SAILS Network News

SAILS Server Downtime - December 28-29, 2010

The SAILS network servers that are currently in use are over five years old and no longer covered by warranty. To ensure a stable service for our SAILS members, we will be bringing two new servers online December 28-29, 2010. One server will house the SAILS system and the second server will be used for training and testing.

It will take approximately two days to build the production server data and during that time, there will be no access to a live server for circulation, cataloging, or the public access catalog. We anticipate having the production server available by the end of the day on Wednesday, December 29. Network staff will contact each library when staff members can log-in. Log-ins will be staggered so don't try Workflows until your library has been called.

Libraries should prepare to use offline circulation, which is built into the java client, during this time. The SAILS Office has scheduled webinars to train library staff on how to use Offline Circ and a recorded version will be available after December 16. An offline circulation manual will be distributed to all libraries the week of December 13.

What will be available	What will not be available
Offline circulation **for checkout only**. Patrons must have their library card for check out. Contact SAILS if you want a flyer for your circulation desk reminding patrons they will need their cards on these dates. The flier is available online at: http://sailsinc.org/circ/CardsRequired-UpgradeC.pdf	No bills or holds information, discharging, patron registration, or library card lookup.
	Cataloging, Reports, Patron data (e.g. library card lookup), ibistro, self-check, acquisitions, serials
Director's Station (with data up to 12/26)	
Access to databases (EBSCO, Gale, etc)	Access will only be available through the SAILS website, your library's website, and mlin.lib.ma.us. iBistro will be unavailable.
Virtual Catalog, searching only – logged in as guest	Items can't be shipped, received or returned. You can checkout items that were received before the down-time.
Overdrive	
Tixkeeper	
Library Insight	
PC Reservation and LPT One	Libraries will have to update their management console. A webinar is scheduled for 12/14 at 1:30 PM. Envisionware users should contact Laurie Lessner for details.

Off-Line Circulation
Problem Situations

Problem	Off-Line Circulation
Item is in transit	Off-line circulation transaction will receive the item and check it out to the patron
Item on hold for patron A but checked out to patron B	Off-line circulation will check the item to Patron B, Patron A's hold will remain on the title.
Item currently checked out to patron A gets checked out to patron B without being checked in first.	Off-line circulation will check the item in from patron A and check it out to patron B
Item is checked out to Patron A but it had been marked as lost.	Off-line circulation will check it out to Patron A.
Item is checked out to Patron A but it had been marked as missing.	Off-line circulation will check it out to Patron A.
Item is checked out to Patron A who has been blocked	Off-line circulation will check it out to Patron A.
Item is checked out to Patron A who is delinquent	Off-line circulation will check it out to Patron A
Item is noncirculating but is checked out to Patron A	Off-line circulation will check it out to Patron A
Patron is not in the database	An error will be listed after the transaction upload report has been run for your library.
Item is not in the database	An error will be listed after the transaction upload report has been run for your library

From New Bedford High School

This is some really good news regarding one of our teachers who is also the author of a young adult series and how our Sails Library Network membership totally gave her a huge break this past weekend!

Briefly, the library here purchased her books, and I requested cataloging for them at the end of last school year. By September, her books were online at sailsinc.org complete with the cover graphics. By October, one of her titles was on our holds list, and we sent the copy to Somerset. It turns out, that the patron requesting her book is in charge of a craft fair in Somerset. The teacher was invited to have a booth at the fair, met the Somerset and Berkley school librarians, and booked author visits. She also sold several of her books. She has come into the Library Office here to thank me every day this week, and she appreciates the contacts that she made as a result of our membership in SAILS. This week, she is literally a 24/7 walking advertisement for SAILS and iBistro! So, our teacher/author, Paula Chretien, thanks you all sincerely for this opportunity and for displaying her titles so beautifully on iBistro. Just some good news to share and a huge thank you from Paula and all of us here at New Bedford High School Libraries.
~ Ann O'Leary

FAQ's of the Month

Every month we receive questions from SAILS members that we think may be questions other libraries have. Hear are a few from the past month:

Question:

What determines which patron's hold is filled by my library's copy

Answer:

The system is configured so that local patrons' holds are always filled first. The system determines the patron's home library by the library that appears in the BASIC INFO tab in the patron record. The system ignores the patron barcode or any information in USERCAT2. Keep in mind that a patron can be your patron but select a different library as the pickup location. The system will still fill that patron's hold first even if it is being shipped somewhere else.

Question:

If a patron gets a new card because the original was lost, I know that his/her SAILS holds easily transfer over to the new card number.   Is that also true for Virtual Catalog holds?

Answer:

If a patron gets a new card, they can't log into the VC with their old card, so they won't be able to see existing requests. When a request comes to the borrowing library for the patron, when you go to receive, it won't automatically place a hold on the item for the patron. You'll get an error saying a hold needs to be placed manually.

Question:

I received a virtual catalog item in the delivery that I am unable to process. It shows as pending because it was sent without a temp barcode or a regular barcode. I know it is for one of my patrons.
What is the best way to handle this so my can get his item without delay?

Answer:

You will need to call the owning library and ask them to ship it. Then you can receive and return it. If you have trouble, either you or SAILS can open a call with the VC Helpdesk.

Question:

A patron registered online and later came in to the library to get a permanent card. We issued the patron a new card. Two weeks later we received a call from the patron saying that they couldn't log into iBistro.

When we searched for the patron the system responded User Not Found. We can't locate the patron by name or telephone number either. What happened to the record?

Answer:

Patrons can register for a temporary card by filling out the Online User Registration Form on the iBistro

FAQ's for the Month

log-in screen. The system creates a temporary patron record for the patron with the patron profile of OUREG. This patron profile allows the patron to place a limited number of items on hold but the record is only in the system for three weeks. When you issue a permanent library card to the patron you must remember to change the patron profile, update the expiration date, and check the address to make sure it is correct.   In the instance reported, the new card had not been updated with a new patron profile and the patron's record was automatically deleted. In that case you will need to reregister the patron.

Improving Cataloging Requests

The SAILS Cataloging Department has four libraries testing a streamlined version of the MARC-OO template. Testing started on November 17th and we are scheduled to review on December 1st. We hope that streamlining the MARC-OO template will make entering records easier and less time consuming. After the testing results and documentation have been reviewed, we will announce the date that the template will be modified. Several online workshops will be scheduled before the template is changed. Pre-registration for these workshops will be required.

December Skills Refresher Courses

During the month of December SAILS is highlighting two of the web based Workflows classes available through the SirsiDynix Mentor System. These courses are available at no cost to the library. Each class is limited to 6 participants.   The courses require a computer with Internet access, IE 7 or above, speakers or headphones. The computer does not need Workflows. These classes are all self-paced and each participant will be working on his or her own.

The first course is ESSENTIAL SKILLS AND SEARCH STRATEGIES. This is suitable both for a newly hired staff person and as a skills refresher. The class lasts approximately 30 minutes. This will be offered on December 3 from 11 a.m. to 11:30 a.m. or December 9 from 2 p.m. to 2:30 p.m. Details and registration are available on the SAILS staff website at Essential Skills and Search Strategies

The second course is an overview of HOLDS. This is a subset of the larger Circulation Skills class and is intended as a skills refresher for experienced staff members. This class will be offered on December 10 from 2 p.m. to 3 p.m. and December 14 from 9:30 a.m. to 10:30 a.m. The length of the class may be shorter depending upon the user. Details and registration for this class are available on the SAILS staff website at An Overview of the Holds Process.

Participants will be asked to complete a short survey when they have completed the class. This will assist SAILS in evaluating the usefulness of the SirsiDynix web based education options.

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Network Statistics

	Oct '11	Oct '10	Total FY'11
Total Intranetwork Loans	**58,616**	60,196	**247,378**
Total Items Circulated	**375,133**	393,924	**1,607,962**
OverDrive Circulation	**2,421**	1,615	**10,111**
TumbleBooks	**14,142**	8,027	**35,324**
VirtCat Items Borrowed	**1,114**	1,345	**4,638**
VirtCat Items Loaned	**595**	551	**2,411**
Cataloging Requests	**3,625**	6,319	**18,557**
MARC Records Added	**4,940**	7,006	**25,032**
Patrons Added	**3,553**	3,872	**19,894**
Patron placed holds	**48,864**	4,8111	**206,289**
Total MARC	**1,102,097**	1,082,340	
Total Holdings	**3,718,721**	3,694,761	
Total Patron	**457,423**	445,948	
Total Uptime	**99.93**	98.81	

Upcoming Events

- 12/2—**Adding records using the Java Workflows Client**
  9AM—noon, SAILS

- 12/3—**Essential Skills and Search Strategies**
  11AM—11:30 AM, online/webinar

- 12/9—**Essential Skills and Search Strategies**
  2PM—2:30 PM, online/webinar

- 12/10—**Overview of Holds**
  2PM—3PM, online/webinar

- 12/14—**Overview of Holds**
  9:30AM—10:30AM, online/webinar

- 12/14—**Updating Validating Authority - Envisionware**
  1:30PM—2PM, online/webinar

December 2010

Su	Mo	Tu	We	Th	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	31	

- 12/15—**Board Meeting**
  10AM—noon, SAILS

- 12/16—**Off-Line Circulation**
  10AM-11AM, online/webinar
  2PM-3PM, online/webinar

- 12/24—**Christmas, office closed**

- 12/28-12/29—**server migration**
  No access to Workflows, or iBistro