

SAILS Circulation Users Meeting

September 22, 2009

Libraries Represented: Acushnet, Attleboro Public, Berkley, Bridgewater, Dartmouth, East Bridgewater Public, Easton, Fairhaven, Fall River, Fall River Schools, Foxboro-Boyden, Halifax, Lakeville, Mansfield, Marion, New Bedford, New Bedford Schools, Norfolk Public, North Attleborough, Norton, Pembroke, Plainville, Plympton, Raynham, Rehoboth, Rochester, Seekonk Public, Somerset, Swansea, Taunton, West Bridgewater

Overview of Family Cards

Robert Demanche gave a brief verbal overview of the purpose of Family Cards. This is a new option available to Public Libraries only. Training is being conducted via the web on September 25 and September 29. Details available on the SAILS meeting calendar. The new feature will be available October 1. The use of this is optional. Family Cards can be used to link family members for the purposes of paying bills at one time or sharing delinquencies so that if one member of the family is blocked or delinquent all members share that status. More information will be available during the training. For questions contact Robert Demanche (rdemanche@sailsinc.org)

Overview of training options

SAILS has subscribed to a web-based training product that allows us to conduct training sessions directly to the desktop of a staff member while they are at the library. Training can be a group session such as with the Family Talk policy or one-on-one where the trainer can share his/her computer with the trainee. SAILS will be announcing a schedule of training sessions but libraries may request training for new employees, etc. Computers must have Internet access and the staff person must have a telephone. Depending upon the type of training, the computer may or may not need Workflows. Training can be done from home or at the library. For more information send email to eservices@sailsinc.org

Review of policies and payment

The group reviewed the SAILS policy for payment of lost books. Everyone is reminded not to send cash through the delivery system. There was discussion about patrons providing replacement copies rather than paying for lost items but the decision about whether to accept a replacement in lieu of cash must be made by the library that owns the lost item.

Patron Registration – It was suggested that libraries set up a computer near the circulation desk to allow patrons to enter their own patron registration information using the online registration form. Too many records are being entered incorrectly.

Modifying pickup locations – available hold pickup locations can be modified if a patron requests another pickup location. Never send anything through the delivery that doesn't have an in transit status.

Responding to items in transit reports – Responses must be timely. Holds are delayed if items are not sent to missing. Report problems with lack of response to support@sailsinc.org.

Staff privileges

Everyone was asked to review the network staff privilege policy with staff members. There have been some egregious abuses of staff privileges. SAILS may be forced to change overrides and only issue them to specific people at each library.

Barcodes

Everyone was reminded that barcodes are to be placed on the upper left corner on the front of all items including a/v materials. This was a SEMLS recommendation and it is about to become a statewide requirement for delivery.

SAILS has information about a barcode duplication solution that can be used to duplicate existing barcodes so that libraries can retrospectively add an outside barcode for items that have active circulations.

The meeting was adjourned for a workshop on Workplace Ergonomics