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Symphony Upgrade!



Sunday, April 25th will be the date we install the newest version of Symphony (Workflows). After the upgrade, the next time you log into Workflows (Monday) you will be prompted to update your client. We'll send instructions, but this is the same as the last time we upgrade—just follow the instructions online and say yes to everything!

We won't be changing the patron names to have the first, middle & last names in the different fields right away. We will send out detailed information on the new way to properly enter patron names. This will also be presented at the Circulation roundtables later this month.

BookMyne

Several libraries have asked us about the new iPhone App from SirsiDynix that allows patrons (and staff) to use the SAILS catalog on their iPhone. This will be available shortly after we upgrade to the newest version of Workflows/Symphony 3.1.1.

People using the BookMyne app will be able to do the following:

- Find SAILS public libraries—the app uses the iPhone's GPS to identify the libraries that are physically nearby. Users can then browse to their library and set it as their default.
- Search the library catalog—view call number, current item location, and # of copies in the library, I SBN, publisher, and pub date.
- Place and cancel holds, and check account details
- Navigate to the library's home page

We're very excited to be able to offer this new way for patrons to access your content.



Reminder—Remove User Procedure

Starting March 1, 2010 SAILS modified the way libraries remove users. The Remove User Wizard can no longer be used. If a user record must be removed from the system,

1. use the Modify User Record.
2. Click on the Privilege tab.
3. Change the Privilege Expires file to 01/01/2000. The Override is SAILS.

The record will be removed on the 18th of the month when Removed Expired Users report runs.

Report Deletions

Just a reminder that SAILS deletes reports in your finished reports folder on the 15th day after it was run. You can save reports for later use by copying them to your computer in word or notepad format.

Please let us know if you have any questions about how to do this.

Circ Question of the Month

Q. I have recently had two items that have been paid for as lost at other libraries and the processing fees have not been included in the bill. My question is - if an item eventually goes to assumed lost and generates a bill, will it not automatically include the processing fee? Also, at what point does an item go to assumed lost?

A. The processing fee is assessed based on the circulating library not the owning library. If a library doesn't have a processing fee, the patron won't be billed for it.

If your library does charge a fee and you want to add the bill manually, you should contact the billing library and let them know you added it, to avoid confusion and embarrassment when trying to explain to their patron where the fee came from.

Assumed lost time periods also vary by library. Again this is determined by the circulating library not the owning library.

Wii Games & Holds

We have received several email messages in the few weeks asking about why a patron can place a hold on Wii games but never receive them. Wii games should have the item type of ELECGAME. They are not holdable. If you start purchasing them please let us know so we can create the appropriate entry in the holds map for you.

We have also found that some holds are being placed when items are ON ORDER. Once the item type is changed the hold remains. We have put a method in place for libraries who use automated ordering, to prevent this from happening in the future.

My apologies for the frustration your patrons must be experiencing when they place a hold and never get the title. Since several of these holds were placed close to a year ago, they will expire shortly and the patron will be notified if they have a valid email in their record.

We have very few libraries purchasing these titles which is why they are non-holdable.

School Closings for Summer—Holds

SAILS will be blocking all holds from being placed on school collections (except to their own students/faculty) starting May 1. We have found that if holds continue beyond that date we have many things being returned after they have closed for the summer.

Student holds will be blocked June 1 so we can be sure that items will be returned to the owning library before the schools close for the summer break.

Welcome SERSD

The Southeastern Regional School District (Vo-Tech High School) has begun placing and filling holds. The transit slip should be addressed to SERSD - the code you will see in Workflows.

Anne Meade, who used to be in the network at the East Bridgewater High School, is the director at SERSD.

Info About Rogue Security Software

I'm sure that, by now, more than a handful of you know about the recent epidemic of "rogue security software" that's been sneaking its way into our computers via Trojans. For those of you who don't know, rogue security software is a program that pretends to be an actual antivirus program and attempts to trick the user into purchasing a "full version." It runs a fake virus scan with fake results, bogs down the computer with pop-ups, and sometimes even prevents antivirus and anti-malware programs from running. Another problem with these is that most normal antivirus software won't detect it as a threat. Here is a Wikipedia link, for those who want a bit more info on this:

http://en.wikipedia.org/wiki/Rogue_security_software

Infections of this nature have become more and more widespread, and some are very difficult to get rid of. The best thing, of course, is prevention. I had been recommending a program called SuperAntiSpyware, which is a very good and thorough anti-malware program. The problem I recently found with this software is that it doesn't auto-protect. Everything needs to be done manually, whether it be a scan or an update. For anyone I've had install this program, you may leave it installed, and simply update and run a scan if there is ever a problem.

There is another program that I highly recommend, called Ad-Aware. Like SuperAntiSpyware, it is free software, and can be downloaded directly from the following link:

<http://tinyurl.com/ye36nf5>

This program does have an auto-protect feature, as well as auto update. I've been using it on my own PCs for years, alongside SuperAntiSpyware and an antivirus, with no problems.

In the event that you are infected with one of these rogue security programs, you may do the following:

1. Ignore all pop-ups asking if you want to run a scan. NEVER CLICK OK/YES ON ANYTHING YOU ARE NOT SURE OF!
2. Download SuperAntiSpyware Portable to a flash drive and run it on the infected machine. It downloads as a random file name, to prevent the malware from stopping it, and does not need installation. It can be downloaded [here](http://portable.superantispyware.com/sassaferun.php), and is current at the time of download.

<http://portable.superantispyware.com/sassaferun.php>

3. Make sure you run a complete scan from the application, and let it run its course.
4. Reboot and scan again.

In some cases, you may need to boot into Safe Mode (pressing F8 at boot) to be able to run the scan. In extreme cases, you will need to contact your library's tech support person to get rid of it, but the more tools you can use to protect yourself, the better off you'll be. I must also note that this has only been an issue on staff and circ computers, since Deep Freeze keeps anything from sticking around on the public machines. Please feel free to contact me with any questions, or if you have problems with any of the links.

~ Jorj Pitter (PC Support Specialist)

FaceBook Marketing



How many of you reading this use Facebook?

How many of you have become a fan of the [SAILS page](#)?

How many of you have posted a news article or event on the SAILS page?

If you answered, "never" to any of the questions above, you're missing a great opportunity to market your library. We only have 154 fans, but we know they have friends too. If you post something on the SAILS page, it gets sent to all 154 fans. Just imagine if you post an event that a few of our "fans" share with a few of their friends? It can be very catchy and fun!

So how do you post an event or link on the SAILS page?

1. Log into Facebook—if you don't have an account, create one. It can't be for the library, but a personal account.
2. Copy the SAILS link into your browser—for some reason it's hard to search for pages.: <http://www.facebook.com/pages/SAILS-Inc/88391391490>
3. Then just post what you want—you can post a link (URL of the event) or a picture, video, book review, etc. This will automatically get sent to the SAILS fans, but you can also send it to any other friends you have on Facebook.

What is 9xx ordering?

9xx ordering is the ability to download bibliographic records from a vendor with your order information in a 900 tag. Any tag from 900 to 999 can be used for this so it is referred to as 9xx. A brief bibliographic record is automatically created if there isn't one already in the system. If there is, your copy is added to the existing record.

Why use 9xx?

Patrons are able to see what you have on-order and place holds without you needing to use Acquisitions.

You only need to update a few fields to the loaded record instead of creating one from scratch. At this time, 9xx ordering is only available through Ingram's ipage.

How to start using 9xx—Contact Kristin Slater at kslater@sailsinc.org to discuss training options

Keep Fighting!

For those of you facing battles over the budget, hear this story from Rehoboth and be inspired to NOT give up!

After being told last week by the selectmen that the only way we are going to get funding is by a special override, and being asked by the finance committee to figure out our costs of closing, our trustees had a second meeting last night with the selectmen. In the meantime, e-mails went out, people in town got busy, even a group of middle school students circulated a petition which they presented last night at the selectmen's meeting. The room was packed with library supporters. The selectmen did a complete turnaround and said they will recommend to the finance committee to find our \$201,000 in the general budget, and if there isn't enough funds, to use the stabilization fund, and not to cut us by one penny. Finance committee meeting is to be sometime next week. I'll keep you posted. Thanks for all your help. Those town-wide e-mails are very powerful. ~ Laura Bennett, Director, Blanding Public Library

As we've said before, if you need any stats from us or want us to help you send out an email to your patrons, let us know. We're here to help. Just email us at support@sailsinc.org with what you need or if you're not sure, Debby is happy to discuss it with you.

New Director—Welcome

It is my pleasure to announce that Jennifer Inglis has accepted the position of Director at the Dartmouth Public Libraries. Jennifer joins us from the Whitman Public Library where she served as the Director. Her official start date is Thursday, April 22nd.

~ Dolores Tansey, Acting Director, Dartmouth Public Libraries

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Network Statistics

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	Feb '10	Feb '09	Total FY'10
Total Intranetwork Loans	57,722	58,308	467,642
Total Items Circulated	371,252	375,083	3,055,346
OverDrive Circulation	1,993	1,174	13,953
TumbleBooks	10,496	3,438	55,399
VirtCat Items Borrowed	1,109	1,202	9,304
VirtCat Items Loaned	418	529	4,057
Cataloging Requests	4,220	4,165	43,078
MARC Records Added	4,929	3,452	48,783
Patrons Added	4,957	3,426	32,564
Patron placed holds	50,252	48,260	394,865
Total MARC	1,095,479	1,062,788	
Total Holdings	3,686,326	3,608,646	
Total Patron	450,307	434,149	
Total Uptime	99.93	81.71	

Upcoming Events

- 4/1 Adding Records Using the Java Client
9AM—noon; SAILS [Register Here](#)
- Cataloging Roundtables 10AM—noon
4/6—Holmes Public Library, Halifax
4/28—Millicent Library, Fairhaven
- Circulation Roundtables 10 AM—noon
4/13—Mattapoisett Free Public Library
4/14—Seekonk Public Library
4/15—Lakeville Public Library
- 4/14—SAILS Board Meeting (Officers only)
10AM—noon; (conference call)

April 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	