

ResourceMate: Spring 2022 Newsletter

ResourceMate®: Spring 2022 Newsletter

View this email [online](#) if it doesn't display correctly



ResourceMate® Spring 2022 Newsletter

Welcome to our Spring Newsletter. So much has been happening the past couple of years, and we're grateful that you've chosen to continue to partner with us. We have a lot to tell you about - including introducing you to a new ResourceMate team member, a new Online Training course, and a new program update. I hope you'll enjoy reading and catching up with us.

Wishing you all good health,

Shara Blackmore
Operations Manager, ResourceMate

ResourceMate: Spring 2022 Newsletter

Introducing Cheryl

We are excited to announce that Cheryl K. has recently joined our ResourceMate team as a Customer Service Associate.

Cheryl has worked for our parent company, Harris Computer, for the past 10 years as a Call Coordinator in the Niagara Falls office. You may notice a different area code and number popup on some of our incoming calls to you as Cheryl works remotely from her home in the Buffalo area.



Cheryl brings a wealth of Customer Service experience. We are all looking forward to working with her and watching her grow in experience as she works with our valued ResourceMate customers!

What's New: Subscription Billing

New to ResourceMate this year Subscription Billing! We have introduced a new billing system that will ensure the prompt arrival of your invoice for any current services you have with us: support, hosting or Web OPAC. This system will allow us to provide better overall service to you.

Invoices will be emailed 3 months ahead of the service expiry month. It is important if you have a change in who should receive the invoice for payment, you let us know ahead of time when possible. The invoice will cover the same service you had in the previous year with us. If you are aware of any change required i.e. adding or removing Live Chat then please let us know and we will change the invoice to be emailed.

As you may have noticed, some of our accounting communications may come with a heading of "Harris" or "Harris Local Government". Since April 2017, Harris Computer Corp. is ResourceMate's Parent company. Any email with Harris in the subject line will be regarding a ResourceMate subject and they are safe to open. Most invoices will come from our Accounts Receivable rep. Taryn Peardon, TPeardon@harriscomputer.com

ResourceMate: Spring 2022 Newsletter

Invoicing Date explanation

Should you decide to discontinue any of your services please let us know at once to save an invoice being generated.

Any questions on Subscription Billing or services can be directed to info@resourcemate.com

Best Practices: Contacting the Support Team

Looking to contact our Support Team to answer questions or solve an issue? We've put together a best practices guide outlining the five best ways to connect with our support team.

[Download Support Best Practices Guide >](#)

Online Training: April Schedule

Take advantage of refreshing our ResourceMate skills or have new staff and volunteers in your library join us to gain the skills needed to use the program as effectively as possible.

Save 10% off of April training courses as well as our Training DVDs by using the following promotion code upon check out online or over the phone:

SKILLS10

[Shop Now >](#)

What if we have multiple people who want to attend? If you have three or more people participating, we can arrange for a dedicated training session customized for your organization.

ResourceMate: Spring 2022 Newsletter

Upcoming Update: 4.1.13

To be released April 2022

We are pleased to announce that update 4.1.13 for ResourceMate will be available soon. The main purpose of this update is to enhance the Web OPAC Synchronization process. While most of this is unseen on the client side, it is an extremely important process as it has increased the speed of the Initial Data Synchronization while still ensuring that your Web OPAC data is completely encrypted.

In addition, Items will now have a separate Cover Photo that will enable you to immediately immediately what will be displayed in Web OPAC. With this new simplified process, the image in the new field "Cover Image" will be the cover that is displayed.

Stay tuned for complete details on all the new enhancements with this latest update.

NEW! Web OPAC Online Training

Next Available Sessions: Wednesday, April 27 and Friday, April 29

We're excited to announce our newest service offering, Web OPAC Online Training.

This training is focused showing site administrators how to set up and customize their Web OPAC so that patrons can find the resources they need, when they need them.

After completion of this course, you will be able to log in as the site administrator, customize how Web OPAC looks, handle reserve requests, and know what patrons have been searching for by using available analytics.

[Register Today >](#)

ResourceMate: Spring 2022 Newsletter

Enhance Your Library Automation Software



Auto Backup and Offsite Storage

You've taken the time to enter all your cataloged data and circulation, don't take a chance on not having a reliable backup. It's simple to reinstall ResourceMate, but replacing your data is impossible. [Learn More](#)

Hosting

Access and maintain your ResourceMate software from anywhere, anytime with our hosted solutions. [Learn More](#)



Annual Support

Renew Support Online [PDF]

Renewing your ResourceMate Annual Support has never been easier! Continue your agreement by ordering support through your software. Click the button below to access detailed instructions.

[How to Renew Support >](#)

Automatic Renewal Updates [Video]

Click on the button below to watch a 5-minute explainer video on how your Annual Support is updated and applied automatically within your ResourceMate software when renewed.

[Watch Now >](#)

Resource **MATE**[®]
Your Library Automation Solution

ResourceMate is a division of N.Harris Computer Corporation.
info@resourcemate.com | 1-800-815-8370

[Facebook](#) | [Twitter](#) | [LinkedIn](#) | [YouTube](#) | [Website](#)