

Inside this issue:

Getting More out of Enterprise

Making Enterprise Work For You	1
Enterprise Issues	2
Enterprise Reminders	4
VPN Clients	4
Workflows 3.4.1 SP3	6
Teen Tech Squad	7
New Directors	8
MobileCirc	9
OverDrive Training	10
OverDrive Updates	11
Network Stats & Events	12

Now that Enterprise is the primary catalog for the network, here are some ideas to get you and your patrons excited to use it. Do you know you can place holds on multiple titles at one time?

Do you know you can also create many lists of titles?

Reading Lists: You may have summer reading lists from local schools.

Wouldn't it be nice if you had these lists available in the catalog? Some libraries ask SAILS to create lists to have in the catalog, which we're happy to do. If you want to have these just for staff use, try creating the lists under your library's circ account or other in-house use account. You'll need to log into Enterprise as you would log into Workflows. The lists won't display to patrons, so this would be for staff use only. Try creating a separate list for each school/grade.

Email & Text Lists: So you have these lists. What can you do with them? You can email or text them to yourself. Having the lists on your phone would be great if you were in the stacks and someone asked about the summer reading books. You could even copy and paste the emailed list onto your own website, since it comes nicely formatted. Then all you need to do is create the links to the catalog.

Linking to titles: Linking to titles is easy with Enterprise. You don't need a special login, just copy and paste the URL (link) from your search results and use it anywhere. Here's an example linking to all the newbury winners - <http://sails.ent.sirsi.net/client/default/search/results?qf=SUBJECT%09Subject%09Newbery+Medal.%09Newbery+Medal.&rt=SUBJECT%7C%7C%7CSubject%7C%7C%7Cfalse&st=PA>

It looks like a huge URL, and it is, but it also works. You'll see the subject is what the search is based on. This can be done for any subject. All you need to change is the "profile" so it points to your library's Enterprise version. In this case, change the "default" to your library's profile URL. So Easton's link would be:

<http://sails.ent.sirsi.net/client/easton/search/results?qf=SUBJECT%09Subject%09Newbery+Medal.%09Newbery+Medal.&rt=SUBJECT%7C%7C%7CSubject%7C%7C%7Cfalse&st=PA>

RSS Feeds: When we informed libraries and patrons that the favorites notices were going away with Enterprise, we mentioned RSS feeds as a solution. They can be used for more than just new books. They can also be used for subjects. Pick anything - maybe New England travel. I do my search in Enterprise. Then I want just the current titles so I use the facets on the left to narrow down to anything from 2012 and newer. I find a manageable list and click on the orange RSS icon at the top of the results . This opens a window with a lot of gobbledygook. Grab the URL in the browser window - in this case it's:

<http://sails.ent.sirsi.net/client/rss/hitlist/default/qu=new+england+travel&qf=PUBDATE%09Publication+Date%092012-+%092012->

I'm now going to take that link and put it on the SAILS website. Since we use Wordpress, we can easily add RSS feeds to our site. If you'd like to see this in action, go to the very bottom right of www.sailsinc.org site. If you don't have a blog or website that comes with the option to add RSS feeds, you can use a service such as <http://feed.mikle.com/>. Here you can make a feed online and get the code to put into the html of your website. This is what I used on this Enterprise page:

<http://sails.ent.sirsi.net/client/lib>

It still needs some formatting work but it's a simple way to link to a set of titles.

Adding content: would you like to have your library's Enterprise instance (version) display your event calendar? What about a community reading program you're doing? SAILS can teach you how to add and/or change some of the content on your site. Just ask us and we'll be happy to train you or if it's a small change, ask us to do it for you!

Although we're all still getting used to the capabilities of Enterprise, you can see it has a lot of potential. I'll end with some Enterprise sites for inspiration!

<http://anac.ent.sirsi.net/client/default> - [anacortes public library - uses as website, nice drop-down list for finding specific information \(where do I find....\), subject guides for teens](#)

<http://frpl.ent.sirsi.net/client/default/> - Frisco Public - using eResource central, nice summer reading lists

<http://bmcc.ent.sirsidynix.net.au/client/default> - Blue Mountains City Library

<https://pikp.ent.sirsi.net/client/PPLD/> - Pikes Peak Library Catalog

Enterprise Issues

There are a few issues with Enterprise that are causing some grief for patrons. We want to let you know what they are and possible solutions so you can help you patrons make the transition from e-catalog to Enterprise a positive one.

(Continued on page 3)

Logging in: We spent much of last week working to make the login experience easier for patrons trying to get to their account in Enterprise. Patrons need to select their library first to get to your library's Enterprise interface. We have a form on the SAILS site for patrons to log into their accounts:

http://www.sailsinc.org/f_entlogin.html

They first select their library, then enter their barcode or Alt ID (all CAPS) and PIN. But try it out to know first-hand how it works.

We want to encourage patrons to get to Enterprise from your library's website, so if you want the code to put on a log in form, please let me know. If you just want to send people to your library's Enterprise profile, you can copy and paste your link to Enterprise from:

<http://www.sailsinc.org/index.php/enterpriselink/>

Once the patron logs in, if it's their first time and they haven't chosen another My Account tab, it will default to the "change PIN" tab. This is unfortunate but we aren't able to change this. What we've been doing when patrons email us for help is to log into Enterprise as them, and change their default tab to the "checkouts" tab for them. We recommend doing the same.

Holds: We've heard from a few people when they go to view their holds in Enterprise, the count is showing correctly, but no holds display on the holds tab. This appears to be for people who have a large number of titles in their checkout history. We have a call open with SirsiDynix but they don't have a solution yet. If people want to trim down their history, send their barcode and how far back to delete to eservices@sailsinc.org.

NYTimes Book Lists (book river): Ben is in the process of removing lists where the NYTimes changed the name of their list and it caused a break in the Enterprise software. If you notice your new books lists not appearing, it could be from this issue.

Helps and Video: Seekonk created a very nice video to introduce patrons to Enterprise. Ben will be working on doing something similar for the network. If you'd like to take a look at the Seekonk video, it's at: <http://youtu.be/izGp63zjT10>

The main complaint we seem to be getting from patrons now is just finding their way around a new site. This is a perfect opportunity for you to take people to a computer and show them Enterprise. You don't need to advertise a formal workshop, just walk around and ask people if you can show them the new catalog. Say, "hi, do you know you can place holds on a whole list of titles in the catalog, all at one time? No? Let me show you!" It can be that simple and if you have any questions or run into any trouble, know that you can always give SAILS a call or send an email and we're happy to help.

And also remember we're having the Public Services Meeting on June 12th at 10 AM. At this meeting we will be demonstrating Enterprise and opening the floor up for as many Questions and Answers as we have time for. If you haven't registered yet, you can at: <http://www.sailsinc.org/CE/Details.asp?ID=124>

Enterprise Reminders

Just a few quick reminders about Enterprise. You will need to have any external sites and services that link to e-catalog update their links to the catalog so that they are pointing to Enterprise, rather than the e-catalog.

Here are some examples of services that have been affected:

- Booksite
- Novelist
- Ingram's iPage

Now, a basic isbn search would look like this:

<http://sails.ent.sirsi.net/client/YourLibraryCode/search/results?&qu=ISBN>

You will need to put in your library code in the url, to find it, it is your basic link to Enterprise, with this tacked on to the end: /search/results?&qu=ISBN

Mansfield for example:

[http://sails.ent.sirsi.net/client/mansfield/search/results?&qu=\(insert an isbn number\)](http://sails.ent.sirsi.net/client/mansfield/search/results?&qu=(insert an isbn number))

If you need any help creating links, please let us know and we'll be happy to help. Just send an email to support@sailsinc.org.

Updating VPN Clients

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.

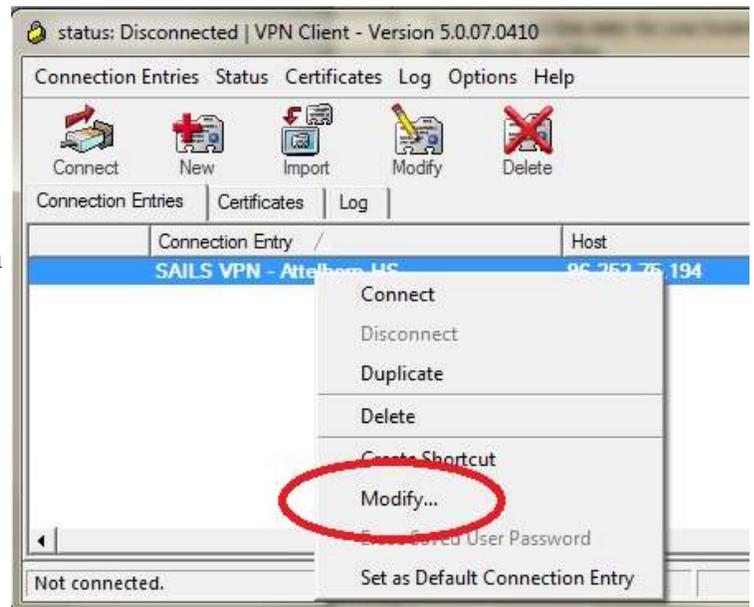
If you are a library that uses a VPN client please make this change. It is a very simple modification and should only take about 5 minutes to complete. We have worked with all the school libraries in the network to make this change already. All agree afterwards that it was a very painless process. If 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.

(Continued on page 5)

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

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.

Workflows 3.4.1 Service Pack 3

Next Wednesday, June 5, 2013, we will be upgrading the production server to Symphony 3.4.1 service pack 3. Although we can't make any promises, unless we run into an expected problem we plan to have the server upgraded as early as possible in the morning so that it will be ready for you when you come in in the morning. There are no new features that would require any training. This release is bug fixes for the most part. But, your workstations will need to perform an update when you login.

The process is the same as previous updates. Though, the visual prompts have been changed.

You will be prompted to update your workstation when logging in.

Updating a staff client

- Log into the computer as an administrator
- Log into Workflows like normal
- You will be prompted to update the staff client
- Click Yes

You will see a progress bar. Once it reaches 100% you will see another prompt:

- Click Install Now
- This will initiate the InstallShield Wizard
- Click Next and just follow the prompts.
- Select Modify, Click Next
- Click Next on the Custom Setup Screen
- When the window reads "Ready to Modify the Program," Click Install
- You will now get another Progress Bar

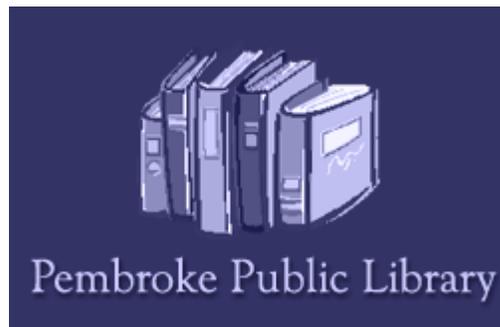


Once the progress bar fills you will see a prompt that reads InstallShield Wizard Complete, Click Finish

As soon as this has finished, simply log back into Workflows and you are done!

Creative Tech Classes at Pembroke The Teen Tech Squad!

While at MLA last month, I saw a great presentation by the former Youth Services Librarian, Jessica Lamarre, of the Pembroke Public Library. The presentation was on teaching technology to patrons. I really felt their approach was both creative and effective. What they did was get their teens in touch with their adult patrons needing help. I was so taken with the idea that I asked Deborah Wall, the director of the Pembroke library, to briefly talk about this program.



-Ben

“Computer questions of all types are a constant in libraries these days. From "How do I download a book" to "My laptop can't find your WiFi," the need for one to one help is great. The Teen Advisory Group is a very active one in Pembroke (thanks in no small part to our then-Youth Services Librarian Jessica Lamarre.) TAG wanted to keep busy and contribute to the community.

The Pembroke Teen Tech Squad began in the fall of 2012. The Teen Advisory Group thought of the idea as a way to help and showcase their tech skills. Teens over 13 provided one-on-one computer help at the library. They also assisted with several technology based classes run by library staff. Pembroke High School students, and several from B.C. High, received community service hours for helping patrons with iPads, Kindles, Facebook, and more.

Originally, the Teen Tech Squad hours were posted and fit into the teens availability, and no sign-up by patrons was needed. The program eventually worked better with appointments. This provided no waiting, and assured the teens that there would be someone to work with when they came in to the library.

The Teen Tech Squad also hosted a Technology Sandbox, made their own PSA's for cable, and video tutorials. Currently, the Tech Squad is an occasional event. Schedules got busy and the group of volunteers became smaller. They have however helped many residents who appreciated being able to sit with someone and ask their questions.”

-Deborah Wall

Director of the Pembroke Public Library

You can also view videos made by the Teen Tech Squad on the Pembroke Public Library's YouTube Channel:

<http://www.youtube.com/user/pembrokelibrary/videos?query=teen+tech>

Welcome to Two New Directors!

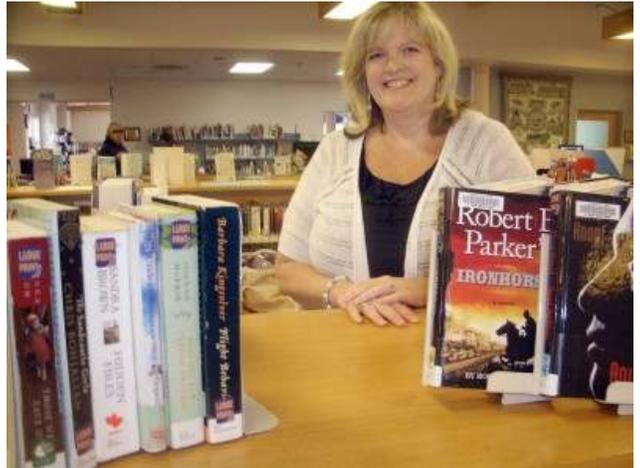
Catherine Coyne—Mansfield Public Library

After the retirement of Janet Campbell, the trustees at Mansfield have selected a Mansfield native to be the new director at the library. Cathie comes from a SAILS library and is very familiar with the network. Before being selected as the Director at Mansfield, Cathie was the Assistant Director and Youth Services Librarian at the Ames Free Library in Easton.

We are all very excited to have her at Mansfield now.

You can read an article on her in the May 5th issue of the Sun Chronicle:

http://www.thesunchronicle.com/mansfield/the-family-business/article_7914c178-3080-518f-bfb9-0b6acf1c0b69.html



Elisabeth O'Neil—Elizabeth Taber Library in Marion

We also have a new director starting June 3rd in Marion. Elisabeth, or “Libby,” comes from the BPL and is new to SAILS. Before becoming the director of the Taber library, she was the Youth and Community Outreach Librarian at the BPL.

She is a native of Guilford, Connecticut and is looking forward to returning to the community feel that small towns can offer.

“Guilford is bigger than Marion, but it has that small town feel. I’m used to that environment and I really wanted to get back to that, where everyone knows each other. I really wanted to have that again,” Libby was quoted saying by Wickedlocal.com. “I really want to be able to take some of the emerging technology and increase its use in creative ways.”

We are excited to meet Libby, and know she will be a great addition to the SAILS family.

You can read the full article by WickedLocal.com here:

<http://www.wickedlocal.com/marion/news/x1039446142/Elisabeth-O-Neil-hired-as-new-Elizabeth-Taber-Library-director#axzz2UWA5mvIX>

SirsiDynix Announces MobileCirc - Available Later in 2013

Recently libraries have begun to untether staff from behind the circulation desk and started providing customer service from the library stacks, at community gatherings, and community centers. For the past 2 years SAILS has received requests for assistance from libraries about how to set-up tablets as mobile circulation devices. To date our solution has worked but isn't particularly elegant.

SirsiDynix has recently announced the availability of a MobileCirc client that can run on a tablet or smartphone. The client can be downloaded as an app or viewed as an HTML5 page. Version 1.0 is scheduled for release in late summer. Version 1.2 is scheduled for release at the end of 2013. MobileCirc gives a library a full suite of capabilities including mobile circulation, inventory and weeding.



Checkout/Checkin/Renew/Use Item/Check Item Status

Inventory – Using a portable device with a Bluetooth scanner a library can do a real time inventory.

Holds – Display Onshelf Items reports, sort by call number, and print hold slips with a Bluetooth printer.

Weeding – Find candidates for weeding by browsing the stacks. Refine your selects with facets for checked-in, checked-out, dusty (not used for a long time), lost and missing item.

Add user – register patrons on the go.

SAILS will be testing the MobileCirc client as soon as it is available with the set of features requested by our members. We will be testing it on a variety of devices. Once we determine it works well enough to put in a library we will be negotiating with SirsiDynix for a group license opportunity. We don't know the cost yet but have been told it will be "affordable."

New OverDrive Training

New User Assistance Training Makes Troubleshooting Easy

From OverDrive's Digital Library Blog, Posted: 08 May 2013 11:12 AM PDT

Recently we have seen an increase in requests for more information and training on user assistance. Rest assured, you have been heard! We completely revamped the User Assistance (formerly Patron Assistance) training course with a new, simple 'scenario, explanation and solution' approach. There is something for everyone, whether your role happens to be in Information Services, Training & Outreach or Support & IT.

The course is divided into different user assistance scenarios: universal, those that occur on a desktop/laptop, those that occur with mobile devices and additional support tips. Each issue is clearly explained with screenshots (when applicable) and the steps necessary to get it resolved. Many of the resolutions contain links to articles on OverDrive Help, and you'll be able to click on them if you view them and/or save a copy from the Learning Center.

You can watch a recorded version of User Assistance at any time On Demand, or contact your Account Specialist to schedule a live session. Feedback on the updated training has been fantastic thus far, so our hopes are high that you'll find it helpful. For even more troubleshooting tips, view the Top 10 Support Solutions as well from the Learning Center.

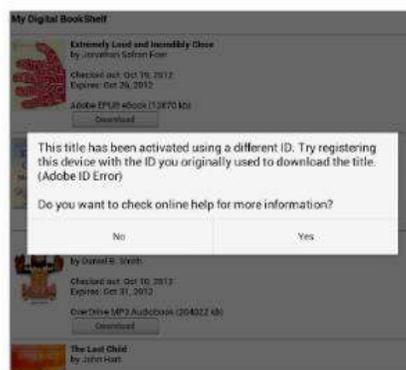
As a preview, here's a screenshot of what you can expect to learn:

Scenario

I got an error about a license or Adobe ID when trying to download my eBook.

Explanation

The user did not authorize all computers and devices with one Adobe ID.



Resolution

Have the user authorize their computer or device with the same ID they used when first downloading the title. You can also contact support to clear the transaction data.

-Beau Livengood is a Training Specialist at OverDrive

OverDrive Updates

Dear Library Partner,

OverDrive has released an updated version of the OverDrive Media Console (OMC) mobile app for iOS and Android (v2.6.5). Below is a summary of the release details.

OMC for iOS v2.6.5

- Enhancements to improve the speed of the in-app browser
- Bug fixes
- Reauthorization of Adobe ID for ALL iOS users required by Apple

Due to a change in Apple's privacy policies, we've had to make changes to the way we handle licensing of EPUB eBooks and MP3 audiobooks. As a result, the OMC for iOS v2.6.5 update will de-authorize every users' Adobe ID and prompt them to authorize again. Audiobook users will be unaffected unless attempting to download parts from a book that was only partially downloaded prior to the v2.6.5 update.

eBooks – Adobe Authorization

After installing the update, users with authorized Adobe IDs in place will see the following message



Clicking 'Sign In' will show the 'Adobe Authorization' screen. The deauthorized Adobe ID is pre-populated, so the user will only need to enter the password. The 'Forgot password?' link will be available

Audiobooks – Downloading additional parts

Audiobook users won't notice anything different unless they attempt to download parts of audiobooks



partially downloaded to OMC before installing the v2.6.5 update. In this case, the following message is displayed:

Users will need to download the title again from their digital library website bookshelf to download the missing parts. These updates are messaged in the App Store and on the “What’s New” screen.

Additionally, there are two help articles available for users and library staff to help with these updates:

- [Why do I have to sign in with an Adobe ID after updating OverDrive Media Console for iOS?](#)
- [What to do if there is a 'downloadManagererrorDomain:403' error when trying to download an audiobook using OverDrive Media Console for iOS](#)

OMC for Android v2.6.5

- Bug fixes

Note: The issues with Adobe authorization and audiobook downloads do not impact the Android release of OMC v2.6.5.

SAILS Library Network**547 West Grove Street****Middleboro, MA 02346****(800) 331-3764 (508) 946-8600 fax: (508) 946-8605****email: support@sailsinc.org URL: <http://www.sailsinc.org>****Network Statistics**

	April '13	April '12	Total FY'13
Total Intranetwork Loans	58,082	56,173	581,269
Total Items Circulated	353,043	357,951	3,621,231
Gutenberg	146	334	2,684
OverDrive Circulation	10,836	8,045	98,189
All Formats Circulated	422,107	385,517	3,722,104
VirtCat Items Borrowed	929	1,054	7,946
VirtCat Items Loaned	565	561	5,398
Cataloging Requests	12,729	3,241	46,404
MARC Records Added	11,626	4,619	56,765
Patrons Added	2,372	2,532	35,789
Patron placed holds	54,684	57,182	576,948
Total MARC	1,168,638	1,139,359	
Total Holdings	3,801,601	3,753,952	
Total Patron	470,455	468,868	
Total Uptime	99.94	99.89	

SAILS Staff**Ginny Berube, Bookkeeper**

gberube@sailsinc.org

(508) 946-8600 x210

Debby Conrad, Executive Director

dconrad@sailsinc.org

(508) 946-8600 x211, AIM: DKC101652

Laurie Lessner, Asst. Director for Technology Services

llessner@sailsinc.org

(508) 946-8600 x214, AIM: laurc1W

Jennifer Michaud, Network Cataloger

jmichaud@sailsinc.org

(508) 946-8600 x215

Benjamin Phinney, Member Services Librarian

bphinney@sailsinc.org

508-946-8600 x218

Jorj Pitter, Desktop Support Technician

jpitter@sailsinc.org

(508) 946-8600 x219

Kristin Slater, Manager of Bibliographic Services

kslater@sailsinc.org

(508) 946-8600 x213, AIM: Baloo2782W

Claudette Tobin, Cataloging Associate II

claudette@sailsinc.org

(508) 946-8600 x216

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

- **6/4—Circulation Users Meeting**
9:30 AM—12 PM, SAILS Meeting Room
- **6/12—Public Services Meeting**
10 AM—12 PM, SAILS Meeting Room
- **6/19—Membership Meeting**
10 AM—12 PM, SAILS Meeting Room
- **8/22—K-12 Membership Meeting**
8:30 AM—12 PM, SAILS Meeting Room