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2011 Trivia Game for SAILS Libraries

Starting with this newsletter, every month SAILS will publish 3 questions that will test your knowledge about SAILS. Questions will require common knowledge about SAILS and staff, contact information, basic questions about placing holds, searching, Workflows, Overdrive, Virtual Catalog, etc. The answers can be found by anyone with access to SAILS. Any staff member at any SAILS library can submit answers to that month's quiz. Answers have to be submitted by the 15th of the month the newsletter is published. Answers to this newsletter need to be in by 1/15. A link to a submission form will be available in each newsletter.

Everyone who submits correct answers to the three questions will be entered into a drawing. The winner of the drawing will be awarded a \$25 American Express Gift card.

At the end of the year we will determine which library had the highest percentage of staff members submit correct answers (this means even libraries with only 2 staff members can win the grand prize). The winning library will receive a catered luncheon compliments of SAILS and a plaque declaring the library winner of the SAILS Trivia Contest for 2011.

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Trivia Question #1

How many titles in the system have the words cat and dog in the title?

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Item Search and Display - Webinar

SAILS has scheduled a 45 minute overview of how to set-up and use the Item Search and Display wizard. The webinar will be held on January 27 at 11 a.m. This will include a review of property settings, basic search techniques, how to obtain item specific information (holds, bills both paid and unpaid, last patron, transit information). This is suitable for both the beginner and as a skills refresher for circulation, technical services, and public services staff. You can access the webinar on any computer with Internet access. It does require a telephone to hear the audio portion. The webinar will be recorded and we will send out a link to the webinar to all users if you are unable to attend at this date and time..

Participants must preregister - [Item Search and Display Webinar Registration Form](#). You will receive a confirmation that you are registered and reminder before the Webinar is held.

Changes to the Cataloging Request format

On January 19th 2011, we will be making the changes to the cataloging request format. The cataloging request template will be shorter and we hope that this will make data entry quicker and easier for you.

There will be all new documentation posted to SAILS website. We highly suggest that you look at the new documentation when it is posted. We have made some substantial changes to the Data Entry manuals. For example instead of entering 1 media player in the physical description for Playways, you can just enter 1 playaway.

There are three Readytalk workshops scheduled on January 11th at 10 am, January 12th at 2:00 pm., and January 13th at 11 am to give you a preview of the template and answer any questions you may have. View the [SAILS Calendar to register.](#)

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Trivia Question #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?

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Odd things that can happen

A patron places a hold in iBistro. At the same time they entered a suspension date (probably by accident). A library ships the item to the pickup library. It is checked in and the patron is notified that the item is available for pick-up. The suspension date begins and the item appears on the pickup library's Clean Holds Shelf directing the staff to return it to the owning library. The patron doesn't received a hold cancellation notice because the hold isn't really canceled.

This actually happened recently. What to do?

- * Check your hold shelf - maybe it's still there and you can check it out to the patron.
- * Replace the hold for the patron and make them the first in the queue
- * Take the patron to the OPAC and show them how to use the suspension feature. It's great if you're going on vacation, have too many holds coming in and can't keep up, not sure if you really want the item... Further instruction on suspending a hold in iBistro is available at: http://opac.sailsinc.org/iBistro_helps/English/faq10013.html

Bottom line is customer service. Accidents happen, both by patrons and staff. The book not being available and wasting a trip to the library will be forgotten or forgiven, but not if there was an argument over what happened and whose fault it was. If you want the patron to come back happy, work with them to get them what they want. It's always better to have people speaking well of the library rather than poorly, especially when funding is so tight.

Barcode and Shopper Card Orders

Starting in January 2011, SAILS will be submitting orders for barcodes and shopper cards on specific dates. Barcode orders will be sent to our vendor on January 14, April 15, July 15, and October 14. Orders for shopper cards will be send to the printer on May 2 and November 1, 2011. These are the only dates that orders will be submitted. If you complete an order form for barcodes and/or shopper cards your order will be included in the next group order. The order dates are also posted on the network calendar.

Pricing for barcodes and shopper cards cannot be guaranteed until the order is aggregated. Prices listed on the SAILS order form are based on the maximum discount available but if we don't meet the vendors' quantities required for that discount the cost per unit could be higher.

We are instituting this new policy to assist libraries in planning their supply orders. If you have any questions about this please email sailsbusiness@sailsinc.org


FAQ's of the Month

Q: I have begun to notice titles in iBistro that are marked eBook - click for link. But when I click on the link it won't let me view the book and tells me I am not authorized to view it. I thought that SAILS had an eBook collection I can use.

A: These records are for eBooks that have been licensed by a library specifically for their patrons - similar to databases that are only for one library's patrons. If you click on the link under the item information - a look inside - there will be a message stating which library patrons may use the title. These collections are curriculum support for our academic libraries.

Q: Why can't those restricted eBooks be shadowed so that they don't display in iBistro.

A: The libraries that license these titles want them to display for their own patrons. We can't restrict the display to some patrons and not to others because of the nature of the shared catalog software.

<p>#6</p> <p>Details</p> <p>+ to list</p> 	<p>The Big Onion guide to Brooklyn [electronic resource] : ten historic walking tours Kamil, Seth. ix, 301 p. : ill., maps. eBook - click for link 1 copy available at Mass Maritime Academy in ONLINE</p>
<p>#7</p> <p>Details</p> <p>+ to list</p>	<p>Peter and the wolf [electronic resource] Prokofiev, Sergey, 1891-1953. Click here to Access this Resource. No copies available in the library searched.</p>

Display of ebrary titles in iBistro.

Display of Website links in iBistro.

Q: We checked out a DVD to a patron who returned it and said the wrong disk was in the case. How do we find out the patron who had it last?

A: There are two ways to handle this problem. If you have not checked the item in you can see the last patron information by using the Item Search and Display wizard, clicking on the Call number/ Item tab and looking in the bottom left hand box after you have highlighted the item id. This will include information such as the day the item was added, the last day it was checked out, the day it was discharged and the user id of the last user.

If you have already discharged the item you may use the request a report form on the SAILS website (<http://www.sailsinc.org/Forms/WorkflowsRequest.asp>) to get the names of the last two patrons.

Q: A patron is having a problem downloading an audiobook to her MP3 player. Can we do that for her at the library?

A: Unless your library has a Download Station from Overdrive you may not download titles for patrons. Our Overdrive collection is licensed for home use only. If your patron is experiencing a problem they can fill out

FAQ's for the Month

(Continued from page 3)

a service request form located on the Help Tab on our Overdrive website and we will provide them with assistance.

Q: Our trustees just decided that our library will closed on a date for a holiday that we would normally be open. We already have items that are due on that day. What should we do?

A: The first thing you should do is add this new date to your calendar. (for directions go to <http://www.sailsinc.org/Tips/JWFtipLibraryCalendar.pdf>). Once that is done, email support@sailsinc.org. There is a report that we can run that will reset the due dates to the next day your library is open.

With OverDrive Download Station installed on one or more of your public PCs with Internet access, users can connect their compatible devices and download and transfer audio titles from your digital collection. Using Download Station is easy! The OverDrive Download Station Wizard prompts the user to connect their device to the PC. Once the device is connected, the user may test their device for compatibility with OverDrive Audiobooks and Music before attempting to download and transfer titles. After the download and transfer is complete, the user can disconnect their device and enjoy OverDrive Audiobooks and Music anytime, anywhere.

OverDrive Download Station does not currently support the transfer of eBooks or OverDrive Video titles.

What's Included for \$500

Your purchase of OverDrive Download Station software includes:

- OverDrive Download Station Software with one (1) year maintenance and warranty
- Website: Customized 'OverDrive Download Station Edition' of your Digital Library website
- Installation & Training from Overdrive:
- Installation support:
Virtual, online training for staff and Documentation

This software can operate on most public computers – all you need is an Internet connection. These do not require a license from SAILS so it won't affect network annual assessment fees. Orders for the download station are placed for your library by SAILS. If you are interested in finding out more about this, contact SAILS at support@sailsinc.org.

Overdrive Download Station

Overdrive now offers an inexpensive and easy to use means for your patrons to download audiobooks to their portable devices while they are at the library. OverDrive Download Station is software that enables a public PC with Internet access to become a self-service OverDrive Media download kiosk.

Features & Benefits

- Easy-to-use wizard guides users through the download and transfer process
- Quickly tests for device compatibility with OverDrive WMA Audiobooks and WMA Music
- Supports download and transfer of Parts of titles
- Self-service for users; limited staff involvement
- Provides access to audio downloads for users who don't have broadband service
- Promotes your 'at-home' digital service
- Convenient for Users

Trivia Question #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?

Submit your answers to this month's questions at:

<http://www.surveymonkey.com/s/jantrivia>



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Network Statistics

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	Nov '11	Nov '10	Total FY'11
Total Intranetwork Loans	54,288	51,274	301,666
Total Items Circulated	363,622	341,348	1,971,584
OverDrive Circulation	3,049	1,653	13,160
TumbleBooks	15,362	9,188	50,686
VirtCat Items Borrowed	1,124	1,011	5,762
VirtCat Items Loaned	658	566	3,069
Cataloging Requests	5,238	5,326	23,795
MARC Records Added	4,723	5,302	29,755
Patrons Added	2,586	2,414	22,480
Patron placed holds	46,984	47,093	253,273
Total MARC	1,102,544	1,085,890	
Total Holdings	3,705,405	3,695,936	
Total Patron	457,383	446,336	
Total Uptime	99.94	99.8	

Upcoming Events

- **New Cataloging Format Workshop**
 1/11, 10AM—online, [register here](#)
 1/12, 2PM—online, [register here](#)
 1/13, 11AM—online, [register here](#)
- 1/14—Deadline for barcode orders to be submitted
- 1/19—Membership Meeting
 10AM—noon, SAILS

January 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	29
30	31					