**Ploud FAQ**

**For Missouri Public Libraries**

**What changes need to be made on the template before a library’s site “goes live”?**

* Add users ([Workshop Hour One video](https://www.michlibrary.org/ploud-help-info/sept-2020-workshops-for-new-libraries) at :28)
* Change library name and logo at Site Configurations ([Workshop Hour One video](https://www.michlibrary.org/ploud-help-info/sept-2020-workshops-for-new-libraries) at 4:31)
* Change name, address, email, and social media links in footer ([Workshop Hour One video](https://www.michlibrary.org/ploud-help-info/sept-2020-workshops-for-new-libraries) at 16:58)
* Change Locations & Hours portlet ([Workshop Hour One video](https://www.michlibrary.org/ploud-help-info/sept-2020-workshops-for-new-libraries) at 31:28)
* Change Contact Us form ([Workshop Hour Two video](https://www.michlibrary.org/ploud-help-info/sept-2020-workshops-for-new-libraries) at 4:23)
* Add icons/links to online resources, such as ebooks, catalog, etc.
* Contact MOREnet or other database vendors for authentication information to provide access to databases outside the library
* Change calendar content ([Workshop Hour Two video](https://www.michlibrary.org/ploud-help-info/sept-2020-workshops-for-new-libraries) at 17:25)
* Change news content ([Workshop Hour Two video](https://www.michlibrary.org/ploud-help-info/sept-2020-workshops-for-new-libraries) at 32:17)
* Change menu options and content
* Add policies

Many of the tasks listed above are in the article [*Checklist: Configuring Your New Site*](https://support.enfoldsystems.com/support/solutions/articles/5000639309-checklist-configuring-your-new-site) found in the [Ploud Knowledge Base](https://support.enfoldsystems.com/support/solutions).

The videos referenced are from the Library of Michigan’s September 2020 Ploud Onboarding Cohort trainings. The Library of Michigan has granted use of their videos by the Missouri State Library. The State Library staff sincerely thanks Sonya Schryer Norris for her work on and dedication to the Ploud resources available from the Library of Michigan.

Note that your website will not be found when doing a search in an internet browser until the website is live. Until then, type the URL in the browser’s address bar.

**Are there any items on the template that are required or recommended to keep on a library’s site?**

The Missouri State Library requires the following information be on the website.

* IMLS logo and acknowledgement statement in the footer
* Link(s) to electronic resources provided by the Missouri State Library to public libraries either on the home page or in a menu list, including but not limited to:
	+ Missouri Digital Heritage
	+ TumbleBooks
* If a MOREnet member, links to electronic resources provided by MOREnet to public libraries either on the home page or in a menu list
* Link to the library’s catalog on the home page
* Library hours, phone number, street address, email address, and photo on the home page
* Library policies that directly impact patrons, such as circulation, collection management, computer use and internet access, and patron confidentiality and privacy

The Missouri State Library recommends the following information be on your website.

* Library staff names, titles, and contact information
* Library board, including but not limited to member names, meeting dates, times and locations; and meeting minutes

**What should not be deleted from the Root Folder Contents?**

The following items should not be deleted from the Root Folder Contents.

* Site Assets folder
* Welcome to … page
* Users folder
* Our Locations and Hours library container
* Contact Us form folder
* Home Header image
* Internal Header image

**Where can I get help with making changes to the website?**

Search the [Ploud Knowledge Base](https://support.enfoldsystems.com/support/solutions) for articles to read.

Contact the Ploud help desk by: 1) Logging into your website then selecting Get Help to send an email, 2) Logging into the [Ploud Knowledge Base](https://support.enfoldsystems.com/support/solutions) to create a support ticket, or 3) Call the Ploud support desk at 281-205-4485.

Contact Janet Caruthers, Technology and Resource Sharing Consultant at the Missouri State Library, by phone at 573-526-1087 or email at janet.caruthers@sos.mo.gov. The Missouri State Library hours are Monday to Friday, 8:00 a.m. to 5:00 p.m. and is closed for [state holidays](https://oa.mo.gov/commissioner/state-holidays).

**Where can I get help if the website does not work?**

Contact the Ploud help desk by: 1) Logging into your website then selecting Get Help to send an email, 2) Logging into the [Ploud Knowledge Base](https://support.enfoldsystems.com/support/solutions) to create a support ticket, or 3) Call the Ploud support desk at 281-205-4485.

**Which browsers can I use?**

Google Chrome or Mozilla Firefox are best to edit and use the site. The site will work in Microsoft Edge however there are a few functions that will not work for staff or patrons.

**How do I get a domain name?**

You have three options for getting a domain name for your website.

1. MOREnet can provide a XXXX.lib.mo.us domain name. Contact the MOREnet help desk at help@more.net to request a domain name. There is no registration fee nor a charge from MOREnet. You do not need to be a MOREnet member library to request or use this domain.
2. Enfold Systems can provide a XXXX.ploud.net domain name with a Ploud site. There is no registration fee nor a charge from Enfold Systems.
3. You may contact a domain registrar to purchase a XXXX.org domain name. Domain registrars charge for a website domain name, which is payable by the library.

If you will be getting a domain name from Enfold Systems, the domain name chosen will be provided to Enfold Systems at the time Missouri State Library staff asks for your website to be created.

Consider the length of the domain name when choosing the characters to replace the XXXX in the three options above.

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