SAILS Network News

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Inside this issue:

Trivia Question #1

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

e-Library, iBistro's new look

This summer the PubPac Committee will be rolling out a new look and feel to iBistro, called e-Library. This version has been available since we upgraded to the current version of Workflows last summer, but we didn't put it in place because we had planned to move to an entirely new OPAC. Now that that won't happen for about a year, we decided to work on implementing the new version so we don't fall too far behind. There are some nice features we'll be taking advantage of too.

- Send PIN request—this will allow patrons to fill out a form and get their PIN sent to the email address in their patron record!!!

- Update Email—patrons will be able to update the email in their patron record.

- Permanent book lists

- Social Media—be able to easily save to del.icio.us, tweet, share titles on Reddit, and maybe others.

- Better display of Syndetics content—show off the content we currently have, such as video clips and series information.

More information will follow.

May Trivia Winner & Answers

Liz Gotauco, from Middleboro, is our May trivia contest winner. We only had 19 entries from the following libraries; Middleboro, New Bedford, North Attleboro, Pembroke, Rochester, and Somerset. The library with the most entries was North Attleboro, with 10 people submitting answers!

The Answers:

1. **The Item Search & Display wizard in WorkFlows saves up to 20 of your previous searches, as long as you do not close the wizard. How do you go back to a prior search?**

Everyone got this question correct! There are actually two ways to get back to your previous searches. You can either use the drop-down arrow to the right of the search input field, or you can click on the blue back arrow at the top of the window.

2. **How do you reset your password for a SAILS email account?**

The answer we were looking for is how YOU reset the password, not request that SAILS resets your password. When we reset the password, we require the account holder to set it themselves to something more secure. The way to do this is as follows, and it is done in WorldClient, the web mail interface—http://mail.sailsinc.org:3000. Once you're logged in, go to "options", then click on "personalize". You then enter your new password in the "password" field, then enter it again in the "confirm password" field.

3. **What is the difference between the number of pieces and a circ note?**

This question got almost everyone too. No one answered that the number of pieces is not required, but a circ note is for items that have more than one piece. The other difference is the amount of detail available in the circ notes field vs. the # of pieces. The number of pieces is just a number whereas a circ note can details what should be expected to go with the item—maybe there should be a booklet as well. You can also use this field to give information on possible damage to the item, so the owning library is aware of when and how it became damaged. Both are available for checkout and discharge, depending on your property settings.

Trivia Question #2

Become a fan of the SAILS facebook page? Yes, you should be familiar with facebook if you're working in a library in the 21st century!

Patron email addresses—triple check!

Though we feel like we nag, email addresses are not being entered properly all the time. This is so important for everyone in the library who registers patrons to understand. Many of you communicate to the patrons using only their emails. We had several available hold messages not get delivered as well as notices for card expirations, item due reminders, welcome messages, and overdue notices.

We realize that email addresses are changed and the patrons don't think or remember to get their records updated, but what we care most about are the mistakes that can be prevented.

So, how can you help prevent this?

- If you can't read the patron's handwriting, ask them for clarification, or hand them the keyboard and have them enter it in themselves.

- You could even open Notepad and have them type it in there, then copy and paste it into the Workflows form.

- Or, have a computer close to the circ desk and have them use the online registration form to fill out their record themselves, then all you need to do is update it and make it permanent. Read more about Online User Registration.

- Know what an improperly formatted email looks like. An email has to have a .com, .edu, .org, .net, .something! at the end to work.
  xxxxx@aol
  xxxxx@umbedu
  xxxxx@yahoolcom

- No SPACES! Workflows will treat a space in an email address as the end of the email, so the xxxxx@aol example above may look correct in the record, but if you look closely, there may be a space between the aol and com (xxxxx@aol .com).

- Become familiar with common email providers—yahoo.com, Comcast.net, gmail.com, aol.com
  If a patron writes their email as xxxxx@verizone.net, question it. If they're unsure, chances are they meant Verizon.net.

This is a list of email addresses that were returned to the system as undeliverable, just for May! Most of these could have been put in correctly if the person entering them had a little more information to realize they were wrong. Of course, some are just typos.

xxxxx@shoo.com	xxxxx@aol	xxxxx@yahoolcom
xxxxx@yahoolcom	xxxxx@verizone.net	xxxxx@yaho.com
xxxxx@aol	xxxxx@verizon.et	xxxxx@aol
xxxxx@umbedu	xxxxx@gmail.org	xxxxx@GMNAIL.COM
xxxxx@gmail	xxxxx@comcast.ent	xxxxx@umbedu
xxxxx@h.com	xxxxx@gmail.cm	
xxxxx@Verizon	xxxxx@comast.net	

Patron Records—How to enter a Suffix

When registering a new patron, or modifying, under the basic tab, enter the first, middle and last names in the appropriate fields.

The suffix should follow the middle name, not go into the Suffix field.

Keyword search results

Smith, Robert L. Jr.
Smith, Robert Lewis
Smith, Robert M
Smith, Robert M.
Smith, Robert Paul
Smith, Robert S
Smith, Robert Shawn
Smith, Robert Thomas
Smith, Robert W
Smith, Robert Wendell
Smith, Robert William (Mr)
Smith, Tirrell Robert
Smith-Englehart, Robert Thomas
Smith Jr., Robert Lewis
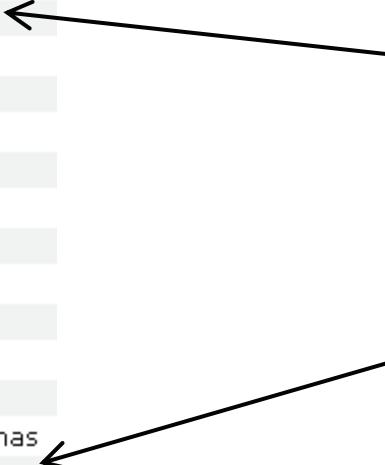
First name: Robert
Preferred name:
Middle name: L. Jr.
Last name: Smith
Suffix:

First name: Robert
Preferred name:
Middle name: Lewis
Last name: Smith
Suffix: Jr.

Using the suffix field, sorts the name as if the suffix is part of the last name. When put in the middle name field, the suffix is basically ignored, since it's all the way at the end of the name field.

If we were to do a browse search, the sort would group all the Smith Jr. names together and we wouldn't see the Smith Roberts unless we scrolled way down on the list.

*Since not all libraries require barcodes from patrons, finding the correct patron is more important than the way the name prints on the notices.

Your patrons can tell how they're using the library

From Celeste Bruno, MBLC—ALA, PLA and Public Insight Network have created a fun way for patrons to tell how they're using the library every day. Patron responses help create a dynamic local and nationwide picture of how libraries are being used in communities. Massachusetts already has some great responses! Here's the website :

http://www.publicinsightnetwork.org/librarius/

Here's the widget that you can put on your own library's webpage:

http://www.publicinsightnetwork.org/librarius/participate/

LibrariUS
How are you using the library today?
I'm
Who is asking?

Meet Jennifer Michaud

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

After graduating from UMass Amherst with a degree in history, Jennifer worked in both public and academic libraries. She earned her MLS at Simmons College and soon after that she began working at SAILS as the network cataloger. Over the years, she has done original cataloging for everything from books to a slide rule to a gnome figure. SAILS uses SkyRiver for cataloging and Jennifer is a member of SkyRiver's Direct Editing Group. This group is responsible for establishing and maintaining guidelines for how SkyRiver members edit and update records in its database.

Jennifer lives and breathes hockey and has been losing sleep watching the Stanley Cup playoffs. She is hoping that next season will be a better one for the Ottawa Senators. She is also a huge fan of Joss Whedon and anything he does. In her spare time, she works on improvement projects around her house and wishes she had even more time to spend gardening..

Pembroke's Great Marketing!

Here's a great idea Pembroke shared with us on how they're drawing attention to the Library Elf service.

Smartphone Library Card Readers

At last months circulation users group meeting, we had a discussion about patrons coming into the library with their barcode scanned into their phone and if libraries could/should accept them off the phone. There is an interesting article in the April 2011 Computers in Libraries called, "Smartphone Apps Give Users Virtual Library Cards". It addresses just this issue. It brings up the same issues that were discussed at the meeting—what if it's a stolen card, what if the phone is stolen, and what if the scanner can't read it?

You do seem to need a multi-scan barcode reader. We have these available to order from SAILS. The more difficult issue is one of policy that your library will need to work out. However, to identify the owner of a card, either on a phone or a physical card, you can only go by the information in front of you. This is why its so important to put the birth date in the patron record. It is one more way of identification. If the card should be long to an older male, and

Smartphone Library Card Readers

(Continued from page 5)

the person presenting the card is a teenage boy, you can clearly see a problem and request another form of identification.

If you would be interested in trying one of the card reader programs, two of the biggest are: CardStar and Key Ring. I use Key Ring, but both are similar. To enter the card into my phone, I needed to scan the card with the phone's barcode scanner, then manually enter the information as to what the card was for—so I put in the Ames Free Library, and also their address/phone number and web site. This makes it a nice little way to get to their information, and, since my phone is an Android, hooks into Google Maps and can automatically place a phone call with one click.

As you can see from this picture, merchants have the opportunity to put quite a bit of information about their company/store/library right in the app. This could be another nice way to promote your services.
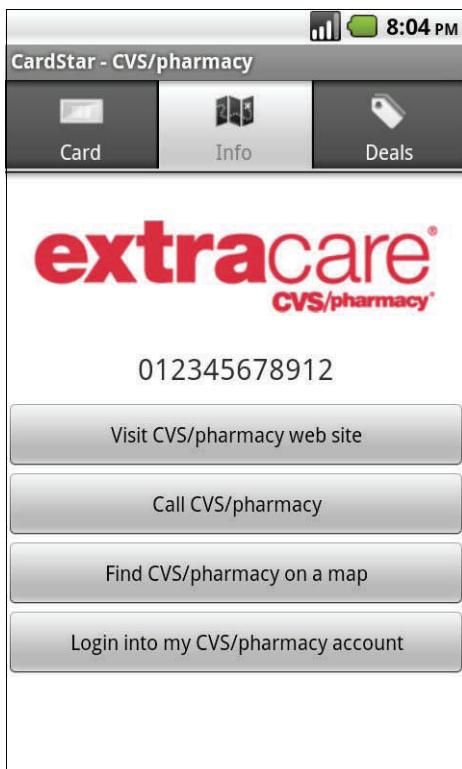
I haven't tried CardStar, but they are located in Boston, so this would be a nice choice if you're interested in using a local company.—Laurie

Gentle Reminders

No SAILS Internet—If you are on a SAILS connected computer and can not connect to Workflows or the Internet, please call the office, regardless of the time of day—508-946-8600 x1. Extension 1 is our emergency extension and it will get to us. You may have to leave a message, but we will get to it right away. If you email us off-hours, we probably won't see it or certainly not as quickly. And don't leave these issues until the next day because the sooner we can get working on the problem, the sooner you'll be back up and running.

In the meantime, if you do go down for a hour or so, feel free to use Workflows in the off-line circulation mode. More information on this is available at: http://sailsinc.org/manuals/standalone.pdf

PC Backups—If you have anything important on a pc, please remember you are responsible for keeping it backed up. One service recommended by Jorj Pitter, our Desktop Support Technician, is Drop Box. It's a site you upload your files to so they are stored off-site and are fully accessible from anywhere. One other option is to take a flash drive and backup essential files, such as the Envisionware configuration files. The names of these important files to back up are located in the Envisionware manual.

Next month we will have a full article about backup solutions.

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Upcoming Events

- 6/8—**Technical Services Meeting**
  10AM-noon, SAILS

- 6/15—**Membership Meeting**
  10AM—noon, SAILS

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

Network Statistics

	April '11	April '10	Total FY'11
Total Intranetwork Loans	57,902	59,100	587,122
Total Items Circulated	372,763	373,008	3,783,005
All Formats Circulated	393,338		3,942,976
OverDrive Circulation	3,741	2,188	32,429
Gutenberg	409		2,840
TumbleBooks	16,425	7,406	125,474
VirtCat Items Borrowed	1,218	1,192	11,420
VirtCat Items Loaned	624	528	5,876
Cataloging Requests	3,382	4,111	42,537
MARC Records Added	4,948	4,650	54,451
Patrons Added	2,551	3,289	35,320
Patron placed holds	47,812	47,840	498,295
Total MARC	1,106,054	1,096,515	
Total Holdings	3,698,006	3,688,502	
Total Patron	460,904	452,154	
Total Uptime	99.99	99.67	

Trivia Question #3

What is the featured Overdrive title on the SAILS public website?

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