

## SAILS

### Annual Circulation Users Meeting

5/10/2011

#### Libraries Attended:

Attleboro Public Library	New Bedford Public Library
Berkley Public Library	Norfolk Public Library
Bridgewater Public Library	North Attleboro – Richards Memorial
Bristol Community College	Norton Public Library
Carver Public Library	Pembroke Public Library
Dartmouth Libraries	Plainville Public Library
Dighton Public Library	Plympton Public Library
East Bridgewater Public Library	Rehoboth – Blanding Library
Easton – Ames Free Library	Rochester – Plumb Library
Fairhaven – Millicent Library	Somerset Public Library
Fall River Public Library	Swansea Public Library
Foxboro – Boyden Library	Taunton Public Library
Halifax – Holmes Library	Wareham Free Library
Lakeville Public Library	West Bridgewater Public Library
Mansfield Public Library	Wrentham – Fiske Library
Marion – Elizabeth Taber Library	
Middleborough Public Library	

#### Introductions

- New Member Services Assistant at SAILS Ben Phinney
  - will be taking on more responsibilities and you'll be seeing more communication from him

#### Notices

- Problem with the 3 part notices being unreadable
  - no other option with current printer
  - only other option is different notices through a laser printer
  - New notices would have to be folded, which is slightly more work
  - Current ones are very expensive
  - If the current one is not working, we need an alternative
- What do we use top-sheet for?
  - Check to see if book has already been returned
- We can do the same with the laser printed notice because it comes unfolded
- New notices would also still fit in our current notice envelope
- Not making any changes right away
  - though, cost of new printer and new notice paper is significantly cheaper
- There was a concern with this affecting the reports that libraries receive
  - SAILS can always run reports for the libraries
  - The only change would be the paper used for notices

-Unfortunately, no other Sirsi site is using this kind of paper so SAILS has to figure out the proper format of the notices, which there hasn't been enough time for

### **Email notices/ Library Elf**

- SAILS has no control over patron's
  - wrong email addresses
  - Notices going in their SPAM folder
  - Or, patron's not reading their email
- Library Elf is free and gives numerous options for e-notices
  - email
  - text messages
  - online viewing
- Patrons can manage their accounts online, and receive real-time information
- Can attach multiple cards to the account
- The advantage of this service is it gives account summaries and is more visually appealing to the patrons
- It is reliable, but not many patrons are using it
- It adds another level of service
- It is customizable
- Plainville has made a flier to advertise the service
- It needs to be advertised to our patrons

### **Online Registration**

- Patrons can register online
  - Temporary record is created
  - Can have up to 5 holds
  - Card expires in 3 weeks
- They have to come in to the library to change their profile to a permanent status
  - OUREG is the temp profile
- Patron picks their library, fills out online form, and then clicks register
- At library, you must Modify the User
  - Same rules apply as registering a New Patron
- Properties must be then extended
  - Properties > Privilege > Profile Modify Auto-Extend
  - Otherwise, this must be done manually
- SAILS has problems with duplicate records being created, rather than the temporary OUREG accounts being updated
- SAILS needs to know about any Overdrive holds that were placed under the OUREG profile
  - These holds won't automatically transfer when the profile is updated
- SAILS needs to be notified if a record needs to be deleted immediately—in this case, duplication.
  - A work around is to set the duplicate record to expire and it will be routinely cleaned out.

### **Other issues**

#### **– patron record**

- Date of Birth is critical to ensure that duplicate records aren't created
  - This data is only used for identification purposes
  - Statuses of Juvenile, Adult, and Senior are not generated from the DOB data field, except for a few libraries who have arranged for this with SAILS.

### **-missing items**

- A question was raised about missing items. One library had two missing patrons
  - Use the missing item wizard, don't check items out to a missing patron manually. This will minimize human error when processing missing items.
  - Set up your missing patron's barcode in the missing wizard property.
- If notices are undeliverable, update the patron's record to reflect that
  - Date comments to reflect which library made the comment
  - Notes are invisible to the patron
  - Don't put noemail in the email field. Delete the field (don't use backspace)

### **Virtual Catalog**

- The current product is dead
- The State has brought in consultants to evaluate future options
- The current goal is to have a new product in 18 months
- The current product still works, but support for it could end
- Also looking into the Open Source product that Ohio is using

### **eBooks and eReaders**

- SAILS has a Sony Reader that the libraries can use to familiarize themselves with eReaders
  - Kindles don't work on Overdrive (this is an Amazon issue, not Overdrive)
  - Supposedly, the Kindle issue will be resolved by the end of the year
  - If an eBook title is purchased, and the publisher later decides to no longer sell to libraries, there is nothing we can do to get the title
    - All of the SAILS Network shares the Overdrive collection
    - Libraries can purchase their own eBooks, but, policies need to be in place at the library to make it happen and to differentiate between network and library eBooks
    - nooks and Sonys can be purchased, loaded with titles and checked out, Kindles cannot
    - There is an MLS workshop Thursday (5/12) on eReaders
    - The patron expectation is much higher than we can currently provide with eBooks and readers
      - There is a help form on Overdrive for questions
        - It's under the Help tab
        - There is also a FAQish section for common problems
- (<https://sites.google.com/site/ebooks4libs/>)
  - And news feeds
  - Staff needs to be familiar with how eReaders work
  - Shorter loan periods are encouraged on Overdrive

### **Our Next Release**

- SAILS doesn't know when it will happen

- We have been encountering problems with the new release
- It appears to have many bugs
- Because of these problem we have backed out of the current release
- When we do go ahead with the next release it will have
  - More right-click features
  - Fixed custom tool bar problems
- There will be Ready Talk webinars for training

### **Delivery – Sort to Light**

- Contact Optima for delivery issues
  - Such as constantly getting items for the wrong location or branch
- If it is a SAILS Network delivery, make sure to use the preprinted slips
  - Otherwise, it could end up at the wrong library
- Sort to Light needs the barcode on the outside of the item

### **Scanning Library Cards on Phones**

- This is going to be another expected service
- It will only work with multiline scanners (\$160)
- Even airlines are performing this service now
- The App is called Keyring

### **Mobile App**

- We don't have one yet
- We should have one by the end of the month
- It is called BookMyne, it is from SirsiDynix
- There is an issue with correctly placing holds that we are waiting to be fixed
- It may be linked to Good Reads
- SAILS will send out info as soon as it's available

### **Missing In-transit Reports**

- Make sure our Circ contact is correct – <http://sailsinc.org/network/contacts-circ.asp>
- Make sure someone on staff is diligent about responding to this email account
- We don't want people waiting for long periods of time for titles that aren't going to ever arrive
  - Items could end up being automatically marked missing (by SAILS) if this email isn't responded to

### **Calendars**

- Many libraries have to change their hours for the summer
  - Go into the calendar and make the library closed for the dates that will be affected (must be logged in as your tech user)
    - Workflows > Special > Library Calendar
    - Use gadget to assign days closed
    - Add, then click ok, then save
    - Click help if there are problems

**Question regarding the wording of unavailable items on iBistro**

- Seems to always says available at \_\_\_ library, even if it has been checkout
- Can the language be changed to say “owned by \_\_\_ library?”
  - No
- Can the front screen show item availability?
  - Yes, if there is only one item showing as available. If there is more than one, will show just the libraries and the number available, not the location.

**Question about adding more patron info to the holds form for quicker checkout**

- Yes, Laurie will be adding a field for user ID

**Suggestion was made about changing the language on the iBistro place hold form**

- Patrons suspend hold accidentally
- Language might need to be changed for clarity

**Next Year**

- Possible Switch to conference call
  - It is getting harder for people to leave the library for these meetings
- Suggestion was made to hold a live meeting, then later have a phone meeting
  - Webinar could also be added and put on the web for later viewing