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Executive Director's Report

The last month of the fiscal year is often the busiest time of year for SAILS. This is the month we review outstanding projects to ensure we are meeting our goals, begin planning for the upcoming fiscal year projects, and set our financial house in order. June 2013 has been no exception.

We have been offering patrons the ability to receive notifications via email, text message, or automated telephone calls for 12 months. The project has been successful and reliable. A former member of the New Bedford staff volunteered to do Portuguese language recordings for the automated voice notification during her visit from Portugal. Ben is working with SirsiDynix to make those recordings active. Once that service is working, the entire conversion from printed notices and/or staff telephone calls will be complete. Ben was a presenter discussing our experience at the June 2013 SNRG (Sirsi Dynix Northeast Regional Users Group) held in Radnor, Pennsylvania.

SAILS completed its conversion to Gmail in mid-year and we recently decommissioned the old email server. The network will be experimenting with expanding the use of Google apps for document sharing between member libraries and as a means of backing up its staff fileserver.

The network continues to work with SirsiDynix and the PubPac advisory committee to enhance and improve the Enterprise discovery platform. A migration to release 3.4 was completed on June 17 and network staff is monitoring system performance. Ben and Laurie facilitated a meeting of Public Services staff to discuss the features in Enterprise. Ben is scheduling visits to libraries to discuss the new features in Enterprise and train staff on how it can be customized.

Cataloging Services has been refining procedures for adding or merging records so that newly entered fiction and DVD records meet the new policies approved during the May membership meeting. The goal of the new policies is to provide patrons with a set of master records representing the standard formats for fiction (hardback, large type, audio, paperback, downloadable eBook, downloadable audiobook).

Administrative Services staff is hard at work planning the office move scheduled for October. A list of furniture and equipment we are making available to

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members has been compiled and distributed. Our new landlord is prepping the space and then various vendors will be dispatched to install the telephone system, security system, and server racks. Our goal is to maintain full communication with our members during the move.

As always Jorj in PC Support is working hard to keep up with installing new computers while fixing broken computers and installing spares. During a four week period we received orders for 32 new computers. We expect that level of activity to continue in FY14. In addition SAILS will be moving to Spiceworks to inventory computers covered by PC Support and will be experimenting with Windows 8 to see how that would/could work in our environment.

As we wrap up FY13 we are also mapping our plans for the first quarter of FY14. The SmartPay credit card payment portal will be made available to all interested public libraries. SAILS is moving the SirsiDynix servers to “the cloud” in September. We will be having many telephone conferences with our project manager to discuss what will be involved and how we can continue to provide libraries with some type of service while we migrate and reindex our data on a computer in a data center in Atlanta.

Cataloging Services staff is going to spend the summer getting ready for a full implementation of RDA (Resource Description and Access) which is the new cataloging standard. We are going to working with libraries to move their websites to 3rd party hosting services since SAILS will not offer that service after our move. Ben will be conducting onsite training about Directors Station and Enterprise. As always we will be providing our public libraries the statistics they need to complete their annual Aris reports and every member library will be receiving a Value of Services statement.

In early July we will be sending out a general call for people interested in serving on the Circulation Policy, PubPac Advisory, Overdrive Collection Selection and Emerging Technologies advisory committees. We are looking for fresh ideas and new perspectives so if you have never served on a SAILS committee we hope you have the time to volunteer in FY14.

Hold not displaying in Enterprise

We have come across an issue in Enterprise where patrons who have holds cannot view them in the OPAC. Most often when we encounter this issue none of the patron’s holds display. Sometimes, the number of holds just does not match what is correct in Workflows.

We have had a ticket open with Sirsi regarding this issue for awhile. While we do not have a fix for this issue, we have discovered a simple workaround.

This issue seems to be caused by a patron’s checkout history. If a patron has a very large checkout history it reaches some kind of maximum in Enterprise. We aren’t sure what the exact number is. Patrons that have experienced this issue generally have one to two thousand past checkouts in their charge history.

There are two workarounds that will fix this display issue for your patrons. First, if the patron does not need such an extensive list, you can request that SAILS purge some of their charge history. All we need is

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their barcode and a date range. Once their past checkouts drop below the maximum, their holds will display.

The second fix is probably the easiest and what we would recommend. If the patron goes into:

- My Account in Enterprise,
- under Personal Information,
- then Preferences,
- and next they uncheck “Show my checkout history”
- and then click Update

It will fix the issue just as well. This second option is probably the better of the two options and it also gives the patron the ability to not lose their charge history if they like keeping track of it. They can even check show history when they want to see past checkouts and uncheck it when they want to see holds. Unchecking this feature does not affect anything in Workflows.

Opting in and out of Charge History in Enterprise

We have come across two behaviors regarding a patron’s charge history in Enterprise that we wanted to let everyone know about.

The first is a behavior that was initially misunderstood. When in My Account viewing a patron’s Preferences, the “Show my checkout history” option is not an opt-in or out feature like we had initially thought. It actually doesn’t change the database one way or another. If ALLCHARGES isn’t selected in Workflows this option won’t even show under My Account. This is an Enterprise preference only. So what this feature is really doing, is asking the patron whether or not they want to view their checkout history in Enterprise only.

To completely opt in and out must still be done in Workflows.

Another behavior we have experienced is a problem turning off ALLCHARGES in Workflows that seems to be related to Enterprise somehow. What will happen is staff will select NOHISTORY in Workflows and the next time the patron logs into Enterprise it seems to flip the charge history back to ALLCHARGES.

We are not sure of the nature of this behavior nor do we have a fix or a workaround. We have a ticket open with Sirsi and will keep everyone informed of what we learn about this issue. If a patron previously had ALLCHARGES selected in Workflows, for the moment it may be easiest to just have “Show my checkout history” unchecked in Enterprise if they no longer want to see their charge history.

Out-of-date browsers pose a security threat

If your patrons are experiencing a problem with Enterprise because they are using an older browser, you should encourage them to update their browser. Even if they are still using Windows XP, they can upgrade to IE 8.0 which is a more secure browser than IE 7 or 6.

According to the results of a new survey from Kaspersky—a security software vendor—nearly a quarter of the browsers currently in use are out of date. Surfing the Web with a vulnerable browser is a recipe for disaster.

The Web browser has evolved to become the primary software used on many PCs. People access their email, surf websites, create documents and spreadsheets, access cloud-based file storage and sharing sites, and share with others on social networking sites—all through the browser. Attackers know this as well, which is why it is exceptionally risky to use a browser with known vulnerabilities.

Kaspersky gathered anonymous data through its cloud-based [Kaspersky Security Network](#). Kaspersky researchers analyzed the browser usage data from millions of customers around the world, and uncovered some concerning trends.

23 percent of browsers are not current: 14.5 percent are still using the previous version, while 8.5 percent are using even older, obsolete versions.

When a new version of a browser is released, it can take nearly 10 days for it to surpass the previous version in usage, and an average of about a month for a majority of users to upgrade.

The major browsers all have automatic update mechanisms in place. The easiest way to make sure your browser is current is to enable the automatic updates and let them do what they're meant to do—keep your browser up to date without requiring you to manage the process yourself.

There are some valid reasons for holding off on upgrading to a new browser version. Some users might feel like new versions just add arbitrary features—bells and whistles—they simply don't care about, so they choose to stick with the browser they're already comfortable with. Some users have been burned in the past by updating to a new version and finding out the hard way that some sites or plug-ins no longer work as expected—if at all.

Justifications aside, it's important to [apply browser updates](#) as quickly as possible. Why? Because attackers can craft new exploits and malware to attack vulnerabilities in a matter of hours. Users can't afford to shop online, check bank account balances, or access other sensitive data using a browser with known vulnerabilities.

As Kaspersky points out, the data also reinforces the need for users to have effective, up to date security software in place. Andrey Efremov, Director of Whitelisting and Cloud Infrastructure Research at Kaspersky Lab, said, "That means millions of potentially vulnerable machines, constantly attacked using new and well-known web-born threats. This is strong evidence of the urgent need for proper security software which is able to react to new threats in a matter of minutes, not days or even weeks."

Workstation Requirements

Every year we post the system requirements for using the Workflows client on a PC. The below chart shows the current requirements. This is for future reference and in case anyone needed the current system requirements for Workflows.

WorkFlows Staff Client - Requirements						
SirsiDynix Symphony Release	OS/Platform ⁽⁴⁾	Processor	RAM ^(1,2)	Disk Space for Client	Monitor Resolution	TCP/IP network
3.4.x	Windows XP (32-bit OS only)	Minimum: 700 MHz Suggested: 1Ghz	Minimum: 1GB Suggested: 2GB	200MB	1024 x 768 or better	Y
	Windows Vista, Windows 7 (32-bit and 64-bit) ⁽⁵⁾	Minimum: 800 MHz Suggested: 1 Ghz	Minimum: 1GB Suggested: 2GB	200MB	1024 x 758 or better	Y
	Mac OS X 10.5.2 (or higher) ⁽³⁾	Minimum: 700 MHz Suggested: 1 Ghz, 64-bit Intel only	Minimum: 1GB Suggested: 2GB	200MB	1024 x 758 or better	Y

While on the subject of Workflows workstations, we just wanted to remind everyone that there is no longer a charge per workstation for Workflows. Although it used to be a separate fee per workstation, this is no longer how we bill libraries for this software. It is now a flat rate so you can have as many instances of it as you need. You can download it from the staff website here using the same login of:

Username: librarystaff

Password: staffmember:

http://www.sailsinc.org/laurie/fupd_jwf.exe

Email us at support@sailsinc.org if you have any questions.

Diane Dugal Retires from Bridgewater Public Library

We bid farewell to Diane Dugal, Head of Technical Services at the Bridgewater Public Library. Diane's career at Bridgewater began in 1974, after graduating with her MLS from Rutgers University. She witnessed huge changes in technical services as cataloging has evolved from the typed catalog card and the "Shelf-List" system to our much more efficient on-line system. During the library's 1994 building renovation and construction project, Diane played a large part in moving the entire collection to a temporary location and back again. The entire staff were very grateful for her careful calculations and good humor. Diane was very active in developing cataloging standards and procedures for the ABLE Network. We wish her well as she begins a new phase in her life.

Refreshing the cache in Enterprise

If Enterprise has displayed strangely since we upgraded to 4.3, your browser may need to refresh or empty its cache. Refreshing the page or hitting F5 should fix the display issue. If not try these instructions:

[How to refresh the cache in Chrome](#)

[How to refresh the cache in IE](#)

[How to refresh the cache in Firefox](#)

Network Stats... What are they?

You may have noticed that the last page of the newsletter always lists the Network Statistics. Maybe you are new to the network, maybe you've never noticed, or maybe you once knew but can't remember. With the start of Fiscal Year 2014 upon us we thought this would be a good opportunity to give them a little context to show their value to you.

The Network Statistics show you a basic run down of activity in the network from the previous month (the newsletter is written the month before we publish it so it will seem like data from two months ago when you read it) to the year before. This lets you make comparisons as to trends that may be occurring in your library and the network.

For example, if you were to look at Total Circulation for May 2013 (which appears in this month's newsletter) you can see that compared to last year we as a whole are circulating less physical items. But, if you look at Overdrive Circulation we are circulation 2,000 more items over last year. This could mean a switch in reading behavior that you might need to start thinking about.

You can also use these trends as a bench mark to compare how your library is doing in these areas as compared to the network. For example, if the network usage of OverDrive is going up, but your library's usage is stagnant, could there be a reason?

These are just a few examples. You can also compare statistics on patron registrations, holds, catalog holdings and requests, and SAILS uptime.

If you have any questions about these statistics, please email support@sailsinc.org.

OverDrive Media Station

From OverDrive's Digital Library Blog: Posted: 25 Jun 2013 10:24 AM PDT

If you're up-to-date on the buzz in the publishing and book-selling world, you know that everyone is talking about discoverability—especially online, where browsing can be difficult. After all, if a reader can't find a book, how will they buy it or borrow it? The proliferation of self-published books makes this problem even more challenging, with **over 235,000 self-published titles produced annually** (and this doesn't even count the Amazon Kindle Direct self-published titles or those that don't have an ISBN) in addition to the **350,000 or so traditionally published titles**.

Add to this gigantic mountain of new books the fact that libraries have an additional problem—a Pew Research survey found last year that more than half of **library card holders don't even know that their library has digital books available**. Obviously, library card holders are likely to be more interested in reading than the general public, so they make a prime target for introduction to the digital collection.



We've all used press releases to promote the fact that we have eBooks. But how can we capture the most likely new users of our digital collections—those already in our library buildings? At the ALA Conference this month, OverDrive will introduce the new OverDrive Media Station (OMS)—the best way to demonstrate to your library patron—inside your own buildings—that you have a digital collection ready and waiting for them. OMS is a big screen standalone station which can display your eBooks and MP3 audiobooks for browsers. Everything is self-contained and Web based.

The station will be branded with your own library information, and better yet, it's a touchscreen. Readers can scroll and browse the collection with the point of a finger, or search if they prefer. They can sample both eBooks and audiobooks. Those who find a title they would like to check out can enter either their phone number for an instant text message with a link to the title, or their email address for an email message with the link, or use a QR code to get the title's information. Once they receive the link, they only need to click it to check out the title from your library as usual—instantly on their phone if they wish—or later from home.

OMS was built upon the premise that the user may never have heard of library eBooks, that the experience should be intuitive because you may have only one chance to interest the user and readers may have limited time if someone else is waiting. The goals are to introduce and convert new users to your digital collection and to allow patrons to preview a little of what the digital experience is like.

Best of all, having an attractive station in your library that gets your users' attention means that it will provide a natural opening for staff to interact and explain your services more fully. OMS is not a mere clone of the full OverDrive experience. It's meant as an easy-to-use introduction to the experience for those who have never seen it before and an interactive tour of your collection for those who have.

The service has been tested with great success in the Cuyahoga County Public Library system in Ohio and at the Enoch Pratt Free Library in Baltimore. The latest version will be installed in the San Antonio Public Library and several other pilot library systems very soon.

Going to the ALA Conference? Don't miss the opportunity for a demo. Stop by to see us (and OMS) at Booth #953. You can also see the [press release here](#).

Cindy Orr is a Digital Collection Advisor with OverDrive

If anyone is interested in purchasing an OverDrive Media Station, contact SAILS at support@sailsinc.org for pricing and more information.

Reminder—Updating VPN Clients

This article is from the June Newsletter and is just a reminder.



In previous issues of the newsletter we have mentioned a change that needs to be made to any computer using a VPN client. When SAILS moves from locally managed servers to the cloud based service managed by SirsiDynix, the static IP address that your clients (if you use one) point to will no longer be able to connect. They need to be switched over to a general url that we have setup.

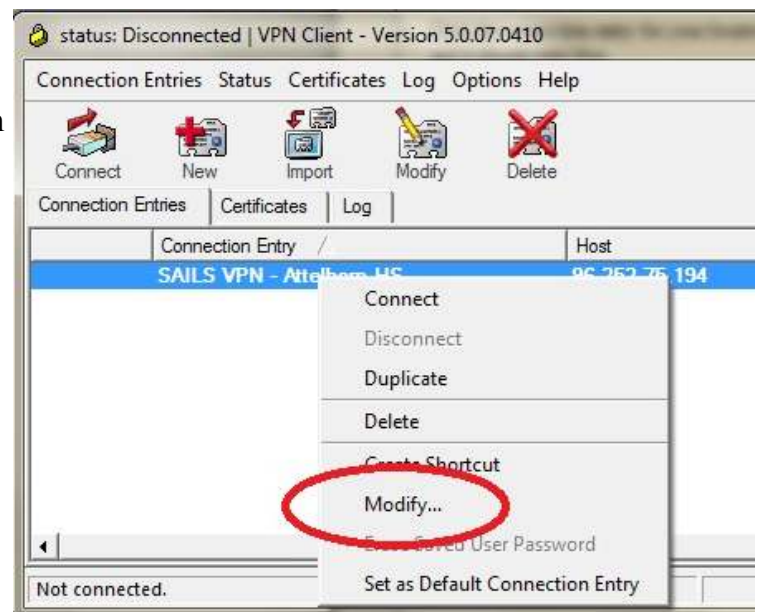
If you are a library that uses a VPN client please make this change. It is a very simple modification and should only take about 5 minutes to complete. We have worked with all the school libraries in the network to make this change already. All agree afterwards that it was a very painless process. If you do run into any problem please contact us. If not, just let us know when the change has been made so we can mark you off on our list.

To start, all you need is to be at a computer that runs the Cisco VPN Client. Then follow these steps...

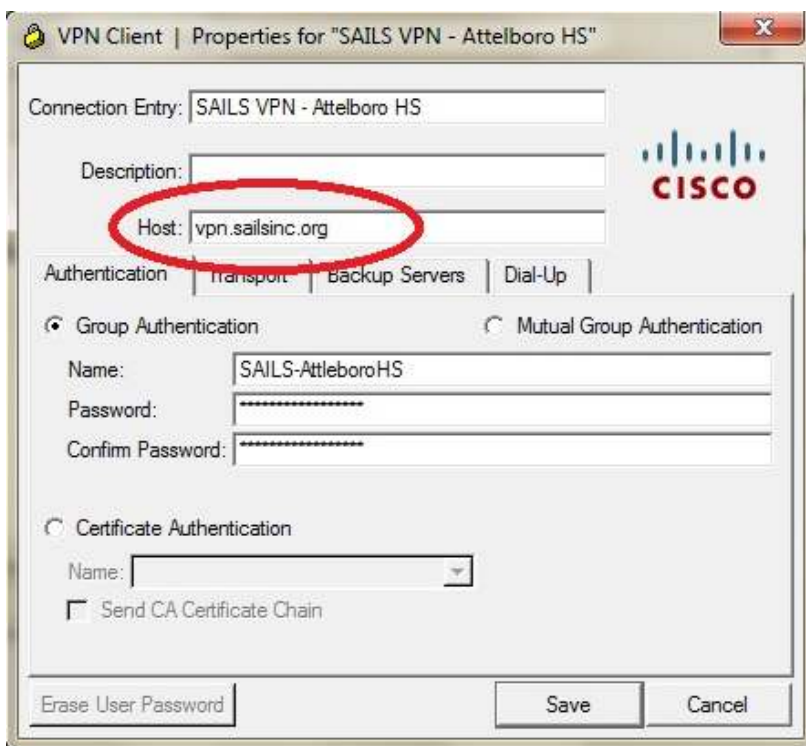
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VPN Update Instructions:

- Close Workflows and Open the VPN
- Click the Disconnect button
- Below the button should be a list of connection entries (you may see only one)
- Click the connection entry for your location (they usually say something like SAILS VPN – MMA) and it should turn blue
- Right-click it and select Modify



- A pop-up window should appear. Three lines down it should say Host followed by an IP address



- Replace the IP with vpn.sailsinc.org
- Click Save and then Reconnect and you should be all set.

Just let us know when everything is pointing to the new address or if you need any help with it.

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	May '13	May '12	Total FY'13
Total Intranetwork Loans	61,633	59,083	642,902
Total Items Circulated	341,225	373,497	3,962,456
Gutenberg	94	196	2,778
OverDrive Circulation	10,927	8,566	109,116
All Formats Circulated	413,879	405,487	4,074,350
VirtCat Items Borrowed	890	1,022	8,836
VirtCat Items Loaned	586	539	5,984
Cataloging Requests	17,843	3,439	64,247
MARC Records Added	17,149	8,671	73,914
Patrons Added	2,170	2,478	37,959
Patron placed holds	54,367	57,857	631,315
Total MARC	1,183,355	1,140,537	
Total Holdings	3,819,157	3,755,547	
Total Patron	470,502	469,287	
Total Uptime	99.98	99.32	

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

- **7/24—New Cataloging Policies Q & A**
10 AM—11 AM, Virtual
- **8/22—K-12 Membership Meeting**
8:30 AM—12 PM, SAILS Meeting Room