SAILS Network News

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Trivia Question #1

What is GoodSearch?

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Patron Survey—Clearing Misconceptions/ Misinformation

In May, SAILS posted a survey for patrons to find out what services from the network they would like to have that they don't have already, what they like, what they don't like, etc. We had over 1,000 responses in a two week time period. The results were a little surprising because several services and features they wished we provided, we actually do. Below is a list of what they were looking for that we already have, and where to find or get the feature. We'll be putting this as a link in iBistro as well.

Searching iBistro

- Ability to Sort searches—In "Advanced Search," last drop down is "sort by". The options are title, author, subject, newest > oldest, oldest > newest, and relevance.

The current search can be sorted in the same manner at the bottom of the results page, or by clicking "limit search" at the top of the results page

- Spell check—SAILS subscribes to a spell checker service. At the top of the results screen "did you mean:" will appear if a search gives no results, then a hyperlink to the corrected search is available.

- New titles—Right side of the screen under "Library Info"

- Searching by ISBN—Type into search box and hit enter or click on "words or phrase"

- Searching previous searches—at home, they can do a new search and see "Previous Searches" in a drop down menu at the bottom of search area. When their session ends, these searches are gone.

- Searching by library—there is a drop down menu under the search box

Managing Accounts

- 90.5% of people use the My Account Feature

- There were complaints about having to type in their barcode every time they log in

Having an Alt Id setup will give Patrons a quicker way to login, so be sure to offer this option when you register patrons and during checkout.

- **Many** expressed wanting to see a checkout history—Until they can turn this feature on themselves, if your director allows, you need to ask them if they want their account updated to save ALLCHARGES for their "charge history rule".

- Wish they could view due dates on their account from home—Click "Checkout Tab" (under "My Account")

Patron Survey, Continued

- Want to change their PIN—Under "My Account," "User PIN change"

- Several expressed wants akin to the service that LibraryElf provides; having multiple cards on one account, email notifications
Publicize the LibraryElf service during checkout or registration, and be sure to have the promo business cards available throughout the library.

Using Overdrive

- 75.5% of respondents do not use this service, which means almost 1/4 does. Common responses were, "What is it?", "Where is it?"
In iBistro, on the left side of page under "Other Types of Catalog Searches" it is called "Downloads".
On the Sails home page, right side of page. The link is called "Download Books"

- How are they downloaded?
The checkout process is similar to any online store. If this is their first time using the service, they'll need to download and install the proper software to allow the files to read correctly. Help is available on the SAILS Overdrive site and troubleshooting at: https://sites.google.com/site/ebooks4libs/

- Several patrons think we don't offer Music Downloads. We do but most are classical and folk. The confusion may be that they want more popular titles, which we won't buy unless they work on iPods and other Apple devices.

- Why don't we offer kindle downloads?
This is an Amazon issue. The kindle won't accept epub, or the DRM protected epub, which is what Overdrive supports. This is supposed to be resolved later this year.

- How do I Check in books when they are finished before due date?
Through Adobe Digital Editions, there is an arrow drop down on each title that will allow you to check books back in. This is unfortunately not available for audio books or music.

- How do I Changing the due date to be longer?
This is a question the patron is asked in the checkout process and they can choose between 7 and 14 days. The system default is 7 days.

Virtual Catalog

- What is it?
Patrons expressed a want to get items from outside the SAILS Network. That's what the Virtual Catalog is for. We're going to discuss changing the name in the OPAC to Statewide Virtual Catalog.

Tumblebooks

- 87.1% don't use this service
Tumblebooks is a great resource for getting picture books online. There is no download. They play in a browser that has Flash installed, which most do. They're also wonderful for people just learning English and kids learning to read. Patrons have access at home, as well as in the library if you like, from http://sailsinc.org/tumblebooks.htm.

June Trivia Winner & Answers

Maggie Holmes, from North Attleboro, is our June trivia contest winner. We had entries from Acushnet, Middleboro, North Attleboro, Pembroke, Rochester, and Somerset. The library with the most entries was Somerset!

The Answers:

1. **Use the system, either Workflows or iBistro, to find the newest title in your library and tell how you found it.**

This task was for showing how to find the newest titles in the library. There would be different answers for the title, depending on when the question was submitted and the library, but the basic concept of how to go about finding the answer wouldn't change.

If you used iBistro, the best way to find these would be to use the advanced search, choose just your library, select a publication year of 2011, and sort by newest title. One thing to consider are titles that may soon have a publication year of 2012. These will start coming out. To search for these, in the pubyear field, enter either:
> 2011
or a range of years:
2011—2012

In iBistro, the new books list is not going to show the newest title, but a collection of items that were cataloged within about a month's time. These lists are run about once/month, selecting items cataloged within the past 30 days.

A correct answer on how to perform this in Workflows comes from Robin Panchuck from North Attleboro, "In Workflows, I went to item search, clicked on the binoculars for configure options for item search, entered 2011 in publication year and found the newest book."

2. **"Like" the SAILS facebook page? Yes, get some hands on practice with facebook.**

Several people who responded already had a facebook account and already had "fanned" SAILS. If you don't have or want a facebook account, that's fine, but keep in mind that lots of people do and may be looking on facebook for you and your library as a way to find out about your events and even reader's advisory information. Just as I'm writing this, there are updates from six SAILS libraries, feeding onto the SAILS' fb page. Since I have fanned several libraries on my personal account, I get updates all the time on what's going on at our member libraries.

3. **What is the featured Overdrive title on the SAILS public website?**

This question actually stumped some people because they thought I was asking for the SAILS Overdrive site, not the SAILS website. For those who went to the SAILS public website—http://sailsinc.org, they found Jazz by Walter Dean Myers.

Trivia Question #2

How do you request training for you or your library, from SAILS?

About Backups

I'm sure you all know about (or have already experienced) hard drive failure, and how it can affect the flow of your workday. Some of you already have some sort of backup drive in place, or simply keep all your important documents on a separate flash drive or other type of external storage device. These are two great ways to keep your files safe, as long as you are consistent. There are tons of programs out there that can help you manage automatic backups of selected files/folders in your computer. However, the method I'm writing about today is online backups.

These are a great way to be almost totally sure you won't lose your data because, face it, even your backup drive could fail. Lots of companies offer online backups for a fee. Carbonite comes to mind, as I've heard good things about them, and they're fairly affordable at around $60/year. You may check them out at www.carbonite.com, if you're curious. Mozy is another good one. (www.mozy.com) Companies like this can give you virtually limitless backup space. However, this is probably not practical for many of you, who only need a small amount of storage, since the majority of your files would be documents, spreadsheets, notes, pdf files, etc. These types of files don't take up much space per file, so you could fit a good amount in a few gigabytes (GB) worth of storage. This brings me to my preferred method of backups; online syncing.

I like this method because of its flexibility. There are various companies that offer this, but I use DropBox, myself. (www.dropbox.com) It's free, unless you want more than 2GB of storage. For a monthly fee, they offer larger packages; 50GB or 100GB. What I like about DropBox is that I don't have to do anything except install a small program, then put my important files in a specific folder on my hard drive. As soon as I save, create, drag/ drop, modify, or download anything into that folder (which I keep in My Documents) DropBox automatically syncs it with their servers. This is great not only because it's easy, convenient and intuitive. I can also go to any other computer, login to the DropBox website, and access all my files there. If I want, I can install that same program on other computers I use, in different locations (such as work and home), and DropBox will automatically sync the folder with all PCs associated with my account. I can create a document at the office, save it, and open that same file at home without the extra steps of copying it to/from a flash drive. And you know me, I'm all about efficiency. Another great thing is the public folder included with the DropBox folder. Anything you put in that folder gets a public web URL, which allows you to easily share files with friends, family, or co-workers. Some of you have already experienced this feature with me, when I can't email you a file. I can go on and on about this, but you get the idea, and I've already taken up enough space in this newsletter.

Some might worry about security risks, having their files out on the "cloud." Most, if not all, of these companies encrypt your files as they're uploaded. There is always the risk of someone successfully hacking into these companies' servers and compromising accounts, but there's no more danger in that than having your hard drive (or backup drive) suddenly fail. Personally, I'd rather take my chances, since I've seen more than a handful of hard drives (even brand new ones) totally seize and become useless bricks. I've heard reports of hackers gaining access, but never heard anything about actual files being damaged or compromised. If you are that worried about someone getting in and gaining access to files with sensitive information, I would consider keeping those files on a CD/DVD and storing the disk in a safe place.

All that being said, my true point is that everyone should consider some kind of backup method, especially if your PC houses important information. Some people even have backups of their backups, just to be doubly safe. What I'm saying is that, no matter what method you choose, it's better to be safe than sorry.

If anyone has any questions about this, don't hesitate to shoot me an email at jpitter@sailsinc.org.

Jorj Pitter – Desktop Support Technician

P.S. I just saved this document to my DropBox. ;)

Meet Kristin Slater

So everyone is more familiar with our staff, we are going to introduce ourselves to you. This month you will learn more about Kristin Slater.

Kristin received her bachelor's degree at Umass Dartmouth where she spent her 4 years working in the cataloging department. She learned how to file cataloging cards and how to link barcodes to MARC records when the library first began to automate in 1992. Two weeks after graduating from UMass, Kristin started at Simmons to get her library degree. Shortly before graduating, she started working part-time for the SEAL network as their cataloging assistant.

During her time at SAILS, she has worked in cataloging doing various jobs within the department from Copy Cataloger to Department manager and a few other things in between. In 2000, she was appointed as Manager of Bibliographic Services shortly before the network migrated over from Dynix to Sirsi system. As Manger of Bibliographic Services, she is responsible for all things cataloging. This includes serials, acquisitions, and digital collections.

In her free time, Kristin likes to spend it with her husband and daughter Kate. We spend a lot of time traveling between New Hampshire and New Jersey visiting family. She is also working on improving her knitting skills.

Updating an Online User Registration Profile
A did you know and/or a reminder...

Temporary Card numbers are issued to patrons who register online. Online registration becomes active immediately. A temporary patron can place up to 5 holds, access online magazines, newspapers, & databases, and checkout and download Overdrive books & music.

Process

1. Patron registers online via Online Registration Form at http://sailsinc.org/f_OnlineReg.asp

   - Selects Library
   - Fills out form
   - Brings photo id to the library, within 3 weeks, to make card permanent

2. **Always**, even if the patron doesn't indicate that they did the Online Registration, check to see if a new user has an account

Note: this step is crucial so we minimize duplicate patron records. SAILS needs to be notified of any duplicate records so they can be removed from the system.

3. Locate the patron using the Modify Patron Wizard in the Users Group

   a. Update the record using all the same rules as registering a new patron

   b. In the Basic Info tab, replace User ID with that of a physical card

   c. Change Profile from OUREG to the appropriate profile for your library's patrons. This will ensure that the card doesn't expire after the initial 3 weeks and allow the patron access to the normal number of holds, checkouts, etc.

   d. In the Privilege Tab, change the Privilege expires date To set this to update automatically, if it isn't already:

   - Right-click the Modify User Wizard
   - Select Properties
   - Under Privilege Tab, check Profile Modified/ Auto extend privilege

4. Check to make sure the information that the patron provided online was entered correctly

5. Click Modify User to finalize the Permanent Card

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Network Statistics

	May '11	May '10	Total FY'11
Total Intranetwork Loans	56,592	56064	643,714
Total Items Circulated	363,418	354726	4,146,423
All Formats Circulated	386,480		4,329,456
OverDrive Circulation	4,195	2189	36,624
Gutenberg	1,973		4,813
TumbleBooks	16,894	13803	142,368
VirtCat Items Borrowed	1,141	1178	12,561
VirtCat Items Loaned	534	648	6,410
Cataloging Requests	8,005	3530	50,542
MARC Records Added	13,746	4388	68,197
Patrons Added	2,150	2152	37,470
Patron placed holds	49,315	47387	547,610
Total MARC	1,115,773	1097323	1,115,773
Total Holdings	3,724,665	3695018	3,724,665
Total Patron	461,318	452567	461,318
Total Uptime	99.98	99.99	

Upcoming Events

- **7/6—SAILS Annual Meeting**
  10 AM—11:30AM, SAILS

- **7/15—Deadline for barcode orders to be submitted**

Trivia Question #3

Name two Tumblebooks titles that have word search games. For extra credit, play one and tell your score.

Submit your answers to this month's questions at: http://www.surveymonkey.com/s/julytrivia