alerts-sql

Step Eight

Share the question and copy the JSON link (if it doesn't have .json at the end, add it)

Step Nine

Paste the JSON link into the config.php file in the proper config section

Step Ten

- Optionally, there are some additional options such as sending the audit log by email and PGP protecting it
 - These can require additional setup, such as installing gnupg and php-gnupg
 - By default, it stores the audit log as an unencrypted HTML file in the directory where you run the PHP file

Step Eleven

- With those final preparations done, you can finally give it a try in the command prompt by using
 - C:\path\to\php.exe "C:\path\to\index.php"
- Additionally it seeks out typos in hostnames and can be extended to flag / filter temp emails
 - <u>'Keep'</u> is the recommended option until you get a feel for when to use suggested fixes





How Sierra API Helps

Add domain to "known good" list if MX record exists, do not prompt for change

If no MX record detected:

Auto-correct mistakes that hamper analysis (e.g. comma to period and 2 to @)

Run similarity checks against "known good" list

Auto-correct to an exact match, if the host is already in "known good"

If similarity check doesn't match any host exactly:

Return top two matches and their similarity score, along with "other" to enter your best guess at the hostname & "keep" to skip record

If email was (auto-)corrected:

Add user ID and corrected email address to "changed patrons" list

Add "before" and "after" hostname to the mispelling list, which is saved and used to silently correct that typo in the future

Finally:

Cycle through "changed patrons" list

PUT patron/[id] - no brackets - with the 'emails' field populated by list (array) of corrected email address(es)

(optionally Archive Statistics &) Clear "changed patrons" list once all patrons are finished





Thank You!

Questions?





