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Enterprise Upgrade Scheduled


Last Fall the PubPac Committee created a list of changes to make to Enterprise. We're going to put the changes in place when we upgrade to the next version of the Enterprise software. This is the release that will fix the Charge History problem.

We are scheduled to have the upgrade done on Monday, Feb. 10th. This will be the same as last time - expect Enterprise to be unavailable for most of the day. We will start alerting the public about the upgrade and down time the week beforehand.

Here is the enhancements list from the PubPac that will be implemented :

- Display the holdings on the results list (below is a screenshot of the display)

11.



★★★★½

Harry Potter and the Order of the Phoenix
 by Rowling, J. K.
 Edition Large print ed.
 Format Books
 Publication Date 2003
 ISBN 0786257784

0

Like

Place Hold

Text This To Me

| Library | Call Number | Item Type | Home Location | Status |
|------------|------------------|-----------|---------------|------------|
| EB-CENTRAL | ROW | BOOK | FICTION | FICTION |
| BWATER | LP ROWLING, J. | BOOK | LARGETYPE | LARGETYPE |
| NO_ATBORO | ROWLING (LT) | BOOK | STORAGE | STORAGE |
| PEMBROKE | J LP ROWLING, J. | BOOK | JLARGETYPE | CHECKEDOUT |

- Additional credits - will show on the item details display
- Cast, audiobook narrator - will show on item details display as "Performer(s)," this is indexed and searchable
- System requirements - will show on item details display
- Language statement - will show on item details display

Additional change with the upgrade - session timeouts. When using Enterprise, after 8 minutes, you'll see this alert pop up, "In 60 seconds, the catalog will log

you out (if logged in) and return you to the homepage. Click the button to continue with what you were doing." If the button isn't clicked, it goes back to the home page and if someone is logged in, they'll be logged out.

They won't be live until the upgrade, but you can view all of these changes on our Enterprise Test Profile:

<http://sails.ent.sirsi.net/client/lib>

Contact us at support@sailsinc.org if you have any questions.

Virtual Catalog Migration

We have been talking about the eventual shift to the new Virtual Catalog system for some time now and wanted to give everyone an update on the new system. The below information comes directly from the current MVAC site.

From <http://massvc.org>:

“The Road to The Commonwealth Catalog!

For over 10 years the Virtual Catalog has been the place for finding library materials in Massachusetts. Now it is time for a new system. Throughout the coming year the Massachusetts state-wide ILL system, currently known as the Virtual Catalog, will be migrating to a new system and getting a new name, **The Commonwealth Catalog**.

In the coming months all networks will be migrating from the Virtual to the Commonwealth Catalog. This migration process will take place throughout the year and include a gradual 'draw down' of the Virtual Catalog as networks are migrated, one-by-one to the new system.

Network Draw Down

When a network is removed from the Virtual Catalog their libraries will cease borrowing and lending and their items will cease to show in the Catalog searches. During this time, existing requests can still be processed and in fact, libraries are encouraged to clean out all requests.

Training

Training materials for both patrons and staff will be posted as the go-live date for The Commonwealth Catalog approaches.”

While the switch is still months away, be sure to keep the migration on your minds as it will be here before you know it.

Stay on look out for more information posted by MLS and we will keep you informed of any updates as we learn them as well.

OverDrive for Young Readers

OverDrive is offering a new service for public library partners to give young readers a place of their own. This new service will be available to SAILS patrons in late February. We will be able to incorporate an eReading Room for kids and/or teens as an extension of the network's digital library website. Kids and teens can browse, sample, place holds and borrow eBooks and other media appropriate for their age range and reading level. Kids can spend as much time as they want clicking away and exploring without the worry of them stumbling upon mature content. See the first live eReading Room for kids at Kitsap Regional Library in Washington at <http://krl.lib.overdrive.com/kids>.



The eReading Room is a safe environment for children, independent of the larger digital collection, yet easily accessible and fully integrated – seamlessly working with our existing Overdrive catalog. OverDrive offers clean, friendly, simple design options and the choice of including juvenile and/or young adult fiction and nonfiction titles. All titles in the eReading Room are also cataloged by reading level, ATOS scores, and other reading metrics to help parents and teachers select titles to aid in literacy campaigns. In case you are familiar with ATOS it is basically a free version of the Lexile ratings, and it gives the readability level of books. Adults and kids can sample titles in Overdrive prior to checking out a title. SAILS is also adding a selection of juvenile streaming video to the collection.

The checkout and hold experience is the same as with the existing site, so when the kids are ready to graduate to the next level, they'll already be seasoned users of the website's tools and navigation. Overdrive will also provide SAILS with promotional graphics and print-ready materials to promote the eReading Room.

Subscribing to New Google Groups

Did you know you can subscribe yourself to many of the network Google Groups we have setup without needing any permission or assistance from SAILS? It is actually quite easy to manage your own Group subscriptions! While we utilize Google Groups to function like mailing lists, they are still at their essence what Google defines as a Group, which you can manage through your email account. Just like any other Google product we have access to through our SAILS email accounts, they function pretty much the same as they would at home.

If you aren't one to hover your mouse on strange icons or click around on a web page to explore it, access to other Google Apps (Apps are things like Gmail, Google Drive, or your calendar) in your SAILS account might seem hidden from you. While there used to be a ribbon that displayed all of your Google Apps, after some recent updates from Google this has been replaced by the Google Apps icon in the upper right of your screen when using any Google App, like your email. It is a box made of six smaller boxes and looks like this if you haven't noticed it before:



To manage your Group subscriptions and add more:

- Click the Google Apps Icon
- Select the option for Groups
- Click the option to Browse All
- Scan the list of available Groups and click one if it interests you
- Next click the blue button at the top of the screen called "Join Group"
- Finally make sure the information in the next pop-up is correct and select "Join Group" again
- Now you are subscribed to this Group

If you instead wanted to see just the Groups you are already subscribed to, select My Groups instead of Browse All.

You can use this App Icon as a means to access and explore all of the tools available to you through your SAILS account. Remember, since our email is managed by Google, this gives you access to more than just your email. Explore what Google has to offer. If you want to become more familiar with the possibilities of Google Apps, you can watch this video from Google: <http://learn.googleapps.com/training-videos>. All of these Apps come free with your SAILS account.

Perhaps you will find a new and better way of doing something at your library!

Managing Past Newsletters

Once you've finished reading each month's newsletter, what do you do with it? If I had to guess, I'd say most people probably just delete it then move on with their day...

There is actually a very large benefit to you if you get in the habit of saving each month's newsletter after you've read it. The reason is because of how well Google can search your email. Did you know that the entire newsletter is searchable through your email?

The SAILS Monthly Newsletter is one of the main ways SAILS informs you of tips, tricks, frequently asked questions, and news. You have probably found yourself remembering reading something from a newsletter at one time or another, but unfortunately couldn't remember the specifics. If you always delete the newsletters all of this information is lost and you could potentially waste time hunting for an answer when you need it. If you save the newsletters however, all you need to do is simply search your email.

To do this, first you will need to start saving the newsletters to a Folder (or Label as they are called in Gmail):

- Select the message either by placing a check next to it or opening it to view it
- You should see a folder shaped icon above the message(s) that says "Move To" when you hover over it
- If you haven't made a Newsletter label (folder) yet, select "Create New" to quickly create a new one
- Once you either select or create the label you want to use, the message will then be instantly moved to the new location

Sometimes this Folder Icon does not appear. If you don't see it, it is now a two step process:

- Click the Tag Icon that says Labels when you hover over it and perform the same steps as above
- After it has a label, you then need to Archive it by clicking the Box Icon with a down arrow that says Archive when you hover over it (both icons are located directly above the message(s))

With this setup, now use the Advanced Search to find information in the newsletter lightning fast:

- Click the down arrow next to the search box at the top of your email to open the search options
- Where it says Search, select the label you use for your newsletters
- Then use the search field "Has the words" for your search terms (this is just a suggestion, you can search anyway you want)
- Finally click the Spy Glass Icon to perform the search

Google will present you with a list of messages and highlight all the locations where it found your keywords. This is just another way you can better leverage the power of Google at the library.

Lynda.com Through MLS

As members of MLS we have many wonderful tools at our disposal. They also make available to you numerous learning opportunities. If you have never had the opportunity to attend one of their live training sessions I would highly recommend you do so. They make a strong effort to have them be both fun and informative. You may have even seen reviews in past newsletters of training sessions written by SAILS staff members after one of us has had the chance to attend one. You can see if anything interests you on their full event schedule here:

<http://www.eventkeeper.com/code/events.cfm?curOrg=MLS>

Another training tool I recently took advantage of from MLS is access to Lynda.com. MLS offers its members access to Lynda.com for a two week period. This isn't a one time deal, either. You can request access once every three months. If you aren't familiar with Lynda.com, it is a website that teaches computer skills through video tutorials. This is really a great way to keep yourself and staff current on new software at the library.

What I was able to use my time to study on Lynda.com was Wordpress. Our public website uses this software and soon we will begin transferring our staff website to Wordpress as well. Wordpress is even used to power many of your websites. It is a great piece of software. Although it is designed as a blogging platform, it is so simple to use, and so versatile that it can end up being any kind of website you want: big or small, complex or simple.

If your library's website is designed using Wordpress, this could even be a beneficial topic to utilize your time on Lynda.com with. While your website may already be built, you could be left with the responsibility of keeping the site up to date. Wordpress is simple, but that doesn't necessarily mean you will be comfortable working on the backend to keep it up to date. Plus, knowledge is power. You might not even know what the possibilities for your website are using Wordpress.

For example, one lesson I thought was invaluable and would recommend to others was learning the difference between Posts and Pages. On the surface they look exactly the same. Even when you go into edit them and create new Posts and Pages, the Admin screen and options still look exactly the same. Until you understand the function of a Post versus a Page it may never become apparent what the difference really is. Remember how I said Wordpress is designed as a blogging software? This is where the difference lies. A Page is essentially a static webpage and functions much like how you would expect any other page on a website to behave. A Post, on the other hand, can do a lot more than just be a webpage. By manipulating the date and categories of a post, you can alter where the post appears and how it interacts with your site. Just by understanding this simple difference, you might start to get some creative ideas and understand how your site functions better. It could even help you take your site to the next level.

You could certainly find similar benefits in other software tutorials offered by Lynda.com. You could try learning a new piece of software you have been curious about, one your patrons are always having problems with, or one you use every day just to get a better handle on it. The access is free from MLS so there is really nothing to lose! - Ben Phinney

Ways to access the SVA Failed Calls Report

While we have been advertising the improvements to the SVA Failed Calls Report, we want to take a moment to discuss the two ways you can access your SVA Failed Calls Report and why you might choose one method over the other.

Workflows

Workflows is probably the most efficient way to access these reports. They can be accessed via the RHA login. What you might not realize is that if there is an email in the patron's record, they will be emailed the notice. So if you want to save yourself some time, you can filter out all the patrons with email addresses in their record.

How do you filter them out? When you print or view the report you will see a popup before clicking ok to print or view. At the bottom of the popup there is an option to select which notices you want to view. Select "Only those with no email addresses" to filter out patrons who the system will try to contact via email.



Email

If you do prefer the convenience of email, this report can be emailed to you. Unfortunately, there is no way to exclude patrons with email addresses. If you get the report emailed to you, you will receive an email for every library's report, as well. While most days there are only a few reports, there are heavier days where every library in the network receives a Failed Call Report.

What you can do to manage this better is setup some filters in your email to remove the reports that are not for your library. If you aren't familiar with setting up filters here is the Gmail help page on filters: <https://support.google.com/mail/answer/6579?hl=en>

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The filter I would suggest you setup is:

- Click the small down arrow in the search field while in your email to open up the advance search settings.
- Enter sirsi@salp.sailsinc.org in the From field and sva@sailsinc.org in the To field.
- In the subject field, enter your library code as it displays in the subject line of the sva email. The example uses Seekonk.
- **This is very important: Add a minus before the library code to indicate that you want to exclude this search term. Otherwise, it will have the opposite effect. (This appears**

as “-seekonk-pl” in the above example.)

- Click “Create filter with this search”
- On the next screen indicate what you want done with the other libraries’ reports. You don’t need them so it is fine to select to “Delete it.”
- Click, “Create Filter”

With this filter setup, any failed SVA report that is not for you will be deleted from your inbox.

Just to wrap up, if you want the most efficient method, you might want use Workflows so you can filter out patrons with email addresses. If you want the convenience of have having it come into your email, then you might want to setup a filter to make it more manageable.

The choice is yours! If you want to subscribe or unsubscribe to the emailed reports email support@sailsinc.org and we can either add you or remove you from the group.

Enterprise Tip! - Librarything Content

Librarything content is actually nothing new to our OPAC. We have been offering this service to our patrons since our last update to eCatalog almost two years ago. Through our ongoing Enterprise training sessions I have learned that this has become a lesser known feature of Enterprise. All of the Librarything content appears on the Item Details Display, so unless you have a reason to visit this page (Enterprise gives you most of the options you need right on the hit list), you might never know the Librarything content was even there.

Our Librarything content can give you and your patrons a new, interesting, and more meaningful way to explore the catalog. Not every item has content, unfortunately. There does need to be corresponding information on Librarything and it does need to be a book. All of this content is user generated from people like you and me with Librarything accounts. In case you aren't familiar with Librarything outside of the catalog, Librarything is a social networking website for book lovers.

When you visit an item detail page in Enterprise, there is a column on the right containing our Librarything Content labeled "Librarything: Read-alikes, Tags, and more..." Here is a list in the order that they appear of some of the useful features Librarything adds to our catalog:

Social Tags

Librarything Social Tags can offer a different way to give patrons read-a-likes. Social tags are descriptors given to books by Librarything users and can offer an alternative way of describing and categorizing an item. At the same time, they can give you and your patrons a different method of exploring the catalog.

For example, if a patron comes in looking for something to read after finishing the Hunger Games, a lot of other sci-fi young adult series might instantly come to mind. But what if it was the survival aspect of the series that appealed to the patron. There just happens to be a tag for "survival" on the record, click it and it will generate a list of similar books that have the survival tag as well. In many cases this can be a very effective way to recommend new books.

Series Information

This next portion of the Librarything content lists the series a book belongs to and the other titles in the series. This can be invaluable for series that don't have an obvious order like some mystery series or for a series you just aren't familiar with. If you click the link to the series, it will list the titles of the series in order. If there isn't a record in the catalog for a title in a series it will still be included for your reference, but will merely be greyed out and won't link out to our catalog like titles that we do own.

Other Editions

This feature does just what it implies, offers the patron different editions of the same title. This can be helpful if the patron's search didn't pull up the exact version or format of a title they were looking for. It

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is just one more method to give the patron more options.

Reviews

Underneath Other Editions is a link for user-generated reviews. The link is small so you might miss it. These are all reviews that come from Librarything users. These are different from the reviews you might already be used to on some titles. The Librarything reviews are from regular people and not professional reviewers. This can often be more compelling to the patron.

Similar Books

This feature will offer some Read-a-like suggestions without needing to explore the Social Tags.

Awards

Finally, any awards the book has won will be listed. What is really nice is not only are the awards listed but you can click the award name, which is also a link, to be brought to a list of other titles that have won the same award. Just like the other content features, any titles we own will link back to the catalog.

One of the greatest advantages of Enterprise is its ability to allow the patron to explore the catalog rather than just search it. The Librarything content really fits in well with this philosophy and offers you and your patrons even more ways to explore everything the catalog has to offer.

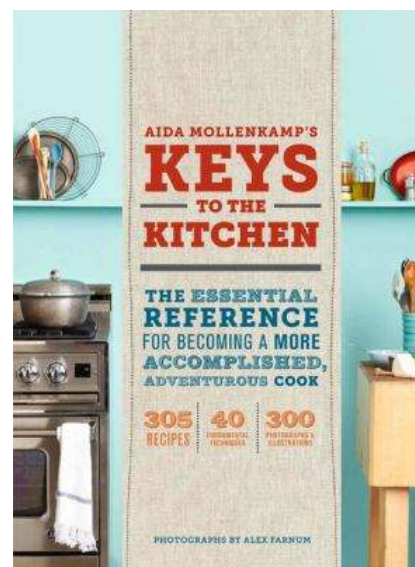
The Next Big Library Read

SAILS will be participating in OverDrive's next Big Library Read starting on February 17th and going through March 5th. The up and coming title is "Keys to the Kitchen" by Food Network Star, Aida Mollenkamp. Help us advertise this title and make this program a success once again!

The Big Library Read is OverDrive's worldwide digital version of a book club. It is also a great opportunity for us to generate more interest in our OverDrive collection. What is even more appealing for us and our patrons is that during the Big Library Read this title is free for us and has unlimited checkouts. So it is a huge win win for everyone!

Here is a brief description of this title from OverDrive:

"Food Network and Cooking Channel star Aida Mollenkamp lays an invaluable foundation for cooks in Keys to the Kitchen. This comprehensive manual collects more than 300 innovative, contemporary recipes as well as color photographs, plenty of informative illustrations, a substantial technique primer, and helpful how-to information on subjects as wide-ranging as rust removal, throwing a cocktail party, and knife skills. For members of the tech-savvy new generation who can't cook but want to, this essential reference guide makes an ideal starting place and for those already at ease in the kitchen it's full of "who knew" moments for expanding their repertoire of great recipes."



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!

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

[Thursday February 13th—10 AM to 12:30 PM](#) [Wednesday April 30th—1 PM to 3:30 PM](#)

[Tuesday February 25th—1 PM to 3:30 PM](#) [Tuesday May 13th—10 AM to 12:30 PM](#)

[Wednesday March 12th—9 AM to 11:30 AM](#) [Thursday May 29th—1 PM to 3:30 PM](#)

[Thursday March 27th—12 PM to 2:30 PM](#) [Tuesday June 10th—12 PM to 2:30 PM](#)

[Tuesday April 8th—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: February 12th—2:30 PM to 3:30 PM

Register online: <https://cc.readytalk.com/r/3ha624ku7rwy&eom>

Searching and Overlooked Features: February 24th—1 PM to 2 PM

Register online: <https://cc.readytalk.com/r/kwfv7atbdk7&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!

Special this month only!

Join the Staff of the Somerset Public Library for a special Enterprise Workshop on February 27th from 12:30pm to 3pm. If you can get there by noon, join us for a brown bag lunch discussion on OverDrive as well! This special session of the Enterprise Workshop will be held at the Somerset Public Library and they have graciously invited anyone from neighboring libraries to join them if they are able. If you would like to attend this special session please register at <http://www.sailsinc.org/CE/Details.asp?ID=129>.

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Lakeville, MA 02347

(800) 331-3764 (508) 946-8600 fax: (508) 946-8605
 email: support@sailsinc.org URL: <http://www.sailsinc.org>



Network Statistics

| | Dec '14 | Dec '13 | Total FY'14 |
|--------------------------|-----------|-----------|-------------|
| Total Intranetwork Loans | 63,040 | 49,851 | 416,996 |
| Total Items Circulated | 292,916 | 300,018 | 2,113,865 |
| Gutenberg | 112 | 426 | 604 |
| OverDrive Circulation | 11,962 | 9,017 | 7,1932 |
| All Formats Circulated | 304,990 | 309,461 | 2,186,401 |
| VirtCat Items Borrowed | 773 | 792 | 4,835 |
| VirtCat Items Loaned | 365 | 493 | 2,739 |
| Cataloging Requests | 4,257 | 0 | 32,098 |
| MARC Records Added | 3,556 | 0 | 28,268 |
| Patrons Added | 1,505 | 4,054 | 24,110 |
| Patron placed holds | 50,714 | 48,579 | 337,119 |
| Total MARC | 1,177,097 | 1,155,250 | |
| Total Holdings | 3,819,514 | 3,784,107 | |
| Total Patron | 475,081 | 474,112 | |

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Upcoming Events

[View the full event calendar](#)

- **2/7—Legislative Breakfast***
8 AM—10 AM, Middleboro Public Library
*Snow date 2/14/2014
- **2/13—Enterprise Training**
10 AM—12:30 PM, SAILS Meeting Room
- **2/19—Board Meeting**
10 AM—12 PM, SAILS Meeting Room
- **2/25—Enterprise Training**
1 PM—3:30 PM, SAILS Meeting Room
- **2/27—Somerset Regional Enterprise Training**
12:30 PM—3 PM, Somerset Public Library