

Customer Services Roundtable at SAILS

November 15, 2007 2:00 – 4:00 PM

In attendance: Cynthia Edson, North Attleboro; April McDermott, West Bridgewater; Robert Demanche, SAILS; Laurie Lesser, SAILS; Marie Shea, Swansea; Sephi Alves, Swansea; Jane Michelmore, Norton; Susan Robert, Rehoboth; Anne Klegraefe, Seekonk, Mary O'Connell Bridgewater, Mary Tynan, Mansfield; Sharani Robins, Dartmouth and Bonnie Mendes, Somerset.

Laurie opened the meeting stating the purpose for holding this roundtable discussion and opened the floor to discussion.

There was a question regarding Tumblebook access at home as there was difficulty with creating a play-list. There could be an issue with cookies with home access. Laurie demonstrated the product highlighting such features as reviews, accelerated reading program points, puzzles, using language function (French, Spanish, etc.). Contact Laurie if you need more bookmarks. If you wish to download your own graphics, go to the AD.MIM section and use the login provided to your library. The password is TEACH.

Question arose regarding the use of databases and Internet Explorer 7 with in-library use as the back button does not display. You can right-click to get back and forth; however, you may want to stick with Explorer 6.0 for it to work best.

Laurie discussed **Library Thing** -- a prominent social cataloging web application for storing and sharing personal library catalogs and book lists as an aid to our patrons.

Sharani Robins from Dartmouth discussed their success with self-checkout and with their new way to allow patrons to pull their own holds from the shelf.

Envisionware use and printing was discussed as was issues with patrons and printing – costs, waste, etc.

It was asked how libraries publicize Overdrive?

It was asked if any libraries circulate Play-a-Ways. Seekonk has had a lot of success with circulating these titles.

The remainder of the meeting was spent discussing current issues and policies in libraries such as Internet use, children left unattended in the library, food and drink policies, cell-phone use and much more.