



# SAILS Network News

Volume 14, Issue 4

April 2014

## Inside this issue:

Release 3.4.1.4	1
Lorna Sylvia	2
OverDrive Help	3
Kate Klise	5
Contact SAILS	6
Gmail Signatures	6
Windows XP Computers	7
OverDrive and Roku	8
OverDrive Updates	9
This Month's Workshops	10
Network Stats & Events	11

## Release 3.4.1.4 – April 21, 2014

Later this month SAILS will be upgrading the Workflows server to service pack 4. This is a minor upgrade and the installation process hasn't changed from previous upgrades. We will send out additional information about upgrading your workflows stations as we approach the 21st .

Here are some new features to look forward to:

**Cataloging**—A new data attribute is being added to call number and item number records that will record the date when either call number or item record is modified. This new date will not be retrievable in Directors Station but can be used in Workflows reports to identify items that have been edited within a certain time period. Up until this release the only date available was the last activity date which can be updated by circulation activity as well as cataloging.

Item records have been updated to support 3 additional item categories. The use of these categories will be decided by the SAILS network prior to them being activated.

**Circulation**—There is a new property that defines what types of payments will open a cash drawer that is attached to a staff workstation. Certain payment types can also be defined so the cash drawer is not opened. This is only useful if your library has a cash drawer/register attached to the workstation

Note field added to bills. Note column will appear in the following wizards:

- Bill User
- Check Out
- Display User – Bills Tab
- Paying Bills
- Renew User
- User Lost Card

Staff members will be able to create a note in the Note Field in Bill A User.

Notes can also be added to bills created after the upgrade if a right-click menu is

*(Continued on page 2)*

available in any of the above wizards.

**Blue Cloud Commerce**—SirsiDynix has integrated a new credit card payment system into Enterprise. This will enable patrons to pay bills from My Account using a 3rd party payment processing company. SAILS is investigating replacing the Comprise Smartpay subscription service with this new integrated product for all public libraries. There is no additional fee for Blue Cloud Commerce.

**Reports**—A new field has been added to the Report Sessions wizard allowing you to specify the spreadsheet application software you want to use to view reports output in XLS format.

**Cash Management**—There are several updated and new reports for reporting on cash received. SAILS will be providing documentation and training on the use of the new reports before June 1, 2014. For example, there is a new Cash Management end of day report that can be done to reconcile monies received at the end of the work day.

**Bug Fixes:**

**Cataloging**—From time to time the cursor in the Call Number and Item Maintenance wizard would “lose focus” on the Item ID field. This has been fixed and the cursor remains focused on the correct field.

**Circulation**—Periodically holds that expired on the hold shelf were not being handled properly by the system and could be routed to the owning library when there was an outstanding hold at another library. This has been fixed.

Just to wrap up, the upgrade will occur on April 21st, Patriot’s Day. Since this is a holiday, you will need to update your workstations the day you are open. You will be prompted to update your workstations upon logging in. Click "yes" when you receive this prompt and follow the screen instructions through the update process. This update should be pretty straight forward and the process hasn’t changed since the last update to the system. We will send out additional information about upgrading your workflows stations and reminders as we approach the 21st.

## Lorna Sylvia

The members of SAILS lost a long time colleague on March 23 with the passing of Lorna Sylvia.

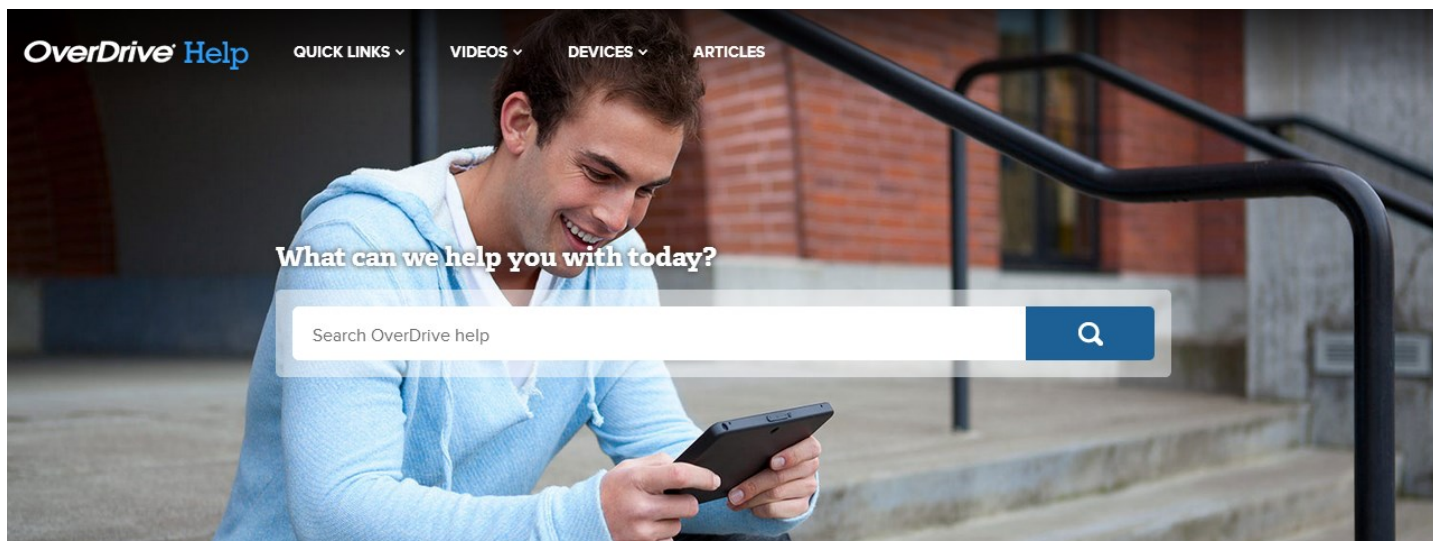
Lorna worked at the Raynham Public Library for 35 years before retiring 2 years ago. She was an active participant in the many ABLE and SAILS advisory committees. She was always concerned about providing the best service possible to the patrons of the Raynham Public Library and wanted to be a good “citizen” in the network. She was unfailingly positive and willing to take on new challenges.

She will be greatly missed.



## OverDrive is bringing you some fresh help!

Posted: 13 Mar 2014 09:54 AM PDT on OverDrive's Digital Library Blog



Getting Started



eBooks



Audiobooks



Mobile app



Troubleshooting

“OverDrive launched a brand new help site on March 19! We’ve given <http://help.overdrive.com> a massive facelift and added a plethora of features based on some truly valuable feedback from you. In this post, I’ll give you the run-down on what’s new and different so you’ll be prepared to use the new interface.

### It’s easier to navigate

We’ve reorganized everything by platform, and provided persistent navigation to help you find what you need no matter where you are on the site.

Across the top, you’ll see links to the four main landing pages for help:

- Home/Quick links: This is the landing page, where you’ll find quick links to popular categories and a big ol’ search bar.
- Videos: This is where OverDrive Help videos will live. They’ll show up in search results and you can get straight to any series you like right from the navigation menu.
- Devices: This is replacing the Device Resource Center (fondly known as the DRC). Here you’ll find a

*(Continued on page 4)*

series of device profiles, based on platform, that will help you understand how OverDrive works with the phone in your pocket or the tablet on your end table.

- **Articles:** This page is simply a list of articles sorted by topic, in case you'd like to get more of just how much content there is on our help site.

### **It's easier to peruse on a mobile device**

We've made the new help website fully responsive. That way, no matter what size screen you're using, you'll find the help you need with a minimal amount of fuss.

### **It's easier to get started**

From the home page, you can click on any of the quick links to see a list of articles pertaining to a particular category.

On each of these quick link category pages, we've split the content up by device or platform, and each has its own drop-down menu.

Under each drop-down, you'll see a list of pertinent articles. Because these lists are dynamically generated, you can expect them to remain up-to-date.

### **It's easier to see how things work**

The new help videos landing page lets you pick which videos you want to watch, from any series, without having to scroll down a page or open a new tab. You can pick the series from the "Devices and platforms" menu and the video from the playlist. Each video and series will show up in the same space for fast load times and easy navigation.

### **It's easier to understand compatibility**

The new device profiles quickly and clearly spell out which services work on a given type of device. This eliminates the need to wade through long lists of devices you may have never heard of, or that may have different names in different regions.

### **It's just easier**

There are really too many features here for me fully detail in a single, succinct blog post, but I'll give you a few more brief examples before wrapping up.

- There's a new troubleshooting section that's organized by platform. We've also been steadily adding new content and updating the existing troubleshooting materials with a focus on adding specific error codes. In other words, searching for an error should yield better results on the new site.
- With the new article rating system, you can give us feedback on individual articles. We'll use your ratings to improve our content.

*(Continued on page 5)*

- We're using a new set of authoring and publishing tools, which should allow us to bring you better and more interactive content in the future.
- Now, no matter how users get to OverDrive Help, they'll be able to find support for their digital library collection using the support link.

### Wrap-up and what you need to know

I'm sure you've got a question or two, so I'll try to address the biggies here:

- We're not changing the base URL. To get to the new OverDrive Help landing page, go to [help.overdrive.com](http://help.overdrive.com).
- Individual article links will change. If you have bookmarks or links to specific articles (like [help.ovedrive.com/article/0001](http://help.ovedrive.com/article/0001)), they will no longer take you to the right place. Instead, you'll get a 404 page with a link that points toward the Help homepage.
- We're retiring the old Device Resource Center in favor of our new device profiles. Links that point to [www.overdrive.com/drc](http://www.overdrive.com/drc) will automatically redirect to [help.overdrive.com/#devices](http://help.overdrive.com/#devices). Please update your links.
- Help videos will move to the new help website. Links to [www.overdrive.com/help-videos](http://www.overdrive.com/help-videos) will automatically redirect to [help.overdrive.com/#videos](http://help.overdrive.com/#videos). Please update your links.

I know that a new help website might not be the most exciting thing you read about today, but I'm undeniably excited to tell you all about it. I sincerely hope that you enjoy the fruits of our hard work as we help you more easily find the help you need. Feel free to post your first impressions in the comments section!"

From Quinton Lawman—Technical Writer at OverDrive.

You can subscribe to Overdrive's blog at: <http://blogs.overdrive.com/library/>

## Kate Klise in residence at Easton

Kate Klise, the award-winning author of more than 20 books for young readers, will be the writer in residence at Ames Free Library during the month of August 2014. Based in the charming Queset House adjacent to the public library at 53 Main Street, Easton, MA, Kate will work on her own projects and encourage local writers to do the same.

While in the area, Kate will be available to lead writing workshops at other public libraries in the region. If you're interested in her programs and fees, contact Kate directly at [kateklise@gmail.com](mailto:kateklise@gmail.com) or visit her website:

<http://www.kateklise.com>.



## Contacting SAILS

If you have an issue or question at your library, don't hesitate to contact SAILS!

Off and on we hear comments that staff think we are too busy or don't want to bother us. While we are of course busy, we are never too busy to take your questions and respond to your issues. That is what we are here for!

Make sure when emailing us you use one of our shared email accounts rather than any of us directly. This will ensure you get a timely response to your question or issue.

General questions: [support@sailsinc.org](mailto:support@sailsinc.org)

Cataloging: [catsupport@sailsinc.org](mailto:catsupport@sailsinc.org)

PC Issues (pc support users only): [pcsupport@sailsinc.org](mailto:pcsupport@sailsinc.org)

Also by Phone: 508-946-8600 or Fax: 508-946-8605

You can find additional contact info for us on the staff site here:

<http://www.sailsinc.org/Network/contactus.asp>

## Gmail Signatures

When emailing SAILS it is important that we know who you are and what library you are contacting us from. While it doesn't happen often, sometimes we do get service requests without a name or without a library, or missing both.

While this is a common courtesy, it is also SAILS policy to have this information before a member of our staff can begin working on any service request.

We recommend all staff members setup a signature in their email so they don't have to worry about including this. If you have a signature setup in your email account, we will always have this information readily available when you contact us.

This Gmail help file will walk you through setting up an email signature:

<https://support.google.com/mail/answer/8395?hl=en>

There is no right or wrong way to setup your signature. All we need to see is your name and library, but you might also want to personalize it further. You can include additional contact information or your job title if you want. Others have added their library's logo, slogans (their own or the library's), catch phrases, or even the title of the book they are reading.

We only need to see your name and library, but why not have some fun and make it your own!



## Windows XP & Office 2003 End of Support Date in April

Microsoft is ending support for the Windows XP operating system and Office 2003 product line on April 8, 2014. After this date, these products will no longer receive:

- Security patches which help protect PCs from harmful viruses, spyware, and other malicious software
- Assisted technical support from Microsoft
- Software and content updates

All software products have a lifecycle. End of support refers to the date when Microsoft no longer provides automatic fixes, updates, or online technical assistance. As of February 2014, nearly 30 percent of Internet-connected PCs still run Windows XP.

Microsoft will send “End of Support” notifications to users of Windows XP who have elected to receive updates via Windows Update.

Computer systems running unsupported software are exposed to an elevated risk to cybersecurity dangers, such as malicious attacks or electronic data loss.

Users may also encounter problems with software and hardware compatibility since new software applications and hardware devices may not be built for Windows XP or Office 2003.

Computers operating Windows XP with SP3 or running Office 2003 products will continue to work after support ends. However, using unsupported software may increase the risk of viruses and other security threats.

If you have computers operating Windows XP make sure that they are all running SP3 before April 8. Turn off the automatic windows update on these computers just before April 8. There is no reason to schedule this. Stop using Internet Explorer for Internet browsing. Firefox and Chrome have announced they will continue to support XP after April 8. Develop a plan to replace these computers. Older computers may not be capable of being updated to Windows 7 so if the computer is 4 years old it is time to replace it. Public computers should have Deep Freeze activated at all times.

Enterprise and Symphony will continue to work on XP computers for the time being but Enterprise will not operate properly with older versions of Internet Explorer.

## Coming soon to Roku: Library audiobooks and Streaming Videos!

Posted: 27 Feb 2014 09:03 AM PST on OverDrive's Digital Library Blog



“OverDrive is launching a Roku channel, which will enable your patrons and students to listen to audiobooks and watch Streaming Videos from your collection directly on their home television set. Librarians who attended the Public Library Association (PLA) Conference in Indianapolis March 11-15 were able to see a demonstration of the OverDrive Roku channel in booth #721.

Roku is a popular and inexpensive streaming audio and video device that can be connected to most TVs. The OverDriveRoku channel will provide consumers another way to access their local library digital audiobook and video catalog, making it easy to watch a movie or listen to MP3 audiobooks in just seconds. Roku comes preinstalled with popular channels including Netflix, Amazon Prime, Hulu, Pandora and others. Once launched, the OverDrive channel will be a free, no subscription service that all Roku users can easily select and then locate titles to borrow from their library.

‘Today’s public libraries already offer tens of thousands of best-selling digital audiobooks and videos in every category,’ said Karen Estrovich, OverDrive’s Director of Collection Development. ‘Roku extends the value of the OverDrive libraries’ digital media collections to TVs in millions of living rooms, kitchens, dens – anywhere the WiFi reaches.’

Early this year, the company launched its Streaming Video service for public libraries and has already added more than 4,000 feature films, educational, children’s, spiritual, and self-help titles from Criterion Pictures, Revolver Entertainment, and Cinedigm, among others. Visit SAILS’s digital collection to see some of these children’s titles at <http://sails.lib.overdrive.com>.

Libraries that have MP3 audiobooks and Streaming Video through OverDrive will have their library’s available titles in the new Roku channel. After registering their library card number in the initial visit, users simply choose the OverDrive channel from the Roku menu, select their library, and borrow Streaming Videos and audiobooks that their library has available for checkout.

The OverDrive Roku channel will be available for use later this year. Visit <http://blogs.overdrive.com> for updates.”

# OverDrive®



## OverDrive Updates

From OverDrive:

“Dear Library Partner,

Below is a summary of updates for OverDrive’s Next Generation digital library website that are now live.

- Italian language website translations are available in addition to the existing Spanish, French (Canadian), Japanese, Malay, Russian, Finnish, Swedish, Simplified Chinese, and Traditional Chinese options. Your OverDrive-powered website can include up to two language translation options upon request.
- On Search Results pages, Sort, Filter, and Search options have been repositioned for more streamlined navigation. The “Show Me” display options for All Titles, Available Now, and Additional Titles to Recommend (if applicable) are relocated to the filter menu. The “Sort By” option menu appears above the first cover image, and the “Search within results” feature appears beneath the filter menu.
- Bug fixes and performance improvements.
- All-new streamlined and modernized OverDrive Help.
- Quick links will make it easy to find getting started instructions, help with OverDrive’s mobile app, troubleshooting steps for common errors, and more.
- Our new device profiles (which will replace the Device Resource Center) will help users learn about device compatibility.
- Help videos, device profiles, and articles will all show up in a single set of search results.

Be sure to subscribe to the Library Blog for the latest news and updates, including a sneak preview at the all-new OverDrive Help. If you have any questions, please let me know.

Thanks,

Jim Monastra, Account Specialist

Library Partner Services

Phone: 216-573-6886 ext. 295

Fax: 216.573.6888”

## Enterprise Training Schedule

Continuing through this fiscal year, SAILS will be hosting a series of Enterprise training sessions for library staff. These sessions will be held in the SAILS Meeting Room from now all the way through June. Topics will include: Enterprise Basics, Troubleshooting, Training Patrons, and Advanced Enterprise Topics. Space is limited so save your seat now!

While there is no prerequisite to this workshop, a basic understand of Workflows and the difference between Workflows, your library's public website, and Enterprise is assumed.

**Training Dates and Times. Click the date you are interested in to register.**

[Tuesday April 8th—10 AM to 12:30 PM](#)

[Thursday May 29th—1 PM to 3:30 PM](#)

[Wednesday April 30th—1 PM to 3:30 PM](#)

[Tuesday June 10th—12 PM to 2:30 PM](#)

[Tuesday May 13th—10 AM to 12:30 PM](#)

[Thursday June 26th—9 AM to 11:30 AM](#)

For those unable to come to SAILS in person, we will be offering webinars as well. Each will cover different material. While one is not a prerequisite to the other, if the webinar is the only option you can take advantage of, then you might want to try to sit in on both sessions.

Helping Patrons with Enterprise: April 9th—11 AM to 12 PM

Register online: <https://cc.readytalk.com/r/6q0nrjrjrkxw&eom>

Searching and Overlooked Features: April 14th—11 AM to 12 PM

Register online: <https://cc.readytalk.com/r/n7bwgg9zpolr&eom>

More will be added each month!

We encourage anyone who can, to try to make it to one of the live sessions here at SAILS. The trainings at SAILS will be more in-depth and will cover all the material from the Webinars and more. It will be interactive and more of a hands-on experience than the webinars can offer.

We hope to see you either here at our new offices or online!

Also! Back by popular demand. Don't miss a second webinar for the new Director's Station Dashboard!

April 3rd—10AM to 11:00AM

Register online: <https://cc.readytalk.com/r/xv8raglfi0ti&eom>

**SAILS Library Network**  
**10 Riverside Drive, Suite 102**  
**Lakeville, MA 02347**

(800) 331-3764 (508) 946-8600 fax: (508) 946-8605  
 email: [support@sailsinc.org](mailto: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 '14	Feb '13	Total FY'14
Total Intranetwork Loans	69,038	53,654	558,073
Total Items Circulated	324,768	341,993	2,770,070
Gutenberg	122	342	928
OverDrive Circulation	13,868	11,114	100,901
All Formats Circulated	338,758	407,103	2,871,899
VirtCat Items Borrowed	679	822	6,235
VirtCat Items Loaned	369	562	3,498
Cataloging Requests	5,521	3,487	42,505
MARC Records Added	4,997	7,152	37,933
Patrons Added	3,478	2,396	30,154
Patron placed holds	55,462	54,151	456,155
Total MARC	1,133,529	1,162,800	
Total Holdings	3,597,641	3,791,934	
Total Patron	475,733	476,986	

## Upcoming Events

[View the full event calendar](#)

- **4/3—New Director's Station Dashboard Webinar**  
10AM—11AM, Online
- **4/8—Enterprise Training**  
10AM—12:30 PM, SAILS Meeting Room
- **4/21—Workflows Upgrade**
- **4/29—Circulation Users Meeting**  
10AM—12 PM, Lakeville Public Library
- **4/30—Enterprise Training**  
1 PM—3:30 PM, SAILS Meeting Room