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Circulation Users Group Meeting Highlights

Custom Toolbars

Libraries using custom toolbars have found they don't work in the new release. SirsiDynix has told SAILS it is a known bug. It is going to be fixed with the next patch (not major release). We don't know when that will happen.

Self service holds

Attleboro, Bridgewater, Dartmouth, Easton, Norfolk, Seekonk all have self service hold shelves. A few libraries use the thermal receipt printers (\$199 from SAILS) to print holds wrappers before putting items out for patrons to get their own holds. Several libraries use their own forms. All reported that is very well received by patrons. If you are considering this you can contact SAILS re: the hold shelf wrapper or one of the libraries to see how they are doing it.

Update your Web Site Links

We've noticed several web sites still have links to the MassAnswers.org service. This service has been discontinued and the site is no longer available.

Another promotion that is inactive is the Central MA Library System's license plate appeal. There weren't enough people signed up to get this put through and the links to the program are no longer working.

Reminder—Please add your library to any emails to SAILS

We try hard to get to know everyone in the network personally, but the fact is, we have over 500 email addresses in use and when we receive an email from a staff member, without a library listed in the email, we may get confused. To avoid this confusion, SAILS would like to remind everyone to include a name and library in any emails sent to the network. Instructions on creating an email signature in WorldClient may be found at:

<http://sailsinc.org/Network/contactInfo.asp>

Good Resource for Tech Issues

SAILS has been compiling several Overdrive FAQ's related to problems and their solutions. We have been sharing them with anyone in the network, but haven't done a very good job publicizing this resource. It's actually part of the PC Support helpdesk software, but available to anyone.

So, to get to this knowledge base, go to:

<http://sailsinc.org/support/pcsupport.htm>

If you've been given a login to the helpdesk, log in as usual. If you have not gotten a login, click on the "Create a tracking account" and make one for yourself. It should be first initial, last name, i.e. llessner.

After you log in, under the form you should see a row of links. Click on the FAQ and look around. We have more than just Overdrive and are adding to it all the time.

Possible Workflows Error Message

Have you ever opened Workflows and received the following error? "Workflows will halt because of insufficient permission to the user's home directory. Contact your system administrator."

You may have to restart the client, reboot your computer or click an OK button, but either way, this error is intermittent and shouldn't cause any problems. It is recommended you just ignore this error unless it begins to happen often.

OverDrive Summer Reading Promotion

From Overdrive (mostly):

Summer is right around the corner and what better way to gear up for a vacation or day at the park, than with a downloadable audiobook or eBook! OverDrive has created a summer reading poster to help promote your 24/7 download library.

To download the poster, visit <http://sailsinc.org/SummerReadingPoster.pdf>.

Please note: The poster may take a few minutes to download.

To help get the word out, display this poster in your library and around your community. You can also make it available at events this summer that your library may be participating in.

If you're interested in other ways to promote your download library, you can also check out our online marketing kit: <http://overdrive.com/products/dlr/artnerservices.marketingkit.asp>.

Just remember that this network service is currently for public libraries. If schools wish to participate, please contact support@sailsinc.org to find out how.

Enjoy
a **downloadable book**
this summer

Whether you're gearing up for a **vacation** at the **beach** or enjoying a day at the park, relax with a downloadable **audiobook** or **eBook** on your **iPod®** or eBook reader.

Available 24/7 from your library's website.
No late fees!
All you need is an Internet connection and a **library card**.

Check out these titles and **MORE** this summer!

Try it Today!
@ your library's website

It's Easy! 1 Browse 2 Check Out 3 Download

<http://sails.lib.overdrive.com>

THE GIRL WITH THE DRAGON TATTOOS by LARSSON
THE 9TH JUDGMENT
Help

powered by **OverDrive**

Summer Reading Lists & Link Builder Tool

Now that summertime is right around the corner, it's time to make your summer reading lists available in iBistro. Use the Link Builder Form to create the links to search for a particular title. If you don't have the ability to create a web page to put on your web site, SAILS will be happy to take your list, with links into the catalog, and find it a home on the web.

So what should do?

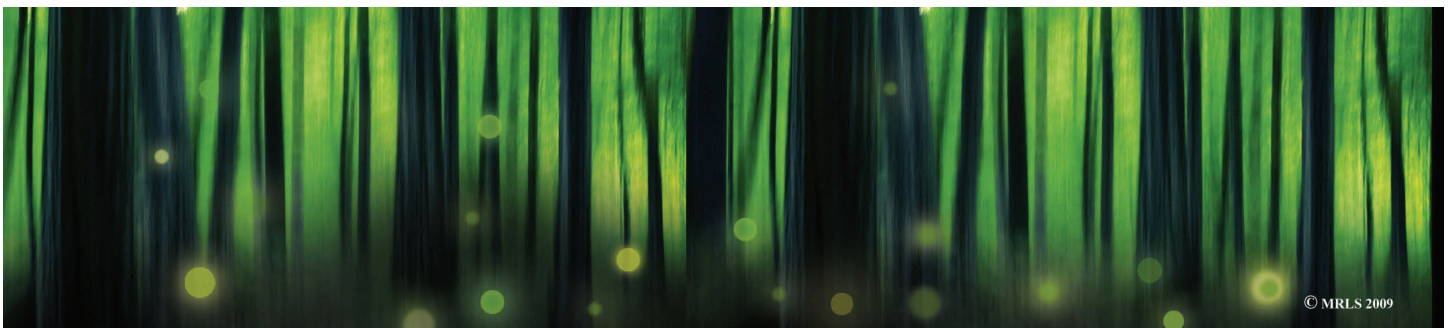
1. Go to: <http://www.sailsinc.org/linkbuilder.asp>
2. Plug in your search criteria. You can use the form to build a link to a specific title, author or subject in iBistro. You can also combine terms and limit to just your library.
3. Take that link and put it in your web page.
4. If you need SAILS to create a web page for you, do the following:
 - In Word, enter the title onto your page.
 - Highlight the title
 - Right click on the highlighted title
 - left click on "hyperlink"
 - Paste the link into the address fieldIt should look like this:
[The Help](#) by Kathryn Stockett

Repeat the above steps until you have search links for all your titles. A quick tip is to use the browser's back button so you don't have to enter your library again.

- Email the saved Word document to llessner@sailsinc.org.

You can also show the link builder form, or send this article, to your schools' Tech and English Departments so they can create their own summer reading lists to post on their sites, with links into the catalog for students to easily place holds on the materials.

If you have any questions, please contact Laurie at llessner@sailsinc.org.





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Network Statistics

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	April '10	April '09	Total FY'10
Total Intranetwork	59,100	58348	591,226
Total Items	373,008	381,169	3,847,433
OverDrive Circulation	2,189	1281	18,314
TumbleBooks	7,406	1396	73,533
VirtCat Items	1,192	1188	11,864
VirtCat Items Loaned	528	604	5,008
Cataloging Requests	4,111	3845	51,846
MARC Records	4,650	3973	57,485
Patrons Added	3,289	3445	39,313
Patron placed holds	47,840	46850	498,056
Total MARC	1,096,515	1068683	
Total Holdings	3,688,502	3630694	
Total Patron	452,154	436557	
Total Uptime	99.67	99.99	

Upcoming Events

- 6/2 PubPac Meeting
1PM—3PM; SAILS
- 6/10 Technical Services Annual Meeting
10AM—noon; SAILS
- 6/16 SAILS Membership Meeting
10AM—11AM; SAILS
- 6/22 Adding records using the Java Workflows client
9AM—noon; SAILS—[register online](#)

June 2010

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			