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Upcoming Events

**Southeastern Massachusetts
Libraries Legislative
Breakfast
Friday, 2/6
8 AM - 10 AM
Norton Public Library**

**SAILS Board Meeting
Wednesday, 2/18
10 AM - 12 PM
SAILS Office**

[Full event calendar](#)

SAILS Storm Procedures

Library closings

Email support@sailsinc.org if your library is going to close early or not open at all. SAILS will collect these emails and send them to the allsails list every 3 hours. SAILS will also post closing announcements on its Facebook page

Due dates

If the area is facing a storm that will disrupt operations for the majority of the member libraries due dates will be extended until the first day that normal operations would be expected to resume. If circumstances cause a library to have to extend its closure email support@sailsinc.org and due dates for that library will be extended.

Available hold items

In the event that travel will be very restricted and libraries will be closing SAILS will suspend running the Expire Available Holds report and Clean Holds report. This will allow libraries to hold items for patrons for an extra day or two without holds be cancelled and without the next patron being notified that a title is available for pickup.

Notices

Text and email notices will run as scheduled. Voice notification calls will be suspended until libraries are opened. Voice calls are suspended because once a hold notice or overdue notice is sent it cannot be sent again via the voice notification system. Text and email notices can be repeated without a problem.

If you have any questions, please e-mail support@sailsinc.org

Failed Calls Notices - Did you know?

We had a question from one of the member libraries recently about the Failed Calls Notices. A patron that had a item for pick up at another library showed up on their report and they were wondering why.

Answer: Hold Pick Notices are grouped by the user's home library.

This allows the user to only have to receive one notice, but still be able to have items for pickup at multiple libraries. If the patron receives a voice call, the system will identify itself as the library that the user belongs to and then tell them the pickup location of their holds (which may be different from their home library). If the patron receives an e-mail notice, the pickup library is listed separately for each hold on the notice.

Lexile Measures in Enterprise

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Lexile Measures are now available in the cataloging records in Enterprise:



Title: The jade dragon / Carolyn Marsden and Virginia Shin-Mui Loh.

Personal Author: Marsden, Carolyn.

Edition: 1st ed.

Physical Description: 169 p. ; 19 cm.

Summary: A Chinese American girl torn between her family's traditional values and the more modern ones in her second grade classroom learns that friendship cannot be bought.

Subject Term:

Chinese Americans -- Juvenile fiction.

Friendship -- Juvenile fiction.

Identity -- Juvenile fiction.

Additional Credits: Loh, Virginia Shin-Mui.

Audience/Lexile: 590 L

Reading Program: Accelerated Reader, Interest= Grades 5-8 Book level= 3.8 Points= 3 SD Quiz 110725 English fiction.

ISBN: 0763630128 (alk. paper)

Publication Information: Cambridge, Mass. : Candlewick Press, 2006.

What is a Lexile Measure?

A Lexile measure is a valuable piece of information about the difficulty of a text. The Lexile measure is shown as a number with an "L" after it — 880L is 880 Lexile. Lexile text measures are rounded to the nearest 10L. A Lexile text measure is based on the semantic and syntactic elements of a text. Although many other factors affect the relationship between a reader and a book, including its content, the age and interests of the reader, and the design of the actual book, the Lexile text measure is a good starting point in the book-selection process. Paying attention to the Lexile measures will assist you in helping a reader find books at an appropriate level of difficulty. The Lexile measures allow you to determine how well that reader will likely comprehend the text.

More information about Lexile Measures can be found here:

<https://lexile.com/about-lexile/lexile-overview/>

Web Browsing - Best Practices

SAILS recently received a call from a staff member at a library about an error message that was flashing on her computer screen. The computer was beeping, there was a message that the computer had been badly infected, and an 800 telephone number displayed on the screen implying that she needed to call Norton immediately to fix the problem. She called the number but was asked for her credit card and she disconnected from the call and contacted SAILS. She was directed to reboot her computer and to run the malware and Norton scans which cleared up the problem and no damage was done to her computer. Her computer had been infected by this "adware" alert when she had clicked on a link that ended up having been hijacked. Symantec has some best practices for web browsing that everyone should follow:

- When visiting a website, type the address directly into the browser rather than following a link
- Only provide personal information on sites that have "https" in the web address or have a lock icon at bottom of the browser
- Do not provide personal information to any unsolicited requests for information
- Confirm authenticity of a Web site with [Norton Internet Security](#)
- Do not accept or open suspicious error dialogs from within the browser
- Call SAILS if something suspicious appears on your screen or contact your library's IT person. Never call an unknown 800 number and never provide anyone with your credit card number.
- Spyware may come as part of a "free deal" offer - Do not accept free deals
- Keep web browser up to date with latest patches. Using an out of date browser exposes your computer to risk.



SAILS Library Network
10 Riverside Drive, Suite 102
Lakeville, MA 02347
(800) 331-3764
(508) 946-8600
fax: (508) 946-8605
email: support@sailsinc.org
URL: <http://www.sailsinc.org>

Network Stats

December 2014

Total Intranetwork Loans:
63,136

Total Items Circulated:
286,534

Gutenberg: 51

OverDrive

Circulation: 14,145

Tumblebooks

Circulation: 13,668

All Formats

Circulated: 314,398

VirtCat Items Borrowed: 432

VirtCat Items Loaned: 321

Cataloging Requests: 3,648

MARC Records Added: 3,155

Patrons Added: 1,628

Patron placed holds: 49,033

Total MARC: 1,125,805

Total Holdings: 3,731,927

Total Patron: 462,863

[Forward this message to a friend](#)

Usercat2 - Clean up tips

This tip came to us from Melissa Campbell in Plainville:

"I was using director's station and found 100 people who used the library recently with the wrong user cat 2. That means we are not getting credit for serving people from other towns like we should which could make a difference in our state aid numbers. I would like to encourage other libraries to go through and check their customers and clean up the database at the same time.

Using Director's Station I went to All User Measures and switched User Cat 2 with the User Library. Then, I limited the privilege expiration to recent users. Expand the list and highlight those who are listed as Plainville and choose List patron addresses. Export the file and sort by the Town. It may surprise you how many live elsewhere but have your town as User Cat 2.

This might be a good project for a staff member with time to kill at the main desk to go through and modify the users to the correct User Cat 2. I found and cleaned up spelling errors and double card issues as well."

If you would like SAILS to generate a report of your library's users for you, please e-mail support@sailsinc.org.

Patron Privacy

This month I was able to attend a free webinar sponsored by SirsiDynix called, "The Top 7 Ways to Protect Your Patrons' Privacy". It was short but informative. Here are a few of the seven suggestions that we thought appropriate for public libraries.

Do you keep sign-in sheets for library events or computer use? What do you do with them at the end of the day? Are they shredded? If not, you're keeping a non-anonymous record of patron activity.

Do your self-service hold wrappers list the patron's full name? Do you have available holds behind the desk but still visible to the public, with patron information in plain site? Make sure the book title is not visible if you do.

If you have public PC's, do you have a program that wipes the data collected on them each day? Each time a new person logs in? Products such as DeepFreeze are installed to prevent viruses and other nasty files being stored on the system. The other benefit is they remove the history files from the web browsers and other temporary files that may have been downloaded or saved to the computer. It's easy for someone writing a paper to forget to save it to their flash drive and put it in the computer's "my documents" by accident.

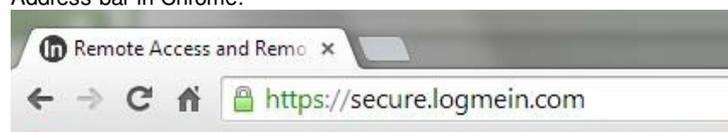
Are your patrons using your computers to perform online banking, apply for a job, purchase from an online store? Probably they are. Inform patrons browsing in the library to make sure websites where you enter personal information are secure. To find out if a page is secure or not, look for the following.

In the address bar, look at the website address (URL). The address bar is where you type in a search or a known web address.

Address bar in Internet Explorer:



Address bar in Chrome:



The URL for the page where you're sending personal information should begin with <https://>, not just <http://>. The "s" stands for secure.

The browser may also show a lock icon for the page. It could look like this: [image]. If you click on this lock in the address bar, you can get more information about the webpage. Chrome gives a nice report. This is some information you may see:

Icon What it means



The site's certificate is valid and its identity has been verified by a trusted third-party authority.



The site has not provided the browser with a certificate. This is normal for regular HTTP sites (look for the  icon in the address bar), because certificates are usually provided only if the site uses SSL.



Google Chrome has detected problems with the site's certificate. You should proceed with caution because the site may be pretending to be another site in order to trick you into sharing personal or other sensitive information with them.

For more information about patron security, review the ALA Privacy Tool Kit at:

<http://www.ala.org/advocacy/privacyconfidentiality/toolkitsprivacy/privacy>

Laurie Lessner

ICV Partners Announces Acquisition of SirsiDynix

ICV looks to continue and grow SirsiDynix customer-focused initiatives

LEHI, UT, January 7, 2015 — ICV Partners, a leading investment firm, announced today the acquisition of SirsiDynix, a leading provider of technology solutions to libraries around the world, from Vista Equity Partners.

"We are 110 percent supportive of the direction the company has charted, and are thrilled that we're now in a position to provide our full support as SirsiDynix looks to accelerate the delivery of their key initiatives," said Willie Woods, President of ICV Partners. "We are committed to the SirsiDynix team as they continue to innovate products like BLUEcloud, ensuring their customers have access to the best library automation products in the world."

"Our focus will remain exactly as we've communicated it this past year," said Bill Davison, CEO of SirsiDynix. "Building and delivering the BLUEcloud Library Services Platform remains our top priority and our fixed commitment to the entire customer base, both Horizon and Symphony. As a management team, we're very encouraged by the support and guidance we've received from ICV Partners during due diligence and as we've established the BLUEcloud vision to deploy the necessary resources to make it happen. The value that ICV brings to this process is already apparent to us, and will soon be apparent to our current and future customers."

Davison said that the SirsiDynix management team will remain intact and that they look forward to working with ICV Partners as they embark on the next phase of company growth. "We have an incredibly experienced team of executives and employees who understand the products that libraries need, and the know how to build, deliver and support them."

Vista will maintain a minority equity position in the company. "We continue to be extremely excited about the ongoing strength of the SirsiDynix business and believe they are uniquely positioned to provide innovative market-leading library management solutions," said Robert F. Smith, Chairman and CEO of Vista.

The change in SirsiDynix's ownership structure brings the opportunity to revise the board of directors and increase employee ownership. "We'll be looking for industry veterans to join our board and help the company further its mission to create the best user experience for our customers and their communities," Davison said. "In addition to a new board structure, we're also implementing broader employee participation in the ownership of the company. We feel confident that these changes will create additional value for customers, opportunity for employees, and reinforce SirsiDynix's leadership in the industry."

ICV acquired SirsiDynix from Vista Equity Partners, a private equity firm that focuses on investing in software, data and technology-based organizations.

Overdrive - 10 most frequently asked questions

1. How to return digital titles

Topping our list is [how to return titles before the end of your lending period](#). Our help article explains how the **Return Title** button works, how to return titles you've downloaded to a computer or device, and some exceptions to the rules.



2. How to reset a download link

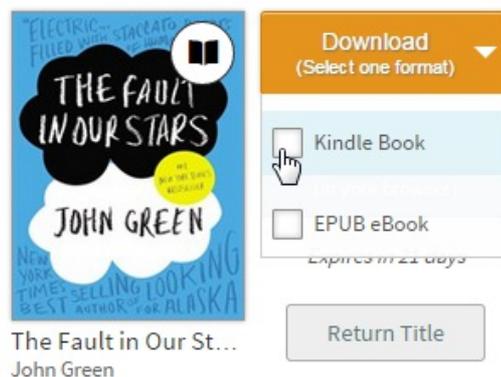
Users may get an error if they try to download a digital title too many times. In those cases, SAILS can reset the title's download link. Send an e-mail to support@sailsinc.org.

3. How to get started

First-time users never fear! We've put together three short steps that will help you [get started with OverDrive](#) on any device. Need more help? Scroll to the bottom of [our getting started page](#) for more detailed getting started guides, organized by topic.

4. How to enable cookies

OverDrive websites require the use of cookies to deliver higher performance and better functionality. By default, most browsers are set up to accept cookies, but in case yours isn't, we have steps for enabling cookies on a [mobile device](#) or [computer](#).



5. How to borrow Kindle Books

Borrowing and reading Kindle Books from the library (currently available in the U.S. only) requires a few extra steps on Amazon's website. We walk you through the process in [how to borrow Kindle Books from your library](#).

6. How to get titles on a specific device

Also popular are our help articles that explain, step-by-step, how to get all kinds of titles on [Android devices](#), [Chromebooks](#), [iOS devices](#) (iPhone/iPad/iPod touch), [Windows Phone 8](#), [Windows 8](#), and [Windows and Mac computers](#).

7. Why do I need to verify my OverDrive account?

Visit our help article on [verifying your OverDrive account](#) to learn about this privacy-protecting requirement.

8. How to use OverDrive Read offline

Did you know that you can read eBooks in your browser even when you don't have an internet connection? [How to read OverDrive Read eBooks offline](#) shows you how. Also helpful may be our articles about [getting started with OverDrive Read](#) and [what devices and browsers work best with OverDrive Read](#).



9. Where is the title I put on hold?

We've created a help article listing some of the [common reasons why users might have trouble finding titles they put on hold](#). Users may also be interested in our articles on [placing holds](#), [borrowing available holds](#), [automatic hold borrowing](#), [suspending holds](#), and [changing your email address for hold notifications](#).

10. How to recommend a title to your library

Learn how users can recommend titles for your digital collection in [how to recommend titles to your library for purchase](#). If you or your users have other questions, [OverDrive Help](#) is a great place to look for answers. Best wishes for a busy, happy new year!



Digipalooza Scholarship - Win Free Registration

OverDrive is excited to announce a partnership with Digipalooza conference partner, Penguin Random House, to offer 10 scholarships for [Digipalooza '15](#)! The scholarship will cover the \$199 registration fee for five public library staff members and five school teachers or librarians to our 5th international user group conference August 5-7, 2015 in Cleveland, Ohio.

[No matter what your job title, this conference is for you.](#) Digipalooza blends education, networking and fun for a professional-development opportunity that you won't forget. The focus is 100% on digital media in libraries and schools and offers attendees a first look at new features, industry trends and real-world resources and solutions that can be applied after the conference.

To enter for a chance to win the Penguin Random House Digipalooza scholarship, [complete the entry form by March 2, 2015](#). Qualified winners will be chosen at random. All U.S. and Canadian public library and school partners are eligible to win ([subject to the official rules](#)). One entry per person, please.

If you are selected as a winner and have already registered for Digipalooza, the scholarship will be applied and your registration money will be returned to you. [Register today](#) and hold your place, as spaces are quickly filling up!

Scholarship winners will be recognized at Digipalooza and will be invited to an exclusive cocktail event during the conference with the sponsor, Penguin Random House. Good luck and we hope to see you this August at [Digipalooza '15](#)!

MLA PR Awards

2015 is a PR Awards Year! Acknowledge your library's achievements and recognize your staff. Dust off those projects and impress our judges with your PR entry. Entries must be received by Friday, February 27 and submitted by an MLA member.

Submit an entry form online at:

<https://www.surveymonkey.com/r/2015PRAwards>

For more information, please contact Jocelyn Tavares at jtavares@sailsinc.org or Nancy Sheehan at sheehan@noblenet.org.

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If you are a library staff member, this is the primary way SAILS can communicate with you. If you no longer work in a SAILS member library, please reply to this message with "Unsubscribe" [Unsubscribe](#)

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