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Upcoming Events

Membership Meeting
Wednesday, 8/19
10 AM? - 12 PM
Norfolk Public Library

[Full event calendar](#)

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President's Annual Report - FY15 Highlights

- The Long Range Planning Committee drafted a new five year plan for the network. The plan was adopted in the fall of 2014 and will begin July 1, 2015. - The network moved its helpdesk functions to Salesforce for non?profits. This is cloud based and provides the network with much more flexibility in terms of opening and tracking issues. -SAILS used its BlueCloud rewards (a onetime program developed by SirsiDynix where customers were given onetime cash awards to license new products) to license MobileCirc, license 5 "seats" in the Mentor eLearning product, and contract for quarterly updates to the database that will add Lexile and Accelerated Reading levels to bibliographic records. - MobileCirc was installed in the spring of 2015 and is being tested by 4 libraries. - SAILS resumed the network subscription to Tumblebooks - a popular product that is heavily used by public, school, and Bristol Community College but which had been discontinued due to budget cutbacks several years ago. - The network was awarded a LSTA grant that was used to upgrade its telecommunications infrastructure. The work on that grant was completed in January 2015. - The network moved its last locally hosted web service to the cloud in May 2015 when the public and staff websites were migrated to GoDaddy hosting services. The staff website was redesigned and updated content added. The public website was redesigned but content has remained the same. - The public library members agreed to a 2 year agreement with Booksite for the Bookletters product. Libraries are using this service for new title alerts, newsletters and website widgets. - The SAILS Member Services Librarian provided extensive training and support to libraries new to the product. - Months were spent testing and retesting the NCIP connectors needed to participate in the Commonwealth Catalog. After successful completion of testing, training in the new statewide interlibrary loan platform took place in June and use of the service is being rolled out over the in June 2015. SAILS libraries will no longer use the Virtual Catalog to place and fill holds and will have new lending partners who had not participated in the Virtual Catalog because of software limitations. - During March 2015 libraries that had been using the Smartpay product by Comprise to manage credit card payments for library fines and fees were moved to the BlueCloud ECommerce platform that is native to the SirsiDynix system. Testing of the product was successful but limitations in the Symphony software have prevented the network from expanding its use to all public libraries. SirsiDynix development is working on removing those limitations and it is hoped that all public libraries will be able to offer this service to their patrons by August 2015. - The network moved to the latest version of Enterprise and added new features to improve the user experience. - The Omeka based Digital Archive continues to grow with the addition of three more collections. More will be added in early FY16 after the Boston Public Library completes scanning documents for several member libraries. - The network created a new level of membership - Affiliate - to accommodate organizations that do not function as a library but have a need for a subset of network services. The Fall River Historical Society is the first institution to take advantage of this level of membership. Volunteers from the Historical Society have been busy entering cataloging records for its collection of monographs and mill records and their new Enterprise site should be launched in the fourth quarter of 2015. With an renewed focus on providing on site assistance and training - SAILS staff members made 162 visits to member libraries - this figure is only through May 31 so the year?end total will be higher. The staff responded to more help desk cases than ever before and Cataloging Services achieved new levels for Original Cataloging. - The network was well represented at the state level: Jayme Viveiros has been serving on the MBLC State Aid Review Committee. She has also been selected to participate in the 2016 New England Leadership Symposium that will be held in August 2015. Laurie Lessner served on the statewide Discovery Platform Committee and is serving on several advisory committees related to the Commonwealth Catalog and the Commonwealth EBook Collection. She is a member of the MLA Conference Committee and

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Network Stats

May 2015

Total Intranetwork

Loans:

66,689

Total Items Circulated:

297,414

Gutenberg: 54

OverDrive

Circulation: 16,035

Tumblebooks

Circulation: 16,113

All Formats

Circulated: 329,616

VirtCat Items

Borrowed: 608

VirtCat Items

Loaned: 335

Cataloging

Requests: 4,351

MARC Records

Added: 3,764

Patrons Added: 2,236

Patron placed

holds: 52,214

Total

MARC: 1,127,958

Total

Holdings: 3,547,581

Total Patron: 461,323

Public Relations Committee. Kristin Slater is a member of the Digital Commonwealth Conference Committee. She and Ginny Berube provided the support needed for a very successfully Legislative Breakfast held in February at the Norton Public Library. She has also been instrumental in establishing quarterly meetings of network Bibliographic Services managers, providing them with an opportunity to talk about procedures and issues that are common to them all. Debby Conrad is MLA secretary and is a member of the statewide Small Libraries in Networks Committee. The network was represented at NELA, the SirsiDynix Consortia Special Interest Group, the Digital Commonwealth Annual meeting, the Massachusetts Library Association Annual Meeting, and the SirsiDynix Users Group annual meeting.

~Submitted, Lynne Antunes outgoing SAILS President

Exec. Director's Report

June 17, 2015

SAILS is celebrating its 20th anniversary July 1, 2015. It doesn't feel like it has been that long and I am astonished with what we have accomplished over the past two decades. I am proud to say that in many ways SAILS is a model of how a library network can provide exceptional return on investment for dollars spent on membership. SAILS is the only network in Massachusetts that successfully merged two separate networks into one. It was one of the first networks to provide its members with a platform for storing and displaying historically significant images and documents - long before the Digital Commonwealth was formed. It is the only network in the state that offers patrons the option of receiving automated telephone notifications. It is the only network in the state that allows patrons to opt into viewing their checkout histories. It is the only network that welcomes diverse libraries - K-12 and special. SAILS was the first network to provide patrons with downloadable audio books. SAILS breaks the mold and forges its own path to ensure that the residents of Southeastern Massachusetts have exceptional library services. It couldn't have been done without the dedication of the directors who were committed to coming together to create a vibrant and forward thinking organization

I would like to talk about the "Class of 2015" - the directors who will be retiring this year. All of them have made significant contributions to the network by serving on committees, as officers, and allowing their staff members to actively participate in network activities. Denise Medeiros, Danielle Bowker, Robin Glasser, Jerry Cirillo, and Beth Smith (in order of their retirement dates) have made significant contributions to SAILS. I will miss all of them - I relied on their feedback and advice over the years and they have all stepped up when I needed help. You can be sure I will be calling upon their successors to serve on the network's committees and fill their very large shoes.

I want to thank the outgoing officers and all the directors who have served on the board or as officers over the past years. All of you have been very generous in the time you have been willing to devote to SAILS. I couldn't do my job without your assistance.

As you know we are losing two valuable staff members this summer. Ginny Berube will be leaving SAILS in July. She was the commander in chief who organized and managed our move from Middleborough to Lakeville. She has developed a set of procedures to ensure our business practices are organized and coherent. She is going to be a hard act to follow.

I congratulate Jayme Viveiros on her appointment as director of the Lakeville Public Library but I am sad to see her leave the SAILS staff. I know she has contributed greatly to the success we achieved this year and she has helped many of the member libraries individually. Luckily she isn't going too far and I will be calling upon her to provide me with insight into what the libraries in SAILS need to be successful. She will only be up the street from us after all.

Of course I want to recognize the SAILS staff - the foundation upon which everything rests. They give 110% to ensure that the network provides quality services to the members.

Starting July 1, 2015 we are starting a new Strategic Plan. I was looking at the Strategic Plan

that was developed in 1995 and I was struck with how the role of the network has evolved over the past 20 years. It is no longer a cooperative primarily involved with circulation and cataloging activities but has become an organization dedicated to helping its members deploy technology to provide the best service possible to their user communities. It hasn't always been easy but I would like to think it has made a difference to the members.

When ABLE and SEAL first came together no one knew how it would work out - after 20 years I think it is clear that it has been tremendously successful. This has been a collective effort and I am proud to have been a part of that effort. I am confident that the network will continue to provide the libraries in Southeastern Massachusetts with the services they need to succeed not matter how technology changes.

ComCat Status

Known Issues/Common Problems

Placing Requests

- **Logging in after requesting** - The request is not placed if you try to request first and then log in as the patron. The form is presented, you hit submit, the login screen appears. When it returns to the request, the form is gone, but it was not actually submitted. This should be fixed in the next release.

Solution/Work-around: Always log in as the patron first to place requests on their behalf.

Borrowing Requests

- **Receiving** - If you receive an "NCIP error" when you attempt to receive an item, it will show as "received" in ComCat, but the temporary item won't be created in Workflows. (Basically, it won't be fully processed.) This error is caused by a block on the patron's record in Workflows. This should be fixed in the next release.

Solution/Work-around: You must create a brief record in Workflows (like an ILL) and put the item on hold for the intended patron manually (will require an override). Once the item has been returned by the patron, and checked-in in Workflows, you should delete the brief record from Workflows, and then return the item in ComCat to the lending library.

Lending Requests

- **Returned** - You will receive an "NCIP error" when you attempt to check-in an item in ComCat if it has already been discharged from the Library-as-Patron record in Workflows. This error can be ignored. The status will change to "Complete" on the Borrowing side of things. Please check status in Workflows to check for local holds

FAQ

- Requests stay active in the system for 90 days.
- Patrons can have 10 active requests at one time.
- Requests in these categories must be deleted from the system by library staff (once you have decided you no longer need any information/want to process the request):
 - Unfilled
 - Expired
 - Cancelled
 - Retry
 - Passed to local system

[Full list of Patron FAQs](#)

Wareham: Since it is up to individual libraries to lend to Decertified Libraries, we do not block Wareham patrons from placing requests in the Comcat. If the supplying library doesn't want to fill the request, they do not have to fill it.

If Wareham is the only holder of an item in our system please contact SAILS (support@sailsinc.org) so we can assist in requesting the item.

Other

ComCat Policies

Creating a Bookmark to ComCat:

You can create a bookmark on your circulation computers that immediately presents your staff with a login screen and pre-selects the library from the drop-down list. Replace xxx with the Commonwealth Catalog library code for your library (ie: SAILS-EFREETOWN):

<http://commonwealthcatalog.org/mvc/?cid=massvc&lid=xxx&reset=over>

Simple Marketing Idea

Recently on the SirsiDynix listserv there was talk about customizing the checkout receipts to show the total value of the items checked out to the patrons so they could have an understanding of the money they saved by using their local library. This is similar to the "Value of Service" calculator created by MLA and available to you and your patrons at: <http://www.sailsinc.org/about-us/value/>. Totaling the amount on the checkout receipt isn't possible at this time but one easy option that would be interesting is to display the cost of the item to the patron.

You would make this change under the CheckOut wizard's properties on the behavior tab, so you will need to be logged in as tech. Click on the "Print Due Date Slips" button under "Charge printing". Here you'll click on the gadget button next to the "Receipt fields" section and select to display "Price". Click "ok" and be sure to save your property settings when prompted as you log out.

The receipt will look similar to this:

Some other items you can add to your receipts include your website's URL, an announcement, a trivia question or contest entry form, you name it! You really can add any text at the bottom and/or top of your receipts. Take advantage. You don't want to have receipts as long as what you get at CVS or the craft stores, but a couple of lines won't hurt and can give you a new avenue

to advertise!

SAILS Digital History - Summer Exhibit

Kristin Slater has been creating new exhibits seasonally in the SAILS Digital History site. For Summer she's made one of [photographs](#) from the Holmes Public Library and West Bridgewater Public Library. Some libraries, such as Foxboro, have added a [link to the exhibit](#) in Enterprise. As you can see, it's a lovely representation of the many treasures we're able to showcase for our libraries who have gone through a digitization project. For more information about having your materials digitized, [email](#) or call Kristin Slater.

SAILS Library Network
Serving Libraries

Title: COMCAT TEST 2.1 -
RECORD 1 * Do not attempt
to fi
Item ID: 2006573-6001
Date due: 7/23/2015,23:59
Item Price: \$10.00

Total checkouts for session:1

Total checkouts:5

The prices above show the
amount you've saved by
using
your public library!

Go to:
www.sailsinc.org
for our summer reading
events!

SUMMERTIME FUN



View of East
Monposett Lake
from White's Island
in Halifax



Halifax Beach



View at "Paradise"
East Monposett
Lake in Halifax



Halifax Beach
scene



Wamsutta Beach in
Halifax



View of Sunset
Lodge on East
Monposett Lake
in Halifax



Shady retreat on
East Monposett
Lake



Boats on East
Monposett Lake



Canoes on the
Town River in West



Canoeing on the
River



America's Canoe
Club in West



Nunckatessett
Canoe Club in West

Reminders & Notices

Fall River East Branch - As of July 1st, the Fall River East Branch will be closed. We are moving their patrons to the Main Library as well as their hold pickups.

Wareham Hours - As of July 1st, the Spinney Branch will be open and the new hours are new schedule is: Spinney - Mondays & Wednesdays 9 - 2; Main library - Tuesdays & Thursdays 10 - 7, Saturdays 9 - 2.

Phishing Scam Alert - SAILS will never send out an email to anyone asking them to supply their password. There is a new/old phishing scam going around to get people to provide their Gmail passwords.

Google Docs and Google Drive users are being targeted by a sophisticated phishing scam. In this scam, messages included links to a fake Google Docs login page hosted on Google itself. For more [information, see here](#).

There are millions of phishing messages every day, and recently similar scam has come out targeting Dropbox users. The scam uses an email (with the subject "important") claiming that the recipient has been sent a document that is too big to be sent by email, or cannot be sent by email for security reasons. Instead, the email claims, the document can be viewed by clicking on the link included in the message. However, the link opens a fake Dropbox login page, hosted on Dropbox itself.

Delivery Wallets - If a library receives a delivery wallet from SAILS and it is falling apart please discard or recycle it - don't return it to us.