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Custom Charge Receipts Available

If a library would like to have their charge receipts print their library name, address, slogan, etc., directors may now request this feature. The request form is available at: http://www.sailsinc.org/directors/F_ReceiptHeaders.asp You may choose up to 3 lines to print at the top of the receipt and 3 lines to print at the bottom. Each line is limited to 40 characters. This is an example of how a receipt would print:

SAILS Library Network
Serving Libraries in Southeastern MA
<http://www.sailsinc.org>

patron's name: Lessner, Laurie C.

Title: The lord of the rings
Item id: 31656001454984
Due: 1/9/2002, 23:59

546 West Grove St.
Middleboro, MA 02346
(508) 946-8600

New Request Policy

The SAILS membership approved the following policy at the Dec. 20 meeting:

It is the responsibility of SAILS members to respond to the patron requests submitted on iBistro. If libraries do not reply within 2 weeks, SAILS will reply to the patron with the following message:

“Your library does not participate in this feature.”

If SAILS issues 2 of the responses stated above for the same library, the CONTACT US button will be removed from their in-library iBistro.

Please note that SAILS staff will call the library director before taking either of these actions.

New Shipping Policy

Because of the growing concern about theft and damage to cd's, dvd's and videos placed in the delivery, the SAILS board directed the Circulation Policy Committee to develop a policy for packaging items for delivery. At the December board meeting, the membership approved a policy that states all media with the exception of books on tape must be placed in a padded, opaque envelope before being put into the delivery system. Padded mailers are available for sale through SAILS but libraries may choose to use their own. This policy goes into effect January 2, 2002. Please be sure you have a supply of mailers on hand before this date. If your library runs out of mailers, you will need to hold materials until a new supply is received.

It is our hope that by using these mailers, fewer items will be lost or damaged in delivery. This has been an extremely popular service but it could discontinue if member libraries feel that too many items are being lost in delivery.

Another reminder - do not tape, staple, or glue packing slips or due date slips to materials owned by other libraries. We have been receiving complaints about routing slips being taped to books-on-tape, etc.

Email Reminder Notices

Starting on January 2, 2002, SAILS will be sending out email notices to public library patrons 3 days before items they have checked out fall due. These notices will only be sent to patrons who have accurate email addresses in their patron records. The notices will tell them that the items are falling due and that it may be possible to renew items on iBistro or by contacting their local public library. Individual libraries do not have to do anything to activate this notification. Patrons receiving the notices will think the notice is being issued by the library and not by SAILS.

Please remember the SAILS policy about not renewing items on which there are holds. Also, if the patron checked out an item at a library that does not allow renewals and then attempts to renew them at another library, even if that library does allow renewals, the renewal will require an override. For example, Library A does not allow renewals on videos and the patron checks out a video at Library A. Library B does allow renewals on videos. The patron attempts to renew the item while logged into iBistro but the renewal will be refused. The patron will go to Library B for the renewal but the library staff will have to enter an override to complete the transaction.

If patrons do not want to receive these reminders, just remove their email address from their patron record.

Regularly Scheduled Reports

Every library should be receiving the following monthly reports:

- Monthly circulation by item category¹
- Monthly circulation by patron profile
- Ill items loaned to other libraries
- Ill items received from other libraries
- Number of patrons registered
- Number of items added to the system
- Items loaned to patrons by patron category² (place of residence). This report may be used to determine nonresident lending
- Items set to missing
- Old overdue items - this report should be used to bill patrons and set items to lost.

If your library is not receiving one of these reports, please contact [Debby Conrad](#).

Other reports that are available are:

- Daily circulation statistics by item category 1 and patron profile.
- Weekly cash receipts by workstation
- Weekly cash receipts by bill type
- Biweekly reports of items in transit

These reports are set up by request only. If you are interested in receiving one of these, please contact [Debby Conrad](#).

New Email Account Information

The following message will be sent to library directors, upon creation of new email accounts for their staff members. This message should be given to the staff members, on behalf of SAILS.

Hello,
Your SAILS email account has been created. Please use the following instructions to access your account for the first time.

1. Open up a web browser and proceed to <http://mail.sailsinc.org:3000/>
2. Enter your User Name (first initial, last name; ex: swilson) and password, which is password
3. Click the "sign in" button
4. Click the Options link on the left and then click

on MDaemon Settings

5. Change your password and click the "Save Changes" button

There are a number of ways to access your email, such as using Outlook, Outlook Express, another email program, over the web, or a combination of each.

For Outlook, Outlook Express, and Netscape Mail, there are directions on the SAILS website at: <http://www.sailsinc.org/support/SettingE-Mail.asp>

If you wish to access your email online, from any computer with an Internet connection, you should use the WorldClient. You access WorldClient at the same address given above:

<http://mail.sailsinc.org:3000/>

iBistro Continues to Improve

In November, the PubPac Committee, formerly the Reference Committee, met at SAILS. The purpose of this committee is to evaluate OPAC-related policy; iBistro feature changes and labeling; web links; and evaluation and distribution of training materials. The committee will consider both remote users and in-library users.

The first act was to change the HOLDINGS link in iBistro, on the full details page, to [VIEW HOLDINGS](#). This was changed in order to make patrons realize this is a link, which will give further holdings information.

The next round of improvements will be to customize the online help in iBistro and change the color of the help button, to really grab the patrons' attention.

These changes may be found on the [PubPac web page](#).

Don't forget, the [iBistro brochures](#) are available on the web site. Please feel free to download the word document and make any changes you wish. If any library has customized or created an iBistro brochure for their patrons, please send a copy to SAILS, attention: Laurie Lessner. These will be passed along to the PubPac committee and used to generate ideas for new handouts.

Suggest a Change to iBistro Messages

Have you come across a strange message in iBistro? If so, please let the PubPac Committee know.

On the SAILS staff web site you will see a form on the PubPac Committee page. The committee will review the request and make appropriate changes. To access the page directly, please go to:

http://www.sailsinc.org/opac/pubpac/F_message.asp

Virtual Catalog, Coming This Month!

Very shortly after the January 17th Virtual Catalog Meeting at 10 a.m., SAILS will "go live" in its participation in the Virtual Catalog. What does this mean for you? If you currently manage your library's ILL, life will be much easier. You may use a web interface to place requests from other libraries.

For the first few months, access will be limited to Staff placed requests and searching. Access to the Virtual Catalog will be available through a link on the SAILS staff web site and through WorkFlows.

Other libraries & networks participating in the VirtCat include:

- Boston University
- CLAMS (searching only)
- C/W MARS
- Fenway Libraries Online
- Merrimac Valley Library Con.
- Metro Boston
- Minuteman
- North Boston Library Exchange
- Tufts University
- UMASS Colleges
- Wellesley College

Each library must send a representative to the January 17th meeting. If you haven't already signed up, please send an email to [Laurie Lessner](#). Include your library

DVD/Video Search Available this Month



SAILS is currently working on a new search in iBistro called "DVD/Video Search", limited to the VM format. This search should be available by mid-January.

The DVD/Video search will offer the patrons the ability to search for a specific Movie Title, Cast Member, or Keyword. Future added searches, based on patron requests, include Books on Tape, Books on CD, and Music.

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Middleboro, MA 02346
(508) 946-8600
(508) 946-8605 (fax)
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Congratulations to Southworth

The following letter was sent to the Southworth Trustees.

“The benefits which I receive from the library system in the town of Dartmouth, move me to express my appreciation.

At present, I am working on three writing projects... For each of these projects, Brian Walsh, the Research Librarian stationed at the Southworth Branch, has been a constant source of insight and diligent research. Through his efforts, he has found obscure books for me from as far away as west Texas.

Yesterday, I made a request to search for a book that sounded so specialized that I did not bother looking on SAILS. Brian paused, however, and said that the title sounded familiar. He then proceeded to find it listed on SAILS in four area libraries. I expect to receive a copy on load by mid-week.

SAILS is the second benefit for which I am grateful. After yesterday, I'll be making a point to look up every title on the web page before writing out a request at Southworth, only to learn that the book is available from one of the local libraries.

Thank you for the services that you and the Board of Library Trustees make available to all of the residents of the Town of Dartmouth and the area through exercising your community responsibilities.”

Upcoming Training

Advanced Searching in iBistro & Workflows
02/05/02: 9:30 a.m. to 11 a.m.
02/20/02: 9:30 a.m. to 11 a.m.
SAILS Training Room

Creating Reports for Circulation
2/28/02: 9 a.m. to 12 p.m.
03/05/02: 9 a.m. to 12 p.m.
SAILS Training Room

Detailed descriptions and registration information, are available on the [SAILS website](#).

Upcoming Meetings

Board Meeting
01/15/02: 10 a.m.
SAILS Meeting Room

Virtual Catalog Meeting
01/17/02: 10 a.m.
