



Frequently Asked Questions

Can material be sent to my home?



When you make a request through the Virtual Catalog, you must designate a library pickup location. You will be sent notification (usually via e-mail) when the material has arrived at the library you have selected.

Please contact your local library circulation department to find out its policy on this issue.

What about magazine articles?

Currently you cannot find magazine listings in the Virtual Catalog. You can, however, use the Statewide Online databases:

<http://mbic.state.ma.us/books/magazine>

Please contact your library for further details.

Does it cost any money?

No libraries on the statewide Virtual Catalog charge for loans. The Virtual Catalog system is supported with state and federal funds.

What are the Checkout Policies?

Generally, materials can be checked out for 28 days. Renewals are not allowed at this time.

How many items can I order?

The current limit is 5 items pending, shipped or received in Virtual Catalog for any one patron. Make sure to check iBistro for items before placing your next hold.

What if I get an Unfillable notification?

If you receive an unfillable notification, call or email the library to talk with Reference about ordering an item through ILL.

Richards Memorial Library

118 North Washington St.
North Attleboro, MA 02760

Phone: 508-699-0122

Email: illna@sailsinc.org

<http://www.rmlonline.org>



SAILS Library Network

547 West Grove Street
Suite 4

Middleboro, MA 02346

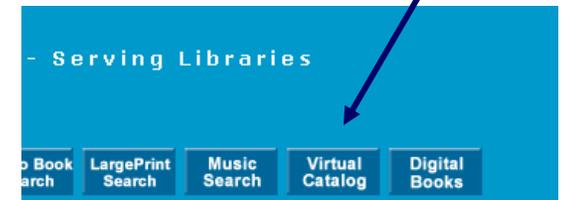
Phone: 508-946-8600

Fax: 508-946-8605

Email: support@sailsinc.org



Richards Memorial Library: Virtual Catalog



What is the Virtual Catalog?

The Virtual Catalog searches through many individual Massachusetts library catalogs for books, CDs, audio or video and then informs you who owns it and whether it is on the shelf. You can then put in a request for the item, to be delivered to your home library.



Gain access to the following catalogs:

- CLAMS, Cape Libraries Automated Materials Sharing
- C/W MARS, Central/Western Massachusetts Automated Resource Sharing
- FLO, Fenway Libraries Online
- MBLN, Metro Boston Library Network (including the Boston Public Library)
- MLN, Minuteman Library Network
- MVLC, Merrimack Valley Library Consortium
- NOBLE, North of Boston Library Exchange
- OCLN, Old Colony Library Network
- SAILS
- University of Massachusetts, Amherst (unavailable until 2007)
- University of Massachusetts, Boston
- University of Massachusetts, Dartmouth
- University of Massachusetts, Lowell

* Catalogs are being added on an ongoing basis.

Why use the Virtual Catalog?

When you've searched SAILS' 4 million items and still can't find what you want, take advantage of this great service brought to you from the Massachusetts Board of Library Commissioners and an alliance of the Boston Library Consortium and Massachusetts library networks.

Many libraries DO NOT loan bestsellers or recent DVDs, videos and audios.

How do you use it?

If you can't find what you're looking for in iBistro, you can click on the link to the virtual catalog, right from iBistro, or by going to <http://www.sailsinc.org/virtcatlogin.htm>

1. Select your pick-up library.
2. Enter your 14 digit barcode, from the back of your library card.
3. Click the "Login!" button.

Searching for an Item

1. Click the Search/Request button
2. Type in the search term you would like to use for finding the item (capitalization and punctuation are ignored).
3. You have the option to search by title, author or ISBN. Here are some sample searches:

Title Search: PERL 6 now
Author Search: Walters, Scott (Use last name then first name)
ISBN search: 1590593952

4. Click the Start button.
5. On the Combined Results screen click the title link to see additional information and availability of the item. Click on Headings to change sort order. Pub Date sorting will display newest items first. The system will only sort one page at a time.
Note: if a SAILS member library owns the item and it is available, you will not be allowed to request the item.
6. When you find an item you would like, click the Request button.

Creating a Request

After you have clicked the Request button, and the item is available for loan, fill out the information as follows:

- Verify your name.
- Select pickup location from the drop down box.
- **Only add a note if you need a specific volume, since this will slow down your request.**
- Enter your e-mail address if you wish to be notified by e-mail of the status of your request.
- Click the Submit Request button to send your request.

* Further information is available on the login screen

HINT: Go to Amazon.com or one of the other bookstores, find the item you want, and copy down the ISBN. Use this in your Virtual Catalog search to get exactly what you want.