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I want to remind everyone about the availability of some new services available through SAILS and urge you to try them before your patrons do.

Bookmyne – We are very fortunate that SirsiDynix has developed an App that allows patrons to view their accounts, search the catalog, renew items, and place holds. They may also view Award winning titles, titles on the New York Times Best Sellers List, and recommended titles on Good Reads. Bookmyne is available through the Apple Store or Google Play store and is free. It is compatible with most Android, iPhone, and iTouch devices. Unfortunately the availability of Bookmyne hasn't been well publicized within SAILS and usage has been low. We are going to begin adding Bookmyne usage to the monthly summary statistics. The network has flyers available with a QR code patrons can scan that will take them to an information website. We also have a link you can add to your website. If you have a smartphone and you haven't downloaded this app you are missing out on a very valuable tool.

Text notification – Even staff members need to be reminded when items are available for hold pickup, are overdue, or about to fall due. If you have a device that supports text messaging, update your library account so that you can begin receiving Text reminders. SAILS sends out more than 60,000 text messages a year – your patrons are using the service and so should you.

Enterprise – Enterprise is going to be our only online catalog/Discovery platform. E-Catalog is going to be retired this summer. We are urging all staff members to use Enterprise exclusively to search and place holds. Everyone's websites should be updated so that patrons are directed to our new product.

Overdrive Next Generation Catalog – There is more to the new Overdrive Catalog than look and feel. Even if you don't have an eReader you can now use the Overdrive Next Generation Catalog to download eBooks to the browser on your computer or tablet. The SAILS collection has 2400 titles in the new Overdrive Read Format. All you have to do is sign in, select an eBook that offers the Overdrive Read Format, click Borrow, and click Read. The title can be viewed in your browser. It is checked out to you and can be viewed from any computer or tablet once you have logged in. The Overdrive Read Format eliminates the need for Adobe Digital Editions and all the confusion patrons

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experience trying to download titles to their Ereader. Easy to follow directions are available on the SAILS Overdrive Site (<http://sails.lib.overdrive.com>). Go to the bottom of the page and click on Click Here to Discover the Next Generation Experience. The Overdrive Read format is definitely something that you should market to your patrons.

Directors Station – After several months of limited availability Directors Station is back online. Directors Station is a unique product not available from other ILS Vendors. We use Directors Station to generate weeding lists, lists of patron email addresses, and monthly statistics but it can be used for so much more. It is a great tool to mine data about your collection and usage. Some examples are – how many bills did my library issue last month? What types of bill types are we issuing? What is the age of my collection within a certain call number range? What time of day or day of the week are we busiest. I know how many items we check out in a month – how many do we check in? How many patrons have not used the library in 2 years? If you only use Directors Station data for weeding you are missing out on valuable data. You don't even need to know how to use it. Come up with your questions and SAILS staff will work to provide you with answers.

The SAILS Library Network provides its member libraries with a very complete set of services to enhance what they can provide to their patrons – more than most libraries in the Commonwealth. Please be sure to take advantage of everything we offer.

Small change to your VPN Clients

Once we move our offices this Fall, the address your VPN clients will need to connect to our network will change. To make this go smoother we are switching everyone over to a general address rather than a static IP address. This way, when we move, the change will be seamless for any vpn users and you wont need to do anything extra to connect your vpn clients. Nor will you notice that a change has taken place.

The process is simple:

- Close Workflows and Disconnect (don't close) your VPN
- With the vpn client open, click the connection entry for your library. It will turn blue.
- Right click it and select modify
- Three lines down where it says Host, replace the numbers that are there with this text: vpn.sailsinc.org
- Click save and reconnect

This process is very simple and feel free to make the change on your own. But please, do it during SAILS business hours in case you run into a problem. We will be calling all of our known vpn users to make sure their clients are pointing to the right address in preparation for our eventual move.

Best Sellers Still Not Available From Top Publishers

There was an interesting article in the Durango Herald by Ann Butler on the problems libraries are still facing when trying to get popular ebooks in our collections. This quote sums up the article quite nicely:

"Out of the top 15 fiction bestsellers on The New York Times list of March 4, nine were not available in e-book format to libraries. None of the top five nonfiction titles were available as e-books to libraries, and three of the top four children's/young adult titles were also unavailable in digital form to libraries."

You can visit this address to read the full article here: <http://durangoherald.com/article/20130325/NEWS01/130329716/0/SEARCH/Libraries-stuck-in-digital-divide>

Favorites Notices Being Discontinued

Over the past few months we have begun discussing the phasing out of Favorites Notifications. While this is a service that some patrons rely on for book recommendations, this unfortunately is not a feature compatible with Enterprise. Although the amount of users that actually use this service is relatively small, less than 1%, we wanted to make sure we could offer them an alternative.

Next month any patron that currently receives a Favorites Notification from us will receive a separate email explaining what will be happening to these notices and why. It will also offer them three options once we begin phasing these notices out.

1) Stop receiving notices.

2) Setup an RSS Feed off of catalog searches that interest them. We already have instructions here:

<http://goo.gl/R99TJ>

3) We can continue running these notices in a lesser capacity, but they won't be editable. Patrons won't be able to add or edit any favorites once we turn off eCatalog and completely switch to Enterprise. What was selected, will be their favorites as long as we run these notices for them.

Contact eservices@sailsinc.org with any questions.

Unsubscribes and Nofavs

Just a quick reminder that when a patron requests to unsubscribe from email notifications and/or stop receiving favorites notifications, this is manually done at SAILS. While we try to automate as many processes as we can, these are unfortunately not one of them. They just come through the same as any patron response to a notice.

If a patron mentions that they want to be unsubscribed or stop receiving favorites you can do this right at the desk for your patrons. Unsubscribe: simply remove their email and register them for an alternative contact method. Make sure to select a new Usercat3 and change the text after their phone number in Phone1. Nofavs: even easier. Change their usercat5 to NOFAVS. Contact eservices@sailsinc.org if you have any questions.

Two Director's Station Reminders

Now that we have the new system up and running, if you want to learn how to run self-service reports with Director's Station, or you want a refresher course, be sure to email eservices@sailsinc.org to schedule a one-on-one training session with SAILS staff.

Second, for those that do use Director's Station, I wanted to share the location of the premade SAILS Templates that we have available for everyone to use. Click the gray menu bar on the left and select Collection Analysis. This should expand to a list of folders. The last folder in this subset should be SAILS Templates. These are designed to be better starting points if any of the All Measures templates are too daunting. This should be the same location from the old system, but it was brought to my attention that not everyone knew about them. With the new system in place I thought it might be a good time to share the location for those that were unaware of them.

Also, we have a new web address in place. The IP we sent out will still work, but you can also use <http://dstation.sailsinc.org/directorsstation> now, as well.

SAILS Banner

Just a quick reminder that we have three banners available for your library to checkout. They are great for events or to just have around the library to promote SAILS services. Contact eservices@sailsinc.org if you are interested in reserving a banner.

Heroines of 2013

This year Deborah Wall, the Director of the Pembroke Library and President of the SAILS Board of Directors, has been named one of the Unsung Heroines of 2013 by the Massachusetts Commission on the Status of Women.

From the MCSW's Facebook page:

“Massachusetts women have always been in the forefront of advancing the status of women. Join us in a celebration to identify extraordinary women, amongst thousands, from across our Commonwealth who perform unheralded acts of public leadership and volunteerism that make our neighborhoods, cities, and towns better places to live.

The Unsung Heroines of 2013 are the glue that keeps a community together. They may not make the news, but they most assuredly make the difference. A grateful Commonwealth will sing their praises to show each of these special women how much we value their efforts.”

Visit their page for updates, directions, and more information on the event:

<https://www.facebook.com/events/398205553595061/>

Join Deborah Wall and the rest of the Heroines of 2013 on April 29th from 1pm to 4 pm at the Massachusetts State House.



Overdrive Promotional Material

Many have been asking for updated Overdrive materials since switching to Overdrive's Next Generation Catalog, please look at the information below from Overdrive and check out the new Overdrive partner's site.

"Hello OverDrive Partners,

This is to announce the re-launch of www.overdrive.com and the introduction of the new OverDrive Partner Portal at <http://partners.overdrive.com>. To streamline your experience with OverDrive, we've moved all of our library and school partner resources to a new, standalone website: <http://partners.overdrive.com>. There you'll find:

- The OverDrive Learning Center, with live and on-demand training sessions
- Marketing & Outreach resources
- Service Enhancements, including information on Test Drive, WIN Catalog, Front Line Tech Support and Advantage
- OverDrive Blogs, which include the latest news on your OverDrive service

You may also notice a new web page for OverDrive Media Console (<http://omc.overdrive.com>), which provides enhanced information for the industry's leading eBook app as well as links to install it on all major operating systems.

All links to these web pages should be operational (whether via direct or redirected link). If you find a broken link, please email me or your Account Specialist with the URL.

We thank you for your partnership and hope you enjoy the new OverDrive Partner Portal. If you have any questions or comments, please contact me or your Account Specialist.

Regards,"

Shannon Lichty, Library Partner Services Manager

Get the SAILS "Check Library" Bookmarklet

The "Check Library" bookmarklet lets you know whether a title is available at your library from bookstores and other websites across the web. It checks all the editions of the title, not just the edition you're looking at.

To get the bookmarklet, visit <http://www.librarything.com/forlibraries/bookmarklet/1870.dc4/SAILS>. This page also has more information on this tool.

Once installed, to use the bookmarklet, visit any book website and click the bookmarklet on your browser's bookmarks bar. It will take the isbn from the webpage and searches our catalog with it.

Can Gmail be used for our Newsletter?

With all of Gmail's great features, we have occasionally been getting questions as to whether contact groups and/or Google groups can be leveraged to send out to mailing lists. This isn't a use of Gmail we are recommending. The main reason being that sending out mass emails if not done properly can begin to look like SPAM. We don't want anyone's account to be mistaken as a SPAMMER. Also, it can be tedious entering in hundreds of email addresses into the groups interface as they don't allow a mass import.

The service we do recommend for newsletters is Vertical Response.

www.verticalresponse.com

It is free for non-profits, easy to use, and we use it for our newsletter. If you are looking for a newsletter alternative you might want to look into this product. The people that have given it a try have been very happy with it, as are we.

From Overdrive: Updates to the latest Overdrive Release

“Dear Library Partner,

Below is a summary of updates for OverDrive’s Next Generation digital library website that are scheduled for release on April 1. Two new options will be available to view titles: Grid and List (in addition to the existing Cover view), both of which provide more information about each title in the views.

There will be a new “simplified” version of OverDrive Read that will allow your patrons to use OverDrive Read in Internet Explorer without installing a plugin. Patrons already using Internet Explorer with the Google Chrome Frame Plugin or using a different browser will see no difference. However, Internet Explorer versions 7, 8, and 9 will soon give patrons the option to use the “simplified” version instead.

The “simplified” version of OverDrive Read supports many of the features of OverDrive Read. However, because some of the features of OverDrive Read depend on the advanced features of HTML5 and CSS3 (which are not available in older browsers without the Google Chrome Frame Plugin), the “simplified” version will provide patrons with a different experience. The most notable of these are the absence of pagination and customized font sizes.

The language for a title will be added to the Title Details page.

Accessibility enhancements

For US libraries only: The full ‘Get for Kindle’ experience will be available on mobile devices.

Additionally, code has been enabled to prohibit a user from entering a ‘@kindle.com’ email address when placing a title on hold.

Please let me know if you have any questions.

Thanks,” Susan Sampson, Account Specialist II

Tech Tips: Windows 8 and OverDrive Media Console

Posted: 25 Mar 2013 10:15 AM PDT on Overdrive's Digital Library Blog

“Windows 8 was a drastic shift in the Windows universe. We saw an operating system that moved away from the desktop environment we're all quite used to, and brought the tiled Modern UI. I can't lie to you, I'm still not quite into the new look and feel, since most of my experience has been on my kid's laptop and the OS is clearly designed to live and breathe on a touch screen. But it's been nearly six months since Microsoft released Windows 8, and early adopters should be well-accustomed to the new interface. We were ready, upon release, to provide OverDrive Media Console for Windows 8. The Windows 8-native app was designed to allow the same experience on a Windows 8 tablet or computer, as on a mobile device.

Sharing the mobile experience means that the Windows 8-native app does not support WMA Audiobooks and Music, WMV Videos, or transferring titles to mobile devices. However, the previous version of OverDrive Media Console can be installed alongside the new version to allow users to transfer books or enjoy the Windows Media content under Windows 8's desktop mode. So with two flavors of OMC available for Windows 8, we've got two great tastes that taste great together!

When you, or your users, get your hands on a Windows 8 device, there are a few things you may need to be aware of when using both version of OMC on one computer. The Windows Media Player Security Upgrade will require running Internet Explorer 10 as an administrator. In some cases, using IE10's compatibility mode may also be necessary to make sure the security upgrade can run. When using both versions of OMC on a Windows 8 computer, these are steps to take to make sure the correct format opens in the appropriate version of OMC (available from our help pages):

1. Once you've found an audiobook, music, or video that you want to check out, save it to your computer instead of opening it. To do that, right-click the Download button, then select 'Save As,' or select the Download button, then Save.
2. Once the ODM file has been downloaded, right-click (or swipe down) on it.
3. Select Open With, then choose the right version of OMC:
 - WMA and WMV titles: Choose OverDrive Media Console. You can also open MP3 titles with this too, if you prefer.
 - MP3 titles: Choose OverDrive Media Console for Windows 8.

Once you have both versions installed, you can enjoy OverDrive media in the old style or new. In case you are wondering whether or not the steps we recommend have been verified to work, I must confess that I had to consult the help pages when setting up my daughter's laptop on Christmas morning, so she could continue listening to her OverDrive audiobooks.“

Justin Noszek is a Support Specialist at OverDrive.

SAILS Library Network**547 West Grove Street****Middleboro, MA 02346****(800) 331-3764 (508) 946-8600 fax: (508) 946-8605****email: support@sailsinc.org URL: <http://www.sailsinc.org>****Network Statistics****SAILS Staff****Ginny Berube, Bookkeeper**

gberube@sailsinc.org

(508) 946-8600 x210

Debby Conrad, Executive Director

dconrad@sailsinc.org

(508) 946-8600 x211, AIM: DKC101652

Laurie Lessner, Asst. Director for Technology Services

llessner@sailsinc.org

(508) 946-8600 x214, AIM: laurc1W

Jennifer Michaud, Network Cataloger

jmichaud@sailsinc.org

(508) 946-8600 x215

Benjamin Phinney, Member Services Librarian

bphinney@sailsinc.org

508-946-8600 x218

Jorj Pitter, Desktop Support Technician

jpitter@sailsinc.org

(508) 946-8600 x219

Kristin Slater, Manager of Bibliographic Services

kslater@sailsinc.org

(508) 946-8600 x213, AIM: Baloo2782W

Claudette Tobin, Cataloging Associate II

claudette@sailsinc.org

(508) 946-8600 x216

	Feb '13	Jan '12	Total FY'13
Total Intranetwork Loans	52,920	58,074	462,012
Total Items Circulated	341,993	377,988	2,902,691
Gutenberg	102	331	2,117
OverDrive Circulation	11,114	8,430	75,287
All Formats Circulated	406,129	410,441	2,980,095
VirtCat Items Borrowed	822	1,017	6,043
VirtCat Items Loaned	562	598	4,237
Cataloging Requests	3,487	3,149	28,898
MARC Records Added	7,152	4,173	40,877
Patrons Added	2,396	2,868	31,172
Patron placed holds	54,151	48,959	462,047
Total MARC	1,162,800	1,134,161	
Total Holdings	3,791,934	3,741,033	
Total Patron	476,986	467,928	
Total Uptime	98.53	99.89	

Upcoming Events[View the full event calendar](#)

- **4/11—Adding Records Using the Java Workflows Client**
9 AM—11:30 AM, SAILS Meeting Room
- **4/24-4/26—MLA Annual Conference**
Hyatt Regency, Cambridge, MA
<http://mla.memberlodge.org/2013Conference>