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Text Messaging Alerts—Meet Library Elf

Library Elf makes it easy to keep track of what's due, overdue or ready for pickup from one or more library accounts. It is great for families with multiple library cards or individuals who have cards from different subscribing library systems because you can consolidate multiple cards into one Library Elf account. Through the SAILS subscription, patrons of our member libraries have access to all premium features.

What's delivered?

- Email and/or RSS alerts; before items are due, when they are overdues and when holds become available
- Consolidated list of yours or your family's library loans and holds - combine multiple library cards!
- Cellphone text message alerts for holds
- Real-time checking by browser
- Text message alerts are sent when holds first become ready for pickup (and when the hold are about to expire). Alerts are also sent on the due date only.

Who uses Elf?

- Anyone who wants to reduce overdues
- Families with children and lots of books
- Individuals with several library cards
- Anyone who requests a lot of holds

Trivia Question #1

With Library Elf, can SAILS patrons combine library cards from other networks in MA, not including SAILS?

Other cool features: See your items out in any iCal based calendar such as Google Calendar, Outlook Calendar and Apple iCal. - open with Outlook, or copy the link and add a calendar for Google.

Go to My Account to set up ICAL other options; how often to alert, how to alert, who to alert

Important Privacy Notice: Library ELF is a private service not affiliated with the SAILS Library Network (SAILS). You use Library ELF at your own option and risk. Users of Library ELF are required to submit personal information, including library card barcodes and PINs, to a database unaffiliated with and located outside of the Library Network. Please read Library ELF's privacy policy and FAQ before deciding to sign up for the service.

Meet Debby Conrad



So everyone is more familiar with our staff, we are going to introduce ourselves to you. This month you will learn more about our fearless leader, Debby Conrad.

Debby is the Executive Director of the SAILS Library Network. She grew up in Chicago and still misses the hot dogs. Debby received her M.L.S. from the University of Illinois, Champaign-Urbana, and has been working with automated library consortia in Illinois and Massachusetts for over 25 years. In that time she's written the riveting paper, "Establishing a Data Communications Network: A Case Study" and co-authored, "SAILS library network: Charting a course into the 21st century", which was published in *Computers in Libraries*.

Past titles include Automation Consultant at Lincoln Trail Libraries System and Assistant Executive Director at Eastern Massachusetts Library System. Debby has served on Sirsi's Building Better Communities Awards panel, is a Past Chair of Unicorn Users Group International (UUGI), and served the networks well in her position as a co-chair of the Autosort RFP Task Force for the MBLC.

Along with all the time she spends working for the promotion of SAILS' member libraries, she's also planning her daughter's wedding in Nashville and loving her role as proud grandma to her son's baby boy.

Upcoming Group Orders

SAILS is collecting orders for our quarterly group barcode order. We are accepting orders for both item and patron barcodes (not cards). Orders should be submitted using the SAILS order form which you can find at <http://www.sailsinc.org/Forms/orderform.asp>. Enter a specific quantity - we don't know how many barcodes are on a roll because it varies. If you are unsure of your starting number email eservices@sailsinc.org.

The semi-annual shopper card order will be sent to the printer on May 2. We will not be placing another order for shopper cards until November 1 so please check to make sure you have enough cards. Orders must be submitted using the SAILS form which can be found at <http://www.sailsinc.org/forms/BarcodeOrder.asp>. The price per card will be confirmed after we have collected all of the orders and gotten a price from our vendor.

April FAQ

Question: Why does this happen? Sometimes when I cancel an available hold, it appears available for a patron in another library.

Answer: "If you receive an item that has a canceled hold (the hold was canceled by the user while the item was in transit), and scan the item using the Check Item Status wizard, the wizard will clear the canceled hold from the hold queue. Check Item Status will immediately check the item's status again, and prompt you for the next action, such as making the next hold available or putting the item in transit to another library."

So, be careful not to select the option to make hold available because it means immediately available, even if it's supposed to be in another library.

It's also possible that if you trap a hold 2x, it will appear as available on another library's hold shelf.

Question: How can I get rid of an overdue fine for a claims returned item?

Answer: Go into the User Claims Returned wizard and enter the patron. Change the date, using the date gadget, to put the return date before the due date. This will clear any overdue fines on the item.

Question: When I pull up a patron's check outs, it show unlimited unseen renewals. What is that?

Answer: When someone renews an item, it goes by the circ rule in the circ map. Unseen renewals is another layer of rules within the circ rule. So the circ rule says they can renew 5 times. Then we could make the unseen renewal be 2 times, so they would need to present the item at the library if they wanted to renew it again. They'd still get the 5 renewals. If the renewal limit were 3, they could renew it 3 times unseen. Since our renewal limits are so low, it isn't worth setting up an unseen limit.



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Network Statistics

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	Feb '11	Feb '10	Total FY'11
Total Intranetwork Loans	54,198	57,722	462,477
Total Items Circulated	352,892	371,252	2,983,335
All Formats Circulated	371,472		3,097,666
OverDrive Circulation	3,965	1,993	24,756
TumbleBooks	14,615	10,496	89,575
VirtCat Items Borrowed	1,100	1,109	8,738
VirtCat Items Loaned	527	418	4,610
Cataloging Requests	3,801	4,220	34,986
MARC Records Added	4,101	4,929	41,207
Patrons Added	2,532	4,957	29,768
Patron placed holds	48,201	50,252	396,534
Total MARC	1,106,858	1,095,479	
Total Holdings	3,692,852	3,686,326	
Total Patron	459,305	450,307	
Total Uptime	99.99	99.93	

Upcoming Events

- 3/30—Circulation Roundtable Call-In
 10AM—11AM, Online:
 Dial-In Information 866.740.1260
 Access Code: 9468600
- 4/7—Cataloging Roundtable
 10AM—noon, Somerset Public Library
- 4/12—Item Search & Display Webinar
 10AM—11:30AM, Online: [Workshop registration](#)
- 4/13—Officers Meeting
 10AM—11AM, Online
- 4/15—Deadline for Barcode Orders

2011 MLA Annual Conference

April 26 - 29, 2011 at the Crowne Plaza in Danvers, Massachusetts



Get Ready to be a Super(hero) Librarian - [Join Forces at MLA!](#)

Trivia Question #3

How do you look up a patron's PIN?

Submit your answers to this month's questions at: <http://www.surveymonkey.com/s/apriltrivia>