

Inside this issue:

New Strategic Plan	1
Youth Services Resource	1
Commonwealth Catalog	2
Ben Phinney	3
Aging Holds Report	3
Museum Pass List	3
Internet Explorer	4
Big Library Read	4
New Notice Subject Lines	5
Kindle FreeTime	6
MLS Workshop	6
OverDrive Holds	7
Blu-ray Holds	7
This Month's Workshops	8
Network Stats & Events	9

SAILS Embarks on New Strategic Planning Initiative

During its May meeting, the SAILS Membership approved the Long Range Planning Committee's recommendation that Nancy Rae be selected as the consultant to work with SAILS as it develops its new Strategic Plan. Nancy's proposal was one of seven submitted to SAILS and the LRP committee felt that her proposed methodology and knowledge of the Massachusetts library community made her the ideal person to work with SAILS.

Work will begin on the plan in July. Staff at member libraries will be receiving an invitation to respond to a survey to provide their input into network services. On July 23 the network will be holding a ½ day strategic planning retreat for directors. The SAILS staff itself will be meeting with Nancy in late July.

The goal of the process is to develop a new Strategic Plan that allows the network and its members to provide and support 21st century services to their user communities.

Enhanced Resources for Youth Services

The SAILS membership approved a recommendation to license TumblePremium for FY15 – starting July 1, 2014. TumblePremium is the amalgamation of 3 collections (TumbleBookLibrary; TumbleBookCloud Jr; TumbleMath) into one easy access point. One super collection, one login. This collection will be available to all members.

The TumblePremium collection has nearly 1000 titles and is perfect for public libraries and elementary schools, with content most appropriate for those in grades K-6. It includes animated talking picture books, chapter books, videos, non-fiction titles, playlists, books in languages other than English such as French and Spanish, graphic novels and math stories.

This collection is rich in educational resources such as lesson plans, quizzes, educational games and puzzles related to both math and language skills. It also includes free common core portals: a K-5 English Common Core Portal and a Math Common Core Portal. These portals have resources aligned to core

standards and make integrating TumbleBooks and the Common Core into the classrooms effortless. For those of you not following the Common Core, these portals are also useful since they contain lesson plans and quizzes which help build certain skills, such as vocabulary building or understanding elements of a story.

Middle and High School members will be receiving a subscription to the Tumblebooks Cloud which supplies a collection of eBooks suitable for their student population.

In addition to the new subscription, Gale-Cengage has redesigned its Kids InfoBits product. The new version will be available soon and is provided through the statewide database license. *Kids InfoBits* is the perfect educational product for today's young learners. It's a content-rich, authoritative, easy-to-use resource featuring age-appropriate, reliable, and curriculum-related content covering a broad range of educational topics. It features a new, modern, graphical interface and improved navigation based on feedback from both our existing customers and student users. The design helps kids explore the product and gain comfort with database searching.

With new full-text proprietary content from trusted sources such as Blackbirch Press®, U•X•L, and more, the information is reliable and geared to fit the needs of today's young learners. Kids InfoBits addresses the way kids learn and conduct research – and makes it fun!

SAILS will be updating Enterprise to add links to these products and will also be assisting libraries in setting up links they can use from their own websites.

SAILS Moving to the Commonwealth Catalog in August 2014

SAILS will be part of the first group of networks/libraries to migrate to the new Autographics Shareit Commonwealth Catalog. Listed below are some key dates you will want to be aware of:

June 30 – Last day to place requests in the Virtual Catalog

July 1 – August 31 – complete processing outstanding requests in the Virtual Catalog

July – Staff training at SAILS Headquarters on the new Commonwealth Catalog

August – Commonwealth Catalog open for staff initiated requests

September – Commonwealth Catalog open for patron initiated requests

The initial set of lending partners will be Bridgewater State University, University of Massachusetts (Amherst), Old Colony Library Network, and Fenway Libraries Online. A second group of lending partners will be joining the Commonwealth Catalog in mid-fall. This second group could include CLAMS, MassCat, MetroBoston, Minuteman, and University of Massachusetts (Dartmouth)

SAILS will be sending our more information in mid-June about the transition period between systems with directions on how to process outstanding requests and how to assist patrons with ILL requests.

Ben Phinney

I am sorry to announce that Ben Phinney will be leaving the SAILS staff as of May 30. He has accepted a position at the Seekonk Public Library.

Ben joined the SAILS staff 3 years ago when he was just finishing his MLS degree. Over the past three years he has been a valuable member of our Electronic Services team. Everyone who has worked with him have found him to be conscientious, professional and hard-working. His contributions to SAILS have been a great benefit to the network and its members. I have no doubt that wherever Ben takes his career he will continue to prove himself an asset to that library. Please join me in wishing Ben the very best of luck and greatest success in all his future endeavors.



-Debby Conrad

Aging Holds Report

As reported at the Circulation Users Group meeting held at the Lakeville Public Library in May, SAILS can now offer libraries the option of receiving a report of active unfilled holds that are 6 months old and still unfilled. The report is run the 10th day of the month. It is a useful tool to identify patrons who might have holds on titles where all copies are no longer available, placed holds on a title with only one copy when there are other titles with many available copies, or placed a hold on the wrong format. The date range is customizable so if you want a report for holds 9 months old and still unfilled just let us know.

Send an email to support@sailsinc.org and we can get this set up for you right away.

Newly Clickable Museum Pass List

The Attleboro Public Library is pleased to announce that the list of which libraries have which museum passes is now clickable. You can get there through the link on our website (<http://attleborolibrary.org/passes>) or by going directly to <http://attleborolibrary.org/passesbylibrary.htm>

You can click on any "O" to go directly to the reservation page for that specific pass. You can also click on the name of a library to go to the reservation page for all of that library's passes or click on the name of a museum to visit its homepage. I would encourage you to bookmark this page at your circulation stations and/or link to it on your website. If you have any questions or spot any mistakes, please let me know.

This list would not have been possible without the efforts of the Plainville Library. If you make any future revisions to your pass list, please continue to send those revisions to Melissa at Plainville, who will continue to update the printable pass list. She will forward that information to me so that we can update the website.

Sincerely,
Brian Avery

Circulation Supervisor, Attleboro Public Library

Internet Explorer Security Issue

Last month's newsletter listed a serious security issue with Internet Explorer.

We wanted to let you know that Microsoft has fixed the issue for both XP and Windows 7 systems. The fix will be installed with your PC's next Windows update if it hasn't already. Be on the lookout for this update and remember to deactivate Deep Freeze on any computer than runs it before installing the update.

Also, remember to restart the computer once or twice with Deep Freeze thawed before turning it back on. This ensures that any updates that need to finish during the start cycle aren't prevented from being installed by Deep Freeze.

The Next Big Library Read

OverDrive is thrilled to announce the next Big Library Read: *A Pedigree to Die For*, Melanie Travis Mystery Series, Book 1 by Laurien Berenson—the cozy mystery for readers to kick off the summer just right. This is an exciting opportunity to offer a simultaneous use title for community-wide access from your library at no cost from June 3-18, 2014.

Big Library Read is the worldwide digital version of a local book club, and an opportunity for your library to generate more interest in your digital collection beyond the bestsellers. The next Big Library Read title is being hailed as "fascinating," "a sleek and unusual book," and a "special treat."

A marketing kit is available for you to spread the word to your community and invite them to participate in the Big Library Read.

<http://partners.overdrive.com/files/BigLibraryRead.zip>

Assets include a press release template, poster, bookmark, and web graphic. OverDrive will promote Big Library Read on our digital library website via a graphic and a link on the title details pages for more information about Big Library Read.

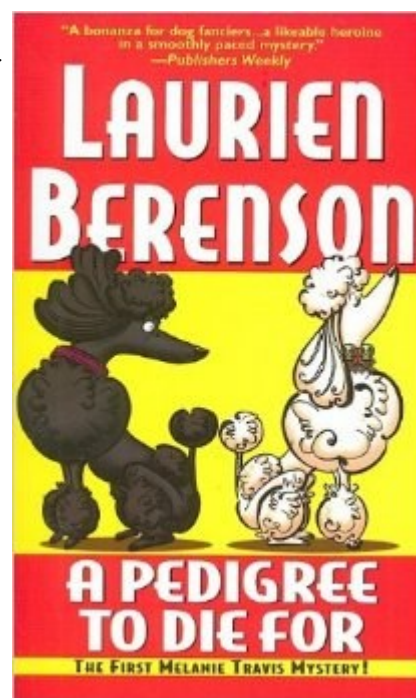
Participants can connect with other readers during an online chat with the author. More details to be provided at a later date. You can also follow the author at:

<https://www.facebook.com/LaurienBerenson>

<https://twitter.com/laurienberenson>

<http://www.laurienberenson.com/>

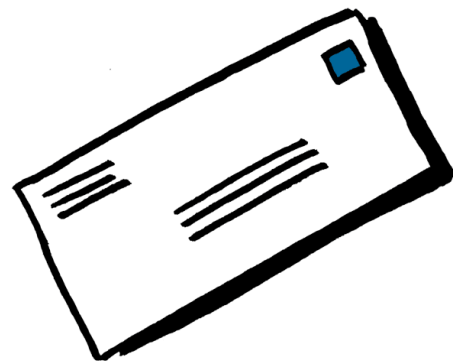
https://www.goodreads.com/author/show/26940.Laurien_Berenson



NEW – Subject Lines in Email Notices

The Symphony release that the network installed in April includes a feature that we have all wanted for a very long time. Previously, emailed notices to your patrons could only say “Library Notice.” We now have the ability to assign an email message a subject line that is unique to each kind of notice.

By early June all email messages will be assigned a new subject line that describes the type of notice being sent:



Notice	New Subject
Borrowing privilege expiration	Time to Update Your Library Card
Hold about to expire	Unfilled Hold(s) Will Expire in 30 Days at Your Library
Hold Cancelled	Hold(s) Canceled at Your Library
Hold Pickup Notices – reminder	Available Hold(s) Will Expire in 2 days at Your Library
Hold Pickup Notices	Available Hold(s) at Your Library
Notify Users About Favorites	New Titles at Your Library
Online User Registration Expiring	Your Temporary Library Card Expires in 3 Days
Overdue Notice Final	Final Notice - Your Library Checkouts are Overdue
Overdue Notice First	Your Library Checkouts are Overdue
Overdue Notice Second	2nd Notice - Your Library Checkouts are Overdue
Reminder Notice	Checkout(s) Due at Your Library in 3 Days
User Pin Notices	Welcome to Your Library

This will be a great service for your patrons.

People tend to skim emails and are prone to misinterpret the purpose of the email. They may be much more likely to read just the subject line. This will also help patrons using Gmail as we have heard reports of Gmail’s conversation view grouping emails with the subject line of Library Notice together. This behavior makes it difficult for patrons who receive multiple notices from the library.

This new service will hopefully make understanding email notices much clearer for everyone!

OverDrive and Kindle FreeTime

OverDrive is the only library ebook provider integrated with the Kindle platform. OverDrive recently announced that their ebooks were now compatible with Kindle FreeTime as well!



Kindle FreeTime (not to be confused with the paid Kindle FreeTime Unlimited service) is a suite of parental control software that Amazon has built into the Kindle Fire Android tablets and the Kindle ebook readers. It allows parents to filter or restrict certain content to protect their kids from mature material, stop the children from messing around with the device's settings, and otherwise lock down one of Amazon's devices.

OverDrive has announced that their ebooks are now compatible with Kindle FreeTime. Parents can check out ebooks from their library's OverDrive site and take comfort in knowing that they will work with their Kindle's FreeTime settings.

eBooks borrowed from libraries in the Kindle format may be added to FreeTime profiles on a Kindle Fire by [following these instructions](#), or through the "Manage Content & Subscription" section in FreeTime by taking the following steps:

1. On the Start screen for FreeTime, tap "Manage Content & Subscription."
2. Tap "Add titles to [name of profile]'s Library."
3. Select "Books" from the dropdown menu.
4. Check the box next to the desired title and tap "Done" in the upper right corner. The title will be added.

More details as well as an FAQ can be found in Amazon's [Kindle support](#) pages.

Keep calm and manage on: a time management workshop

Are you losing track of to-do items? Staring with dismay at an ever-growing pile of stuff you need to get to? Are you secretly taking work home with you? You don't need to live like that. Do yourself a favor and add one more thing to your to-do list: sign up for this MLS class!

The goal of this workshop is to give you the tools to realistically assess your workload, parse it out in a meaningful and sensible way, and think about different ways to move forward managing your responsibilities. From it all you will build a personal system for keeping track of tasks, managing projects and remembering commitments. With that piece of mind you can sleep well at night.

June 16, 1:00 – 4:00pm Carver Public Library, Carver

<http://www.eventkeeper.com/code/events.cfm?curOrg=MLS#3523214>

If you have any questions contact MLS advisor Anna Popp at Anna@masslibsystem.org

Transferring Overdrive holds to a new card



If you are updating a patron's barcode, always ask them if they have holds in OverDrive first. If they do have holds, be sure to email SAILS their Old Barcode along with their New Barcode and indicate that the patron has OverDrive Holds. Changing a barcode in Workflows does not automatically update Overdrive. Overdrive holds get associated with the barcode the hold was placed on and will not appear when the patron uses their new card until SAILS contacts OverDrive on the patron's behalf.

Although we do have a help form for patrons to fill out on our OverDrive site, having the patron contact SAILS to tell us they received a new barcode number from the library adds many unnecessary steps in this process. Also, you must consider that the patron probably won't think to fill out the form unless they run into a problem first (i.e. their holds are missing). We can often find the Old Barcode and get the accounts merged, but it requires some digging through the system and often back and forth emailing with your patrons. The process is more streamlined if the library contacts us when both the old and new barcodes are still in front of you. It reduces what can be a lengthy process into just two steps: you contacting SAILS and then SAILS contacting OverDrive. It also gets the issue resolved much faster.

OverDrive is often very quick to respond and can get the records merged often within a few minutes to a few hours. If you need us to merge an account on OverDrive, simply email eservices@sailsinc.org and we will get it taken care of for you.

Blu-ray Holds Report

As you know, if you own Blu-ray titles in the system, they are only hold-able to your library's patrons. What happens when patrons placed holds before this policy was put in place? If your library owned the title, your patrons will still get their holds filled. If your library does not own the title on hold, your patrons will not receive their hold. It will sit in the system in limbo until it expires and then they'll get a cancellation notice, if they have an email address in their record.



Is there anything you can do about this?

Yes! - SAILS can run a report that lists your patrons who have holds on Blu-rays. You would then go in and find the full or widescreen version of the title and place a new hold on their behalf.

If you would like to receive this report, please email support@sailsinc.org with your request.

Enterprise Training Schedule

This is the last call for registration if you wanted to attend a session of our Enterprise series of workshops. SAILS has been hosting a series of Enterprise training sessions for library staff since January. These sessions are held in the SAILS Meeting Room for the month of June. Topics include: Enterprise Basics, Troubleshooting, Training Patrons, and Advanced Enterprise Topics.

There are only a few space left so save your seat now!

While there is no prerequisite to this workshop, a basic understanding of Workflows and the difference between Workflows, your library's public website, and Enterprise is assumed.

Training Dates and Times. Click the date you are interested in to register.

[Tuesday June 10th—12 PM to 2:30 PM](#)

[Thursday June 26th—9 AM to 11:30 AM](#)

We encourage anyone who can, to try to make it to one of the live sessions here at SAILS. The trainings at SAILS are an interactive experience with Enterprise. So far everyone who has attended one of these sessions has come away feeling much more confident both using Enterprise and helping their patrons use it.

We hope to see you here at our new offices!

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 email: support@sailsinc.org URL: <http://www.sailsinc.org>

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Network Statistics

	April '14	April '13	Total FY'14
Total Intranetwork Loans	72,010	58,082	705,869
Total Items Circulated	344,452	353,043	3,486,116
Gutenberg	50	146	1,121
OverDrive Circulation	13,880	10,836	129,812
All Formats Circulated	358,382	422,107	3,617,049
VirtCat Items Borrowed	654	929	7,665
VirtCat Items Loaned	453	565	4,447
Cataloging Requests	4,381	12,729	53,972
MARC Records Added	3,824	11,626	48,113
Patrons Added	2,370	2,372	35,122
Patron placed holds	55,925	54,684	575,423
Total MARC	1,134,908	1,168,638	
Total Holdings	3,762,374	3,801,601	
Total Patron	475,903	470,455	

Upcoming Events

[View the full event calendar](#)

- **6/10—Enterprise Training**
12 PM—2:30 PM, SAILS Meeting Room
- **6/18—Membership Meeting**
10AM—12 PM, Ames Free Library
- **6/19—Using 9xx for loading short records**
9 AM—11 AM, SAILS Meeting Room
- **6/26—Enterprise Training**
9 AM—11:30 AM, SAILS Meeting Room