



SAILS Network News

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December 2013

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YOU'RE INVITED TO AN OPEN HOUSE:

COME SEE OUR NEW LOCALE!

Stop by to visit us on Thursday, Dec. 5th for refreshments and a tour!

Please RSVP by Wednesday, Dec. 4th



Date: 12/05/2013

Time: 1:00 pm—3:30 pm

Find us off Rt. 495 at exit 4, just past the commuter rail station, in the Lakeville Corporate Park.



Contact Ginny @ 508 946 8600 x210 or email: gberube@sailsinc.org to RSVP or ask any questions

SAILS Library Network

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Workflows Helps

If you ever have trouble using unfamiliar functions in Workflows, did you know there are extensive help files inside of Workflows, just waiting to be used?

Next time you are stumped, just trying to figure out how to do something you aren't familiar with, or simply curious what a feature does, try going to the Common Tasks group of wizards and click the Help Wizard. You will be redirected to the web and your browser will open up the Workflows help files. The helps are quite extensive and can really teach you a lot about Workflows if you take the time to use them. There are three main ways to navigate the helps:

Context

This is probably the most useful way. Clicking the Help Wizard will open up the Help Documentation for the Wizard and/or function you are currently trying to perform. For example, if you are in Modify User, clicking Help will open the Helps for the Modify User Wizard. This is great because it can save you time trying to locate the information you want.

Contents

Once you are in the Helps, the Contents are the entire left side of the screen. You can click each heading to drill further into the topics you are looking for. This is helpful if the Context feature didn't bring you exactly where you wanted, or you just want to browse the Helps for information. This approach is more of an exploration of the documentation. You can also browse in a similar manner by selecting the Index button below the Contents pane.

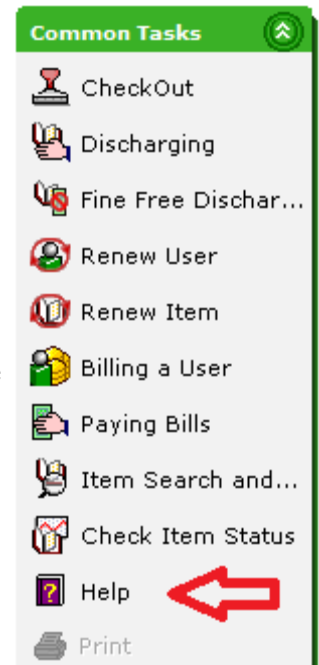
Search

The Final method of navigating the Helps is keyword searching. Again, once you have the helps open, look below the Contents pane and you will see a button for Search. Click it and a search box will appear. Enter in the keywords of the topic you are looking for. Another Contents pane will appear that only contains those keywords.

Another quick tip on the helps. Scroll down to the bottom of the help page you are reading. You will almost always find a few related topics. One of these could better answer the questions you have, or, they can give you other places to explore.

Any one who has used the Helps in the past but were deterred due to the length of time it took for them to open should given them another try as well. The Helps are now web based and don't experience the same lag as they have in the past.

Try to get into the habit of using the Helps to answer your Workflows questions. They can be an invaluable tool.



Enterprise Trainings Coming in 2014!

Starting early after the new year, SAILS will be hosting a series of Enterprise training sessions for library staff. These sessions will be held in the SAILS Meeting Room throughout the first half of the calendar year. Topics will include: Enterprise Basics, Troubleshooting, Training Patrons, and Advanced Enterprise Topics.

Seating is limited so save your seat now!

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

[Tuesday January 7th—9 AM to 11:30 AM](#)

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

[Wednesday January 29th—12 PM to 2:30 PM](#)

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

[Thursday February 13th—10 AM to 12:30 PM](#)

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

[Tuesday February 25th—1 PM to 3:30 PM](#)

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

[Wednesday March 12th—9 AM to 11:30 AM](#)

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

[Thursday March 27th—12 PM to 2:30 PM](#)

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

Be on the lookout for webinars on Enterprise coming soon as well!

Boston Bombing Digital Archive

The following message is from Alicia Peaker at Northeastern:

“I am writing today as part of a team of faculty, graduate, and undergraduate students at Northeastern University who have created Our Marathon: The Boston Bombing Digital Archive (www.northeastern.edu/marathon).

Our Marathon is an online memorial and archive of crowdsourced stories, photos, video, and social media related to the 2013 Boston Marathon bombings and its aftermath. We have collected more than 3,500 digital artifacts in the past six months but hope to collect many more. No story is too small for Our Marathon.

We are currently working to reach communities across the Boston area to give people the opportunity to share their stories and would like to begin working with public libraries in the Boston metro area and along the marathon route.

I'm happy to answer any questions you might have about the archive at marathon@neu.edu

Thank you, Alicia Peaker”

SAILS has placed a link on our public website for patrons to visit the archive.

Library Worklife

A great resource you may not have known about from ALA is the Library Worklife Newsletter. What sets this newsletter apart from others, is that it is the newsletter for library workers. It is specifically about the workplace. This newsletter collects information on library workplace topics such as Career Advancement, Certification, Recruitment, and Statistics just to name a few. It has a wealth of information you might find useful. You can view the current issue at the following address:

<http://ala-apa.org/newsletter/past-issues/volume-10-no-11-november-2013/>

Please join us for the 2014 Southeastern Massachusetts Libraries Legislative Breakfast!

Friday, February 7, 2014 — (Snow Date is Friday, February 14)

8:00 AM - 10:00 AM

Middleborough Public Library, 102 No. Main Street, Middleborough

Email breakfast@sailsinc.org to RSVP.

Our featured speaker is Representative Patricia Haddad

MASS LIBRARIES ARE WORKING TO END THE DIGITAL LOCKOUT

JOIN US!

FY2015 Legislative Agenda

Massachusetts Board of Library Commissioners

How to Print a Charge History

While we wait for a fix from Sirsi that will allow us to once again show Charge History in Enterprise, there is something you can offer patrons right now who want to see a list of their past charges. Did you know you can view, export to excel, and print a patron's checkout history right from Workflows?



How do you do this?

First make sure the Charge History Tab is checked off in the Display User Wizard Properties

1. Log in as Tech
2. Right-Click the Wizard and Select Properties
3. Under the Behavior Tab, check “Show Charge History Tab”

Next, have Workflows set to print to Excel

1. In Workflows, go to File then Print Setup
2. Use the Gadget next to Application to Dump Screen to navigate to Microsoft Excel
3. The path is generally something like this: C:\Program Files\Microsoft Office\Office14\EXCEL.EXE
4. Hit OK

Finally, to print the history

1. Once everything above is setup, view the patron in Display User
2. Open the Charge History Tab
3. Go to File then select Print Screen

This will open the Patron's checkout history in excel. You can print or save it for the patron in Microsoft Excel which ever works best for them.

This tip should help alleviate patron frustration while we all wait for the next release of Enterprise where the Charge History error is advertised to be fixed. Once we are confident the fix is in place we can turn Charge History back on in Enterprise for patrons.

Thank you for your continued patient with this issue. Email eservices@sailsinc.org if you have any questions with this process.

New Richards Memorial Website

The Richards Memorial Library in North Attleboro now has a very clean and modern look and feel online after a complete overhaul of their website! The update has even attracted the attention of the news. You can read the article by Wickedlocal.com here: <http://shar.es/8j7JW>

Explore the site yourself by visiting: <http://www.rmlonline.org/>

New Computer Threat – Be Alert!

CryptoLocker is a new variant of ransomware that restricts access to infected computers and demands the victim provide a payment to the attackers in order to decrypt and recover their files. As of this time, the primary means of infection appears to be phishing emails containing malicious attachments.

CryptoLocker appears to have been spreading through fake emails designed to mimic the look of legitimate businesses and through phony FedEx and UPS tracking notices. In addition, there have been reports that some victims saw the malware appear following after a previous infection from one of several botnets frequently leveraged in the cyber-criminal underground.

The malware has the ability to find and encrypt files located within shared network drives, USB drives, external hard drives, network file shares and even some cloud storage drives. If one computer on a network becomes infected, mapped network drives could also become infected.

While victims are told they have three days to pay the attacker through a third-party payment method (MoneyPak, Bitcoin), some victims have claimed online that they paid the attackers and did not receive the promised decryption key. US-CERT and DHS encourage users and administrators experiencing a ransomware infection NOT to respond to extortion attempts by attempting payment and instead to report the incident to the FBI at the Internet Crime Complaint Center (IC3).

SAILS recommends library staff take the following preventative measures to protect their computers from a CryptoLocker infection:

- Do not follow unsolicited web links in email messages or submit any information to webpages in links

- Use caution when opening email attachments.
- Maintain up-to-date anti-virus software
- Perform regular backups of all staff computers to limit the impact of data loss.
- Keep your operating system and software up-to-date with the latest patches
- Refer to the Recognizing and Avoiding Email Scams (pdf) document for more information on avoiding email scams
- Refer to the Security Tip Avoiding Social Engineering and Phishing Attacks for more information on social engineering attacks

Gmail to end support for IE9

Please read the following message from Google regarding compatibility with Internet Explorer 9.



“Dear Administrator,

We would like to remind you of the Google Apps browser support policy, the set of guidelines that ensures clarity on the Google Apps services interoperability support. Google’s test plans have been adjusted to now stop all testing and engineering work related to Internet Explorer 9 (IE9), as Internet Explorer 11 (IE11) was recently released.

We would also like to remind you that, as we previously announced, Chrome Frame will retire in January 2014. Chrome is a modern browser that supports Google Apps and is available for all major operating systems: Windows (including Windows XP, Vista), Linux, Mac OS X and Chrome OS. Chrome for Business offers 100+ policies that admins can customize via Windows group policies or the Google Admin console to manage updates, website compatibility and more.

Should your organization depend on web applications and websites built for older Internet Explorer browser versions, you can use Chrome’s Legacy Browser Support to set Chrome as the primary browser and define which websites should launch into an alternative browser.

In addition, you can take advantage of Google-provided 1:1 customer support for your users. You may request assistance for Chrome questions on installation, functionality, security and browser policy settings just like you do for Google Apps itself.

End users who access Gmail and other Google Apps services from an unsupported browser will be notified within the next few weeks through a butter bar or an interstitial pages as follows:

Butter bar notification:

"You are using an unsupported browser. Some features may not work properly. Upgrade to a modern browser, such as Google Chrome. Dismiss"

Interstitial page:

This page will give users more information about modern browsers and how to install them.

Thanks, The Google Apps Team”



Malware Alert

Recently a computer in a SAILS library was infected by malware that hijacked the browser. With some effort it was removed. The malware was delivered to the computer with a bogus alert that the browser needed to be updated. These types of alerts are typical of the social engineering designed into malware to make a user think they should be doing something to protect their computer such as install virus protection, etc...

You should never be prompted to update your browser when you are in the middle of a browser session. Firefox and Chrome will automatically update themselves when you start a session. Internet Explorer is only updated as part of the standard Windows Update.

Always be sure to carefully read the screen before responding to prompts, particularly if they just pop up in the middle of a browsing session.

Hot Holiday Devices

Prepare to meet the holiday rush, as your users flock to the library with the season's most popular eReaders, tablets and more.

In this special session from OverDrive, they will bring you up to speed on the latest devices and how your users can use them to enjoy your OverDrive collection.

Register for a FREE webinar:

December 4th, 2013 @ 7:00 PM—<https://cc.readytalk.com/r/mt03cz1ophvf&eom>

December 5th, 2013 @ 3:00 PM—<https://cc.readytalk.com/r/emnmae5y9mfj&eom>

Book the SAILS Banner for your Library Events Today

SAILS has 3 banners available for use by its members. The banner is easily set up and can be used alone or with an accompanying folding stand on which you can put library promotional handouts. The banners can be borrowed for a day, a week, or even a month. It is suitable for all of our members: public, academic, and K-12 (either in service days or parent teacher conferences). We can't send them through delivery but we will work with you to get the banner delivered to you in time for your special event.

We are taking reservations through 6/30/2014. Email support@sailsinc.org to book one for your event. You will receive an email confirmation once the reservation has been processed.

Massachusetts eBook Pilot Project

Last week I attended the MLS eBook Project launch party last Thursday at the Leominster library. They showed the interface of Baker & Taylor's Axis 360 and Biblioboards, the two systems chosen for the project, and the Koha OPAC, used to access the eBooks. The office press release is below. The best way to keep up on the project is by following the MA eBook Project blog at: <http://www.masslibsystem.org/ebook/>.

The Ames Free Library of Easton is one of the 51 pilot libraries. We'll be working with them to put links in their Enterprise catalog to the eBook catalog, but if you want to play around and see what titles are in the pilot collection, follow this link: <http://ebooks.masslibsystem.org/>. You will be asked to pick a library after you search and find a title to check out, but without logging in you can still browse. The links to the help and videos will be updated soon. It's a work in progress.

The pilot will continue for six months. What happens next will depend on the FY2015 Legislative Agenda, which is pushing for more funding towards eResources, such as this eBook Project. Keep following the MLS blog to stay up to date on this exciting program. - Laurie

Press Release issued by MLS on 11.25.13

The Massachusetts Library System (MLS), in cooperation with its vendor partners – Baker & Taylor and BiblioLabs – is delighted to announce the launch of the MA eBook Project. Beginning November 21, 2013, 51 pilot libraries will begin to offer eBooks to their communities for a six-month pilot project to explore different models for eBook lending, different platforms and user experiences. “This is a direct response to our member libraries throughout Massachusetts who have made it clear that eContent is a statewide imperative. This project is our first step aimed at fixing that problem for our entire state and the wide range of libraries we serve,” said Gregory Pronevitz, Mass. Library System Executive Director. “It is heartwarming to see this project launch after so much work from our member libraries and from staff here and at Massachusetts Board of Library Commissioners.”

Baker & Taylor will make more than 3,000 eBooks available to pilot libraries via its Axis 360 digital media circulation platform. Axis 360 is a state-of-the-art digital content circulation content platform. It offers a fully ADA-compliant eBook solution distributing titles in multiple formats including Blio and standard ePub and PDF formats. The Collection Development Task Force can select from more than 500,000 eBook titles via the Title Source 360 acquisition tool. “We are on the cusp of greatly expanded access to eBooks in Massachusetts,” said George Coe, President of Baker & Taylor's Library & Education division. “We are pleased to lend our experience in collection development, library technology and digital materials to this exciting and worthwhile partnership, and are excited about the breadth of digital content it will bring to all libraries and patrons in Massachusetts.”

BiblioLabs will make over 30,000 compelling eBooks and other materials available on an unlimited multi-user basis to pilot libraries via its BiblioBoard platform. BiblioLabs was selected for this project because of its unique model that not only does away with checkouts and waiting lists for eBooks, but

(Continued on page 10)

features as a publishing platform for libraries with special collections to make those collections easily available to patrons. BiblioLabs offers Massachusetts libraries an innovative and award-winning eBook content platform that gives users the ability to access hundreds of curated collections of books, images, documents, artifacts, ephemera, audio and video related to specific themes. This brand-new multimedia experience is built around high-resolution primary source historical content and a growing library of contemporary publisher content including children's books, graphic novels, comics and contemporary non-fiction. Users can access BiblioBoard on a web browser, or the award-winning native apps for iPad, Kindle Fire HD, Nexus 7, or Galaxy Tab. Mitchell Davis, an entrepreneur who was also the founder of Amazon's CreateSpace (formerly BookSurge), is inspired by the spirit of library entrepreneurialism in this project. "We are working with Massachusetts as a true business partner. We are engaging with publishers who want to license content to libraries in a patron-friendly way. We have been pleasantly surprised by the number of publishers who are behind this movement, and who believe this is the future of libraries," says Davis, founder and Chief Business Officer of BiblioLabs.

The pilot project, involving multi-type libraries, was conceived by the Massachusetts Board of Library Commissioner's (MBLC) Statewide Resource Sharing Committee to respond to growing interest in the Massachusetts library community to explore new models and to expand the reach of eBooks for Massachusetts library users. Three member-driven task forces representing the 51 pilot libraries are making major contributions to content selection, promotion and sustainability for the pilot project and beyond to statewide eContent efforts. The automated resource sharing networks in Massachusetts have also been essential partners in their work with pilot libraries and the vendor partners on authentication.

The MA eBook Project is made possible through funding from the Mass Library System and through federal funds provided by the Institute for Museums and Library Services (IMLS) and administered by MBLC. MLS received \$150,000 from the IMLS grant to administer the project. MLS is contributing \$165,000 to the total funding available to cover costs for platform fees, content and promotional materials. MBLC has made eBooks and the technology the focus of its FY2015 Legislative Agenda for Massachusetts.

Deb Hoadley MA eBook Project Leader 508.357.2121 x309

dhoadley@masslibsystem.org

Director's Station and IE 11

Internet Explorer 11 unfortunately is not a valid browser to use with Director's Station. If you are running IE 11 you must run the browser in compatibility mode while using Director's Station.

- Hit Alt+T on the keyboard to open the tools menu
- Select Compatibility View Settings
- Enter <http://dssail.sirsi.net/DirectorsStation/> in the "add this site bar"
- Click Add then hit Close

NETSL 2014 Annual Spring Conference

"Coming Up Roses: Growing Towards The Future"

The New England Technical Services Librarians 2014 Annual Spring Conference

College of the Holy Cross, Worcester, MA

April 11, 2014

Got an innovating idea, project, or technology? Share it with New England Technical Services Librarians (NETSL – <http://netsl.wordpress.com>) at our 2014 Annual Spring Conference, “Coming Up Roses: Growing Towards The Future”.

NETSL seeks forward-thinking proposals in all areas related to technical services librarianship: acquisitions, cataloging, serials, electronic resources, and preservation in academic, public, and special libraries. Participants are strongly encouraged to think about innovative services that meet current challenges in technical services, and how we are leaders of change within technical services and in our libraries as a whole.

Our 2014 Annual Spring Conference will focus on how technical services librarians are increasingly asked to adapt and change in relation to quickly changing trends and current and future users’ needs. How do we cultivate these trends to improve and/or create better services that meet the challenges we face today and tomorrow?

Participants are invited to submit proposals for breakout presentations, posters show and tell for our poster session, and lightning talks. Breakouts are a full one hour presentation. Posters show and tell will last an hour. Lightning talks are approximately 6-15 minutes in length where each presenter speaks one after another. Questions and answers follow the end of the breakout session presentation and the end of all the lightning talks but occur throughout the poster session.

To submit a proposal, follow this link: <http://tinyurl.com/ltnzq4b>

The deadline for proposal submission is midnight on February 2, 2014:

For more information contact Jennifer Eustis, Past President, New England Technical Services Librarians, jennifer.eustis@lib.uconn.edu.

Eileen Chandler

NETSL Outreach Officer

OverDrive Media Station now available!

Promote eBooks in your library...

OverDrive Media Station (OMS), an in-library discovery kiosk for browsing and sampling eBooks, audiobooks, music and video, is now available for OverDrive public library partners. Launched in a pilot program earlier this year, OMS is live in 50 libraries in five countries. The touchscreens offer a new and exciting way to introduce your eBook collection and turn library visitors into digital library users.

Read our [blog](#), [press release](#) and [FAQ](#).

Attract more users to your eBook catalog

OMS provides in-library discovery opportunities for patrons who are browsing your physical shelves. OMS can also be placed in public locations such as malls, transportation hubs or health clubs as an outreach tool to raise awareness of your library's digital collection.

Just as your patrons discover books in the library by browsing your collection and reading a few pages, OMS enables the same experience for your eBook catalog. It's a simple, intuitive way for readers to find best-selling and classic titles, read samples, and send a checkout or hold to their device via QR code, email or text.

OverDrive Media Station for in-library discovery of your eBook collection

"The OMS has been really well received by our patrons. It's rarely unoccupied. During the day, adults are the dominant users, but after school and in the evenings, it's the kids and teens who are engaging with it, usually with a smartphone or tablet in hand."

[Watch OMS Highlights Video](#)

OMS offers a new and engaging experience for eBooks to patrons visiting the physical library. Patrons will leave knowing that your library is never more than a click away.

For more information and to order your OMS, contact your OverDrive Collection Development Specialist

Regards,

OverDrive's Collection Development Team

<http://www.overdrive.com/products/overdrive-media-station/>

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Network Statistics

	Oct '14	Oct '13	Total FY'14
Total Intranetwork Loans	73,214	58,901	288,529
Total Items Circulated	357,699	373,496	1,499,820
Gutenberg	56	155	412
OverDrive Circulation	11,528	8,801	48,691
All Formats Circulated	369,283	382,452	1,548,923
VirtCat Items Borrowed	873	937	3,302
VirtCat Items Loaned	506	569	1,961
Cataloging Requests	5,637	3,414	22,767
MARC Records Added	4,533	4,375	20,132
Patrons Added	3,592	3,732	20,338
Patron placed holds	57,403	57,696	231,668
Total MARC	1,194,139	1,152,597	
Total Holdings	3,687,111	3,784,658	
Total Patron	475,216	465,239	

Upcoming Events

[View the full event calendar](#)

- **12/4—Technical Services Meeting**
10 AM—12 PM, Lakeville Public Library
- **12/4—PC Support Users Meeting**
2 PM—3 PM, Conference Call
- **12/10—Adding Records Using the Java Client**
9 AM—11:30 AM, SAILS Meeting Room
- **12/11—Circulation Users Meeting**
10 AM—12 PM, Seekonk Public Library