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The last week of December SAILS replaced its main Sirsi server and the test server we use for training and testing of new releases. Once we completed the cutover we asked library staff members to let us know what form of communication was most effective, if using of the Off-Line Circulation option was worthwhile, and if there was anything we could have done differently. To encourage responses we offered a \$25 American Express gift card to one respondent picked at random.

We received 94 responses to the survey. Joanne Tannone from the Middleboro Public Library is the lucky winner of the gift card. We were pleased with the number of responses and of course hope that the next time we ask you for your opinion you take the time to respond. It is extremely helpful to us.

90% of the respondents heard about the cutover via email and 62% read about it in the newsletter. We didn't get any responses that the person didn't know about the server migration ahead of time. All of the respondents said that communications were either very easy to understand or understandable. 98% of the respondents knew ahead of time what services would be available and were comfortable explaining things to other staff members or the public. More than 90% of the respondents felt that the use of off-line circulation reduced the amount of staff effort required to get operations back to normal after coming back online. Overall staff reaction was very positive to the entire process.

**Some comments we received were:**

**I didn't expect the Virtual Catalog to be off-line for so long.**

Answer - It was not what SAILS expected. We didn't realize that the Virtual Catalog Help Desk was closed all that week nor did we know that there would be a problem connecting to our server when they reopened.

**It might be helpful to schedule downtime when libraries are closed.**

Answer - We needed support from SirsiDynix to move data from one server to another. That type of support is not available during a weekend.

**If at all possible leave iBistro running on the test server so we can at least find out if we own the item.**

We are very limited in the number of simultaneous users we can have on the test server. Because we were using the old test server for patron validation for Overdrive, Envisionware, etc. we didn't have any spare capacity to offer access to iBistro as well.

**Is it possible for cataloging to be done off-line?**

Cataloging requires access to the live database and can't be done in off-line mode.

**Is it possible to develop the technology so we could discharge items as well?**

Yes it is a feature of self-check but we were concerned that there could be too many data errors. We do intend to test this functionality further.

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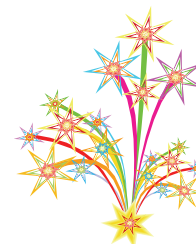
**Trivia Question #1**

What is the login to the staff side of the SAILS website?

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# January Trivia Contest Winner is...Maryanne Darcy from Somerset!

Our first contest started off with a good amount of enthusiasm. We had 47 entries from the following libraries; Attleboro Public, BCC, Carver, Dartmouth, Fall River, Foxboro, Mansfield, Norfolk Public, North Attleboro, Norton, Pembroke, Plympton, Raynham, Rochester, Somerset, and Wareham. The library with the most entries was North Attleboro, with ten people submitting answers!



### The Answers:

1. **How many titles in the system have the words cat and dog in the title?** The following were acceptable answers, all coming from Workflows, since we asked how many in the system, which would include shadowed titles as well.

68—both words cat and dog when searching the title index: cat and dog - title drop-down

56—both words cat and dog when searching the title field: cat and dog {245}

38—all three words; cat, dog, and, in the title field: "and" and (cat and dog) {245}

48—all three words; cat, dog, and, in the title index: "and" and (cat and dog) - title drop-down

If you'd like to learn more about searching, be on the lookout for upcoming searching workshops, either live or recorded.

2. **How do you contact SAILS if you can't connect to Workflows, if iBistro is down, or if you lose your SAILS Comcast connection, on a weekend?** The following answers were acceptable:

call 800-331-3764 , leave voicemail on ext 1

call 508-946-8600 ext:1, leave voicemail on ext 1

call 800-331-3764 ext:1

call 508-946-8600 ext:1

3. **In Overdrive, there are different formats for the types of books you can download. If you download a WMA formatted book, would you listen to it or read it?** There were no incorrect answers to this question. Everyone knew that you listen to the WMA format.

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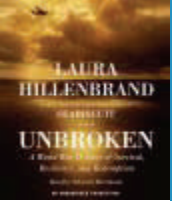
**Trivia Question #2**

List two things the Workflows' help says the "check item status" wizard is especially useful for?

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**Interesting Fact**

USA Today reported that of the top 50 books on their bestseller list from January 3rd, 19 titles sold more digital copies than print copies. This includes not only older hot titles like *The Girl Who Played With Fire*, but relatively new titles like James Patterson's *Cross Fire* and Laura Hillenbrand's *Unbroken*, which were first published in December.



## Patron PIN Requests

Do you know on the SAILS website, there is a form patrons can fill out to request their PIN? We receive one request/day on average. Of course this isn't limited to daytime hours, which is why, on the form it says, "these requests are usually handled during normal business hours (M-F, 8-4), so if you require immediate help, you may wish to call your library."

The form has always been set up to copy the PIN request to the designated circulation email we have on file for each library.

Do we want you to answer your patrons' requests, rather than having someone from SAILS reply?

We want people to get the quickest answer, and during normal business hours, often we are looking at our email continuously, so we answer fast.

Off-hours we do have our phones that get SAILS email, but we may not be able to look up a record in Workflows, and to be honest, we may not want to!

Sometimes we get follow-up questions from our responses and your patron may start to look to us to answer their questions, rather than you.

So what's the answer?

Until we have a better method, if it is an evening or weekend, and you see a PIN request come in for your patron and you're able to look up their record, answer it.

If it is during the week and you get a request, give it 10 minutes and if you don't see a reply, and you want to answer it, answer it. If you are busy with other tasks, let SAILS get it. Worse case, we both answer the person's request and they feel lavished with attention.

## Resources to assist customers with eBooks



From the Overdrive Blog, which should be bookmarked!—

Computerworld reported that the total sales of eBook readers would reach 6.6 million devices by the end of 2010, with an estimated jump to 11 million in 2011 (in addition to devices such as the Apple iPad). The surge in eBook reader usage has pushed eBooks and your library as a source to the forefront.

As your eBook provider, OverDrive has developed the following resources to assist staff in promoting eBooks from the library, and answering basic questions along the way.

For library staff only:

### 'Mobile Update' training session

A 30-minute online training, including a demonstration, of how to:

- Download eBooks and audiobooks to a mobile device (e.g., iPhone, Android, BlackBerry, Windows Mobile).
- Transfer eBooks from a computer to an eBook reader (e.g., Sony Reader, Barnes & Noble Nook, Kobo eReader, etc.).
- Transfer audiobooks from a computer to a portable listening device (e.g., iPod, MP3 player, etc.).

Visit our [Training Center](#) for additional staff training materials.

For customers and library staff:

### Mobile Device / eBook Reader "How-to" Guide

A downloadable PDF (front and back) with detailed instructions on how to download titles to a mobile device and transfer eBooks to an eBook reader. This file can be printed and distributed as needed.

### eBook Devices Cheat Sheet

A complete list of library eBook-compatible devices. This file can be printed and distributed, and is particularly helpful to customers who are in the market for a new device.

OverDrive is continually working to provide helpful resources for staff and customers. The above items are the beginning of additional updates to our existing help resources, as well as new help tools that will be introduced in 2011.

Shannon Lichty is the partner services manager for OverDrive



## NATIONAL AWARD FOR AMES FREE LIBRARY

January 25, 2011 - The Ames Free Library announced today that the library was selected as one of three finalists in the 2011 Best Small Library in America competition by Library Journal and the Bill and Melinda Gates Foundation. The annual award is given "to encourage and showcase the exemplary work of libraries serving populations under 25,000." The Ames Free Library will receive a \$5,000 grant as well as membership and conference costs for two library representatives to attend a gala reception at the Public Libraries Association conference in Philadelphia in 2012.

"We are honored to help recognize these innovative libraries, which have excelled at understanding and meeting the needs of their communities," said Jill Nishi, Deputy Director of U.S. Libraries and Special Initiatives at the Bill & Melinda Gates Foundation. "They serve as remarkable examples of how libraries can develop and sustain the critical services their communities need, including high-quality technology and Internet access." While the award went to the Naturita Community Library in Colorado, the Ames Free Library and the Page Public Library in Arizona were selected as the two finalists in a highly competitive pool of applicants from all over the country." This is, in fact, the first time a library in Massachusetts has received this prestigious award.

Director Madeline Miele Holt, expressed her delight for reaching a personal goal, to apply for and win this grant, set forth when she first became head librarian in 2008. Ms Holt, together with the Board of Directors, and the Staff of the Ames Free Library would like to take this opportunity to thank the ever-generous people of Easton who have come to the library, participated in its programs, donated both countless volunteer hours and hard-earned cash, and imbued this gracious old building with a vibrancy and community energy that allowed it to be recognized for this national honor.

When the staff at the newly renovated Library worked hard at making it a place "Where the Community Connects," their motto, they did not expect to set a standard for the rest of the nation. But a little more than a year after moving back into the historic old building, that is exactly what they did! The library will announce a community-wide celebration at the library in the near future to share and commemorate their happiness and pride in this award.



**Ames Free Library Staff**

L-R Back row: Joan Roan, Ian Dunbar, Susan Johnson, Whitney Brown, Cathie Coyne, Michelle Duprey, Debbie Adduci, Steve Somerdin. L-R Front row: Uma Hiremath, Madeline Miele Holt, Lorraine Rubinacci, Marion Wingfield, Karen Gabbert Armand and new twins, Kathy Korona. Staff members not shown include: Anne Marie Large, Sue Hammond, and library pages Katie Kozak, Hayden Lizotte, Meaghan Morris, and Nicholas Calabraro



**SAILS Library Network**  
 547 West Grove Street  
 Middleboro, MA 02346  
 (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**

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**Kristin Slater, Manager of Bibliographic Services**  
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**Claudette Tobin, Cataloging Associate II**  
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 (508) 946-8600 x216

	Dec '11	Dec '10	Total FY'11
Total Intranetwork Loans	47,680	52,580	349,346
Total Items Circulated	299,701	328,700	2,271,285
All Formats Circulated	313,876		2,349,306
OverDrive Circulation	3,175	1,718	16,335
TumbleBooks	11,000	8,874	61,686
VirtCat Items Borrowed	903	1,013	6,665
VirtCat Items Loaned	437	403	3,506
Cataloging Requests	3,438	7,442	27,233
MARC Records Added	3,526	8,138	33,281
Patrons Added	1,469	1,849	23,949
Patron placed holds	41,069	42,253	294,342
Total MARC	1,104,178	1,090,280	
Total Holdings	3,698,174	3,699,845	
Total Patron	457,352	446,750	
Total Uptime	95.67	99.84	

**Upcoming Events**

- 2/12—Love Your Library Rally  
10AM—1PM, Wareham
- 2/12—Love Your Library Rally  
Middleboro
- 2/26—Love Your Library Rally  
10AM—11AM, Lakeville
- 2/26—Love Your Library Rally  
11AM—2PM, Hanson
- 2/16—Board Meeting  
10AM—11:30AM, Online
- 3/8—Circulation Roundtable  
10AM—noon, Hanson Public Library

**February 2011**

Sun	Mon	Tue	Wed	Thu	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					