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FY13 SAILS Committee Volunteers

Deborah Wall, FY13 SAILS President, is asking SAILS members to consider volunteering for the network’s FY13 Advisory Committees. Committee appointments will be made during the July 11 annual meeting of the corporation. The goal of all the SAILS advisory committees is to ensure that the network operates efficiently and provides services that meet the needs of its members. If you are interested in seeing how SAILS develops and supports programs or just want to learn about new user interfaces you might be interested in serving on one of these committees:

Budget (Directors only) – Responsible for developing the network’s operating budget for the upcoming fiscal year and reviewing the effectiveness and fairness of the network assessment formula. Members of the committee should represent each of the following: a library serving a population under 10,000, a library serving a population between 10,000 and 24,999, a library serving a population over 25,000 and a library serving a K-12 or higher education institution. The committee is chaired by the current network treasurer.

Personnel (Directors only) – Responsible for reviewing and revising network personnel policies, job description, and compensation. Responsible for conducting the Executive Director’s annual performance evaluation.

Nominating (Directors only) – Responsible for presenting the slate of candidates for the SAILS board based on requirements outlined in the SAILS By-Laws

Legislative Breakfast (Directors, Trustees, FOL (Friends of Libraries)) – Responsible for coordinating an annual legislative breakfast to be held in February. This may be in coordination with other groups of libraries either in the Southeast Massachusetts area or with other regional groups.

Overdrive - Responsible for developing lists of downloadable titles for inclusion in the network Overdrive collection. May be responsible for working with the Public Interface Advisory (PubPac) committee in evaluating new services that allow easier methods for patrons to download eBooks and audiobooks.

Public Interface (PubPac) – Responsible for working with the SAILS staff in setting the policies for, testing and evaluating the features of, and identifying appropriate content for the SAILS Discovery Platform and traditional e-catalog.

Ecommerce – Responsible for working with SAILS staff in developing the policies and procedures for developing an ecommerce solution that will allow patrons to pay online for financial obligations with a credit card, debit card, or PayPal account.

SAILS Staff Website – Responsible for working with SAILS in identifying appropriate content for the SAILS staff website.

If you are interested in serving on any of these committees or have questions about committee activities please email Debby Conrad at dconrad@sailsinc.org.

SAILS Digital Historical Collection

On June 1, SAILS launched its newly designed and significantly enhanced online Digital Historical Collection. Using tools and plug-ins available through [Omeka.net](http://omeka.net) the new site features many new objects and collections owned by SAILS Libraries. The project was led by Kristin Slater (Manager of Bibliographic Services) with the assistance of Debra Dejonker-Berry (Halifax), Debbie Wall (Pembroke) and Janice Allman (East Bridgewater). Some of the collections represented in the site include East Bridgewater High School yearbooks, historical postcards from West Bridgewater, cemetery records from the town of Carver, and a collection of photographs, cranberry barrel labels and other documents relating to the cranberry industry from the collection at the Middleborough Public Library. The collections are viewable at <http://sailsinc.omeka.net/> but are also searchable using standard web search engines such as Google. It will also be harvested and incorporated in the Massachusetts Digital Commonwealth.

Wiki Reminder

When your library adds a new service like adding a collection to the SAILS Digital Historical Collection, circulating eReaders or iPads, adding a new database, etc... make sure to log into your wiki page and add the new service to it, and tag it. Another SAILS library might be interested in what you are doing and the wiki is a great place to share our ideas amongst the network.

If looking for new ideas and wondering what your neighbor libraries are doing, log in and browse the tag cloud. Clicking on an unfamiliar tag might open a door to new ideas.

Also, if you haven't been to the wiki for awhile, we have a new discussion board area that can be utilized for further idea sharing and general discussion.

Enterprise Discovery Layer – Coming to your Library in 2013

At its June 2012 meeting, the SAILS membership voted to accept a proposal from SirsiDynix for the purchase of its Enterprise Discovery Layer product. This product will provide end users with the services and tools that patrons have been asking for. The traditional e-Catalog will continue to be supported but Enterprise will be the platform used for new services and enhancements. Some of the features of Enterprise include:

- Better search capabilities - the ability to search more than physical materials. Library users get search results beyond just physical materials in your catalog. It also allows your users to find websites, PDFs, subscription content and catalogs.
- Support for different design appearances, based on the library user's demographic profile. SAILS will be able to offer a children's catalog that searches only children's materials, limited to specific stations in the library (IP address) or special link to the Enterprise site. Libraries can put a link for patrons on your kids page, that will go directly to the kids' catalog. Limits to specific resources or databases may also be offered, as well as multiple languages, patron-selectable or administrator-enforced search limits. There are many potential options.
- Simplified end-user interface, including drag-and-drop account management. Multi-select capabilities for placing multiple holds at once or adding a group of items to a list – patrons can reorder their book lists to put the titles they want to read most at the top. Then they can select the top 5 titles and place them on hold, all at once. Stylish book jacket browsing, collapsible and expandable menus, multiple viewing options and enhanced social media integration enable a streamlined, modern and intuitive yet robust user experience.
- SAILS will make limited use of Virtual "Rooms" for showcasing library resources, however, Enterprise has the built-in ability to create "rooms" based on content categories and themes for specific audiences based on their profile, and guide user discovery with high-quality content that supplements the room's theme. For universities, this means rooms for individual colleges that query specific databases unique to the academic discipline. Schools can create age-based rooms that offer guided searching appropriate for the age of the user. Public libraries can create rooms for specific patrons groups, such as Spanish-speaking patrons, or pages for individual library branches.

Installation, configuration, and training in Enterprise will begin in October 2012. The go-live date has not yet been established.

New Associate Director at the Seekonk Public Library

The Seekonk Public Library is pleased to announce that Cynthia Marcoux will serve as its next Associate Director. Cyndee has broad knowledge of public library service having worked her way up from page to library director at the Blackstone Public Library. She currently serves as the director of the Auburn Public Library. Among Cyndee's reasons for coming to Seekonk was the opportunity to work with the SAILS network, which she said, "enjoys reputation for technological innovation and high quality service." She will start on July 2.

-Peter Fuller

Windows Updates

Updating your PC once a month is all you really need to keep your computers running efficiently and securely. If they are currently taking forever to run, this may be because it had been too long between updates and there was much to catch up on. Being consistent ensures you don't have extra files to catch up on, thus quicker updates.

It is essential to run all updates, as most of them patch security holes (in Windows and other programs) which can cause problems for patrons using the machines. Even if Deep Freeze (or other security software) is active, a virus or exploit can still get in through security holes and infect someone's flash drive. So then the PC itself might be safe again after rebooting, but then the patron is now carrying this virus around with them, and passing it on to other machines. Also, I recommend changing the update settings in Windows, so the system doesn't automatically run updates. Then you are free to run them on your own schedule.

-Jorj Pitter

Member Services Librarian

We are pleased to announce the appointment of Ben Phinney as our full-time Member Services Librarian. Ben begins his new position on July 1. Reporting to Laurie Lessner, Assistant Director for Technology Services, Ben will be responsible for providing training and support services to member libraries. He will also serve as a member of the teams responsible for implementing the new SAILS Enterprise Discovery Platform and E-Commerce solution for online fine/bill payment. Ben brings to the position a sound background in network services and library public services.

In the past year he has been part-time Member Services Assistant in SAILS and also part-time circulation clerk at the Mansfield Public Library. Ben was very involved in the evaluation of automated voice notification products. He developed the SAILS Network Wiki and Bulletin Board. He has also been the lead trainer in the Directors Station Statistical Analysis package. Prior to coming to SAILS, Ben attended the Drexel University's Masters of Science in Library Science Program. Before getting his degree, he also worked in the retail side of books, working for Borders in Florida and Massachusetts. We are excited about his decision to join the SAILS team. Please join us in welcoming Ben to his new position!

Tip for Paying Partial Bills



Paying Bills

If a patron comes to the desk and only wants to pay a partial amount of the bills owed, staff may want to decide which bills to pay first. One suggestion is that staff may want to clear bills that originated from their library first. Before, one would need to go through the tedious task of viewing each bill's glossary to determine where a bill came from, now the bills from one library can be determined and paid for with the right-click functionality in Workflows.

1. View the patron's record using the Display User Wizard
2. View their bills using the Bills tab
3. At the bottom of the list there are two drop down menus
 - A. Under Library, select your library
 - B. Under Bills, select unpaid
4. Now you will only see the Bills from your library
5. Each item can be selected individually by right-clicking them and selecting Pay Bill under the pop-up menu
6. You can also select multiple titles to right-click using one of three methods
 - A. Click and drag over consecutive titles in a list, then right-clicking
 - B. Holding the shift key then click consecutive titles in a list, then right-clicking
 - C. Hold the Control (Ctrl) key then click non-consecutive titles in a list, then right-clicking
7. Once selecting the Pay Bills option from the right-click menu, the Pay Bills screen will open like normal and allow you to pay off the bills selected in full or to make a partial payment

To make a partial payment you can have Workflows disperse the money by entering the dollar amount in the Total Bills and Payments section or disperse the money yourself by entering the dollar amount in the Individual Bills and Payments area.

If you want to go one step further and also make sure older bills get paid first, in either the Bills tab in Display User or the Pay Bills screen, you can sort the bills by date. In the list of bills click the Date heading to sort the list. From there you can either pay the bills if in the Pay Bills screen already or repeat steps 5-7 if still in Display User.

Once finished, click Pay Bills at the bottom of the window.

Update Patrons

With our records being updated for the Voice Automated service, Text Messages, and Email for holds and overdue notification, one question has come up very frequently. What happens to patrons who's UserCat3 hasn't been updated? So it reads UPDATE, and a notification service hasn't been selected yet.

Patrons with UPDATE as their UserCat3 will continue to receive notifications exactly as they always have.

If you do come across a record that hasn't been updated, make sure to use that as an opportunity to talk to the patron and ask them which service they would like to start using.

OverDrive Next Generation eBook/Audiobook Service

During the 2012 American Library Association Annual Conference in Anaheim, Calif., OverDrive presented its Next Generation eBook and audiobook service for libraries and schools.

The browser-based eReading experience **OverDrive Read™** will give readers instant access to library eBook collections, both online and offline. Launching later this year, the HTML5-powered technology will eliminate the need for apps or software; simply "See Book—Read Book" on any device with a modern web browser.

Streaming Audiobooks will enable on demand access via the OverDrive Media Console apps for Windows®, Mac®, iPhone®, iPad®, Android™, Windows® Phone and BlackBerry®. The "Listen Now" option launching later this year will complement Overdrive's longstanding audiobook download service, extending the reach of libraries' existing collections with support for more devices.

OverDrive Media Station™ lets readers in the library browse, discover and sample eBooks and audiobooks on touchscreen monitors, existing workstations and any device with a modern web.

OverDrive Advantage libraries will find efficient and user-friendly collection-development tools in the all-new **Content Reserve**, Overdrive's online content selection tool, coming later this year. Compatible with any modern web browser, the redesigned portal also features faster, predictive search and multi-cart ordering.

OverDrive APIs will provide a path to rich integration of OverDrive content with library discovery tools. Launching in July, the OverDrive Developer Portal will serve as the online gateway for developers to access application programming interfaces that will enable integration of OverDrive-hosted content into library catalogs, discovery platforms and mobile apps. SAILS will be incorporating these API's into the Enterprise Discovery Platform during FY13.

More information is available at: <http://www.the-digital-reader.com/2012/05/31/overdrive-to-launch-new-in-library-discovery-terminals/#.T-nwXRee7cx>

Updated Tech Tip

As discussed at the June 5 Annual Circulation Users Meeting, SAILS is no longer going to be running the DISCARDED ITEMS WITH BILLS report. The reports has been taking far too long to run and was causing system problems. Because of this, there is a new process in place to remove bills from discarded items and two new Bill Reasons if you want to replace the removed bill back onto the patron's account. The previous tech tip that walks through this process has been updated with instructions that reflect the change. This document has been posted to the Staff Website and can be viewed at this address:

<http://www.sailsinc.org/Tips/JWFtipForgiveBillsDiscard.pdf>



Digitization Training Sessions

Are you looking to digitize a collection, but don't know where to start? Do you have questions about selection, metadata, and delivering content online? Would you like to work through these issues with experts and discuss these and other digitization topics with colleagues?



The Digital Commonwealth of Massachusetts, a statewide collaboration for digital projects, is pleased to announce a series of **free workshops** to staff from libraries, archives, and cultural institutions that are looking to start or enhance their digital collections. The topics covered in the sessions will include: digital project planning, selecting and preparing materials for digitization, and file format and metadata issues, along with opportunities for discussions about projects and Digital Commonwealth.

The dates and links to registration forms for the six sessions are listed below. Please note, the same session will be offered six different times:

- Wednesday, July 25, 2012 MLS (Massachusetts Library System) office, Marlborough, 9:00 AM-4:00 PM
- Tuesday, August 7, 2012 at SAILS, Middleborough, 9:00 AM-4:00 PM
- Thursday, August 16, 2012 MLS (Massachusetts Library System) office, Whately, 9:00 AM-4:00 PM
- Monday, August 20, 2012 Electronic classroom in the State Archives Building at Columbia Point, Boston, 9:00 AM-4:00 PM
- Friday, September 7, 2012 at NEDCC (Northeast Document Conservation Center) in Andover, 9:00 AM-4:00 PM
- Wednesday, September 19, 2012 online webinar, 9:00 AM-4:00 PM

To register for a free training session please visit: <http://digitalcommonwealth.memberlodge.org/Training>

Participating in a training session will facilitate the steps required of current Digital Commonwealth member institutions interested in receiving free digitization services (grant funding permitting) from the Boston Public Library.

These training sessions are supported by the Institute of Museum and Library Services under the provisions of the Library Services and Technology Act as administered by the Commonwealth of Massachusetts Board of Library Commissioners.



Fiscal Year 2013 Network Events

- Wednesday July 11, 2012, SAILS Annual Meeting,
 - 10:00 AM - 12:00 PM, SAILS Meeting Room

- Wednesday August 15, 2012, Membership Meeting
 - Membership meeting. Will include a presentation by Plymouth Rocket
 - 10:00 AM - 12:00 PM, SAILS Meeting Room

- Wednesday September 19, 2012, Board Meeting
 - Will include presentation of preliminary FY14 budget.
 - 10:00 AM - 12:00 PM, SAILS Meeting Room

- Thursday October 4, 2012, Cataloging Roundtable on Graphic Novels
 - 10:00 AM - 12:00 PM, Bridgewater Public Library

- Wednesday October 17, 2012, Membership Meeting
 - Will include FY12 audit report and vote on FY14 budget.
 - 10:00 AM - 12:00 PM, SAILS Meeting Room

- Wednesday October 24, 2012, Adding records using the Java Workflows Client
 - 9:00 AM - 11:30 AM, SAILS Meeting Room

- Thursday October 25, 2012, Circulation Roundtable
 - 10:00 AM - 12:00 PM, Westport Public Library

- Wednesday November 14, 2012, Board Meeting
 - Will include report from the Cosugi Consortia Special Interest Group Meeting in Detroit
 - 10:00 AM - 12:00 PM, SAILS Meeting Room

- Tuesday January 8, 2013, Adding records using the Java Workflows Client
 - 9:00 AM - 11:30 AM, SAILS Meeting Room

- Wednesday January 16, 2013, Membership Meeting
 - 10:00 AM - 12:00 PM, SAILS Meeting Room

- Tuesday January 22, 2013, Circulation Users Meeting
 - 9:30 AM - 12:00 PM, SAILS Meeting Room

- Tuesday January 29, 2013, Circulation Users Meeting - Snow Date
 - 9:30 AM - 12:00 PM, SAILS Meeting Room

- Tuesday February 12, 2013, Technical Services Meeting
 - 10:00 AM - 12:00 PM, SAILS Meeting Room

- Wednesday February 20, 2013, Board Meeting
 - 10:00 AM - 12:00 PM, SAILS Meeting Room

- Tuesday February 26, 2013, Technical Services Meeting Snow Date
- 10:00 AM - 12:00 PM, SAILS Meeting Room

- Wednesday March 20, 2013, Membership Meeting
- 10:00 AM - 12:00 PM, SAILS Meeting Room

- Thursday March 28, 2013, Circulation Roundtable
- 10:00 AM - 12:00 PM, Norton Public Library

- Thursday April 11, 2013, Adding records using the Java Workflows Client
- 9:00 AM - 11:30 AM, SAILS Meeting Room

- Wednesday May 1, 2013, Cataloging Roundtable
- 10:00 AM - 12:00 PM, Somerset Public Library

- Wednesday May 15, 2013, Membership Meeting
- Final approval of FY14 budget. Report from the nominating committee
- 10:00 AM - 12:00 PM, SAILS Meeting Room

- Tuesday June 4, 2013, Circulation Users Meeting
- 9:30 AM - 12:00 PM, SAILS Meeting Room

- Wednesday June 19, 2013, Membership Meeting
- Election of board members
- 10:00 AM - 12:00 PM, SAILS Meeting Room

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	May '12	May '11	Total FY'12
Total Intranetwork Loans	59,083	56,592	635,309
Total Items Circulated	373,497	363,418	4,136,066
Gutenberg	196	1,973	3,606
OverDrive Circulation	8,566	4,195	77,142
TumbleBooks	23,228	16,894	198,152
All Formats Circulated	405,487	386,480	4,414,966
VirtCat Items Borrowed	1,022	1,141	11,585
VirtCat Items Loaned	539	534	6,429
Cataloging Requests	3,439	8,005	69,527
MARC Records Added	8,671	13,746	77,802
Patrons Added	2,478	2,150	38,506
Patron placed holds	57,857	49,315	553,764
Total MARC	1,140,537	1,115,773	
Total Holdings	3,755,547	3,724,665	
Total Patron	469,287	461,318	
Total Uptime	99.32	99.98	

Upcoming Events[View the full event calendar](#)

- **7/11—SAILS Annual Meeting**
10 AM—12 PM, SAILS