SAILS Network News

Library Network

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Inside this issue:

Visit OverDrive at ALA Midwinter 2010

OverDrive will be exhibiting at ALA Midwinter in Boston January 15-18, 2010.

If you or any of your colleagues are planning to attend, Overdrive invites you to visit their booth (#2446) and attend their theater presentations, which will be held every hour on the hour during exhibit hours, beginning Friday evening at 6:00 PM. They'll share information on new services and features, promotional ideas, usage statistics, and more. There will be MP3 player giveaways at the end of each presentation.

2010 – Are your patrons ready for ebooks?

Though many say the tipping point for ebooks is a year or two away, several signs point to ebooks' current popularity.

Kindle reader from Amazon—over 9,000 customer reviews and they report it as being the #1 seller in electronics. These are high sales figures, considering ebooks for the Kindle must be purchased directly from Amazon.

Barnes & Noble's Nook—currently back ordered until February. Time Magazine marked it as the #2 gadget of 2009, the only reader to make the list. The Nook works with Overdrive and titles purchased from B&N and elsewhere.

Sony Reader—top product featured on the Sony site. They also highlight their partnerships with Google books and gives quick access to libraries that use Overdrive. The Sony Reader works with Overdrive and titles purchased from many retailers.

Almost 400 e-books in the SAILS Overdrive collection, with more being added monthly. In the past year, checkouts for ebooks have averaged about 135 a month. November's checkouts were 157 and so far December is already up to 228 checkouts..

As many of you have already heard, at Cushing Academy, they have chosen to replace many of their printed materials with electronic versions. Read about in the Boston Globe.

If they haven't already, patrons will start looking to you and your co-workers for guidance in using these devices and services. They'll ask for your recommendations. SAILS doesn't recommend any particular product, but we will happily state compatibility and point patrons to the FAQ pages on the SAILS Overdrive Website. These are format specific, so if they want to check out EPUB titles, they can go to the EPUB FAQ.

To stay a step ahead of your patrons take a few minutes to view the online training available through Overdrive. Start with "Download Basics" and if you have time, check out "Patron Assistance". They're about an hour long, but will boost your confidence promoting the service and give your patrons access to a great service they may not know is available to them.

Workflows Patron Registration Change

When you currently use the User Registration or Modify User wizards, you enter the person's entire name into one field, using the Last name, First name format. In the next version of WorkFlows, the name is separated into fields: First Name, Middle Name, and Last Name. This should make it much easier to correctly enter the patron's name.

There is a conversion process SAILS will run to update your patrons' names to the separate fields. The first step is for us to get you a list of your patrons whose name did not reformat into the new fields correctly. We will be getting these lists to you the second week of January. You will then need to manually correct these user records. For most of you, this list shouldn't be too long. Of course, after correcting these, you'll want to make sure everyone in the library who registers patrons is aware of the correct way to enter in the name. For a review of patron registration, please see our online training video at: www.sailsinc.org/circ/training/UserRegPubLib/

We are currently planning on upgrading to the newest version of Symphony (workflows) in mid-March. Between now and then, names must be entered correctly or they won't convert properly.

OverDrive® Media Console™ for Android™

Overdrive (12/21/09)—The free software can be installed on phones running the Android operating system (v1.5 or newer), and used to enjoy MP3 audiobooks from the SAILS Overdrive website.

Android users can now browse our collection, check out with a library card, and download audiobooks on-the-go. OMC for Android offers popular listening features like resume from furthest played point and custom bookmarking. At this time, OverDrive MP3 Audiobooks are the only digital format available for Android.

With OverDrive Media Console Mobile, users can enjoy OverDrive MP3 Audiobooks on an application designed specifically for OverDrive media. Users can download the application directly to their devices from the OverDrive Media Console download page. When version 1.0 is released, Overdrive will update our Help pages and promote the download on our site. During this beta period, users will be encouraged to send any support issues and feedback directly to Overdrive.

Anytime, anywhere access. More and more of our patrons are constantly online via portable devices. With this release, Android users can download OverDrive MP3 Audiobooks directly to their devices - anytime, anywhere!

SOPAC—Coming to SAILS Soon!

Below is the final design for the catalog page of SOPAC. The PubPac Committee's been working hard with the Craftyspace designers and programmers to keep this project moving along. We're getting very excited with the progress and hope you will be too!

What's going on with your Internet?

Have you been trying to figure out what is going to be changing at your library for how you connect to the Internet? Hopefully this will make things more clear.

By mid-December, public libraries had a new Comcast line installed. This month, it will replace your current Verizon line to SAILS. Your traffic going to Workflows will travel over this line through a secure tunnel (VPN connection). This traffic will look like it's coming within the SAILS network.

For those of you who only have a few Workflows computers, you will have a VPN client installed on each station. You'll first start up the VPN client and then log into Workflows. Those of you with more work stations have the VPN built into your Cisco firewall/switch.
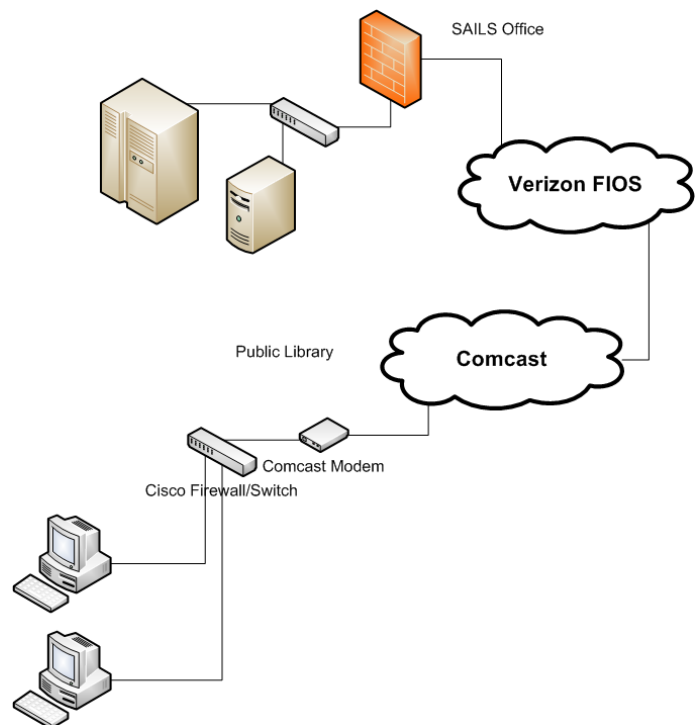
Traffic going to the Internet will appear to be coming from Comcast. Each of you have a fixed IP address from Comcast. SEMLS has given these to the vendors for the Statewide & Regional databases. These will work as soon as we make the change and you'll be able to get your in-library usage stats if going through a SAILS computer. If you subscribe to databases on your own, and link to these from a SAILS computer, you'll need to give your Comcast IP to your vendor.

In the coming weeks each public library will be scheduled to have a technician from FTG come and make the switch. Expect a little downtime, especially for the larger libraries that need several computer connections moved from one switch to the other. They will be installing the new switch, plugging it into the Comcast modem, then moving the cables going from the old switch to the new one. It's the last step that will cause the downtime, so it may be only minutes. Be sure you test your connections before the technician leaves the library.

This next part is for those of you who handle any of the computer maintenance at your libraries. We'll be emailing instructions as well. If no one is at your library to do this, you can ask the FTG technician for assistance or email support@sailsinc.org.

No changes to access Workflows will need to be made, however if you use the Web on any of the SAILS computers, you will have to update your DNS, same as you may have had to do a few weeks ago when the SAILS offices moved over to our new FIOS line. For those of you who changed the DNS to the public 4.2.2.1 server, you shouldn't have any issue. What you'll want to do is add the Comcast DNS server as your secondary DNS server.

So why are we making these changes? Cost savings and improved performance. Until now, Comcast didn't have a business class connection that we could put in the libraries and FIOS only became available a few months ago. Also, by cancelling our Verizon Frame lines and moving to Comcast Business, you'll increase your line speed at least 10 x and SAILS will save the network about $15,000/month. This plan allowed SAILS to lower your member assessments by 5% last year and keep them at the same rate for next year.

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Upcoming Events

- 1/5 & 1/7 **Advanced searching in workflows**
  various times, online. Register Here

- 1/19, 1/21—**Filling holds**
  various times, online. Register Here

- 1/20—**SAILS membership meeting**

- 2/2, 2/4—**Intro to the Virtual Catalog**
  various times, online. Register Here

Network Statistics

	Nov '10	Nov '09	Total FY'10
Total Intranetwork	51,274	54071	298,456
Total Items	341,348	342928	1,988,734
OverDrive Circulation	1,653	925	7,976
TumbleBooks	9,188	3957	25,803
VirtCat Items	1,011	1019	5,990
VirtCat Items Loaned	566	521	2,814
Cataloging Requests	5,326	3495	26,160
MARC Records	5,302	3341	25,834
Patrons Added	2,414	2717	22,696
Patron placed holds	47,093	48875	246,952
Total MARC	1,085,890	1052186	
Total Holdings	3,695,936	3602744	
Total Patron	446,336	429380	
Total Uptime	99.8	99.41	

January 2010

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	29	30
31						