

Remove User Procedure

Inside this issue:

Circulation Procedures	1	Starting March 1, 2010 SAILS is modifying the way libraries can remove users. The Remove User Wizard can no longer be used. If a user record must be removed from the system, use the Modify User Record. Click on the Privilege tab. Change the Privilege Expires file to 01/01/2000. The Override is SAILS. The record will be removed on the 18th of the month when Removed Expired Users report runs.
Security Alert	2,3	
MLA Legislative Day	4	
MLA Conference News	4	
Network Stats	4	
Network Events	6	

FAQ - Clean Hold Shelf Report

Why does the Clean Holds Shelf report list items that display a current location of CHECKEDOUT?

The Clean Holds Shelf report will display the item's current location (where the item currently is). If the item associated with the inactive hold is currently checked out or not on the hold shelf, the current location will reflect this in the report output. For example, user has an item on hold ready to be picked up (the hold is available). But, the user cancels the hold which makes the hold's internal status available/inactive. Before the hold is cleared by the Clean Holds Shelf report, the item is charged to another user. When the Clean Holds Shelf runs, it clears the available/inactive hold for the charged item and reports it in the report output. The item's current location in the report displays as CHECKEDOUT. This is correct since the item is technically charged.

Online Patron Registration—Necessary Procedures

Two separate circulation mysteries came to our attention at Support recently: Why can't a certain patron check out a sixth item? Or a sixth hold? For both, the evidence pointed to Online Registration.

At one library, the patron came in to update their temporary card, but circ staff did not change the Profile Name in their record from OUREG to a new patron profile. Because the OUREG profile only allows the patron a privilege of five checkouts and five holds, WorkFlows displayed an error message when the patron tried to check out a sixth item. And if you try to check out an item, you'll notice it only has a one day loan period, because we don't want patrons to check out until they upgrade to a permanent card.

The second situation demonstrates the need to make sure that the box is checked for the "Profile modified/auto extend privilege" property in the Modify User wizard (Behavior tab). For this library, the property wasn't set correctly, and WorkFlows did not extend the patron's privilege even though circ staff updated the profile from OUREG. So, the patron could not put a sixth item on hold.

Please remember: when a patron with a temporary card comes in to get a permanent one, do not create a new patron record - just update the temporary record with the new barcode, change the profile, and make any necessary corrections to the patron information.

Misleading Applications - What you need to know

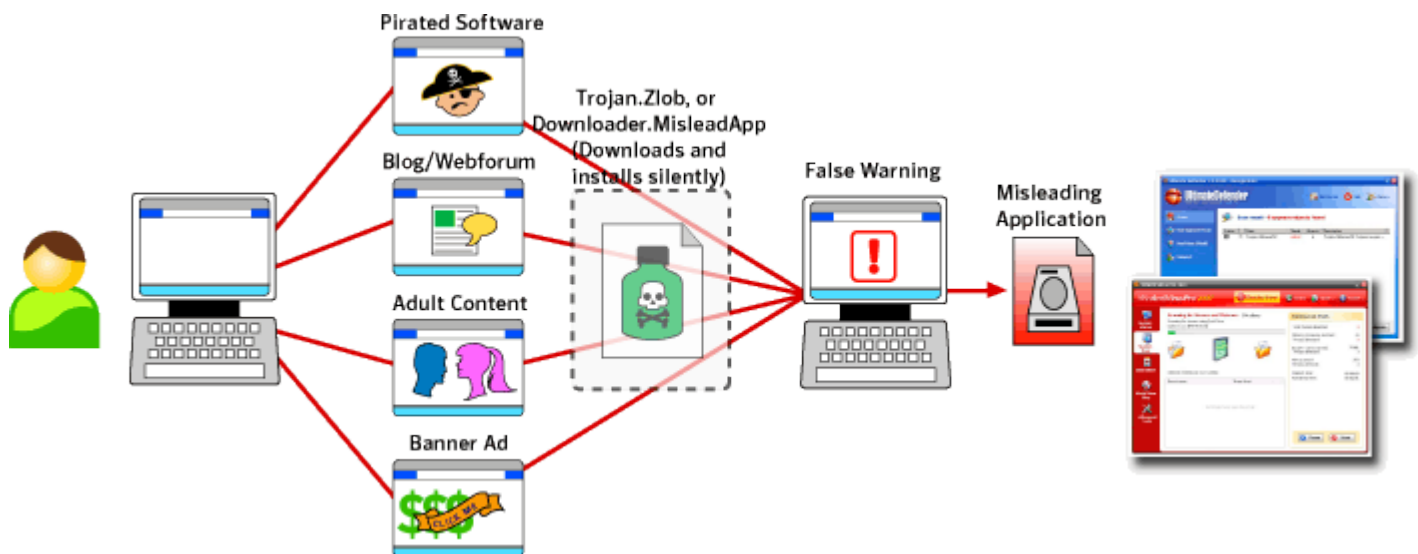
Misleading applications can sneak onto your computer as you surf the Web. Once installed, scammers use them to commit fraud and identity theft. Here's what you need to know to guard against spyware and other misleading applications. <http://www.symantec.com/norton/theme.jsp?themeid=mislead>

Have you ever seen a strange security message pop up like an advertisement while you're surfing the web? Have you seen an unexpected balloon message appear from an unknown program on your system, telling you that you're infected with a new threat? These are common tactics used by a type of program Symantec calls "misleading applications" and other people refer to as "Rogue Software" or "Rogue Anti-Virus". These programs typically sneak onto their victims' systems while they surf the web, masquerade as a normal Microsoft Windows alert, or otherwise trick people into downloading them onto their computer. Once installed, misleading applications exaggerate or make false claims about the security status or performance of your system, then promise to solve these bogus problems if you pay them.

What are misleading applications?

Misleading applications intentionally misrepresent the security status of a computer. Misleading applications attempt to convince the user that he or she must remove potentially malware or security risks (usually nonexistent or fake) from the computer. The application will hold the user hostage by refusing to allow him or her to remove or fix the phantom problems until the "required" software is purchased and installed. Misleading applications often look convincing—the programs may look like legitimate security programs and often have corresponding websites with user testimonials, lists of features, etc.

How they Attack



Misleading applications typically strike people when they are surfing the web. There is not a single type of

(Continued on page 3)

Misleading Applications

(Continued from page 2)

website where these applications are found, but they are more common from sites offering pirated goods and adult content, as well as blogs and forums. They can even sneak into advertisements on legitimate sites, usually through banner ads at the top of Web page. In order to get installed onto a system, a person is usually either tricked into downloading the program (thinking it's something else) or a small program called a "Downloader" is installed by the attacker through an un-patched flaw in the person's web browser. This is often known as a "drive-by" install.

Misleading applications often are not the first unwanted program to land on a person's system. A Downloader, such as [Trojan.Zlob](#) or [Downloader.MisleadApp](#), infect the system first and then download the misleading application to the computer. Once the downloaded application is installed and ready, the malware that installed it will inform the user that they are infected with a new, previously unknown threat. This can be done through a "balloon message" that appears in the lower right-hand side of the system. The misleading application will then present itself and either pretend to download or run a scan of the system.

The scan results produced by the misleading application may be entirely false or may include some real issues affecting the system, but will always exaggerate the problems on the system and refuse to fix them until the vendor is paid and a registration key is entered into the program.

Why are they dangerous?

Misleading applications, sometimes called rogue software or rogue anti-virus, trick computer users into believing a problem exists on their system. Computer users who trust the messages are tricked into purchasing bogus applications for resolution of the problems they have been duped into believing exist. Misleading applications scam computer users out of money, faking the existence of problems and failing to deliver the protection they promise. They also create a privacy risk as the victim must provide their credit card information to the scammers in order to register the misleading application and solve the supposed problems.

The victims of misleading applications have paid for software that does not work, handed their personal information to scammers, and are left with a false sense of security that leads them to potentially greater risks from more aggressive threats. Even if a person catches on to the ruse and does not pay the misleading application vendor, the programs can be notoriously difficult to remove without the proper security software.

What To Do

- Download and install SuperAntiSpyware Free on all library staff machines. It's found at this URL: <http://www.superantispyware.com/downloadfile.html?productid=SUPERANTISPYWAREFREE>. You may need to click on the security warning bar at the top of your browser to allow the download.
 - Be especially cautious when clicking on pop-up advertisements—especially ads promoting system security or performance tools that look like a standard Microsoft Windows alert.
 - Do not accept or open suspicious error dialogs from within the browser.
 - Keep software and security patches up to date
-

SAVE THE DAY - MARCH 9 2010 MLA Library



Library Legislative Day is being held a month early this year. The timing is crucial because the House and Senate Ways and Means Committees are deliberating now. We have been told by a number of legislators that the library community must speak **loudly** in defense of its line items. So please plan on attending. Bring your board and/or friends too! The more people who attend the better.

This year the Legislative Breakfast Committee has teamed with Somerset and Fall River Friends and are making a bus available for Library Legislative Day. The bus will make a stop at the Staples Plaza, 600 South St., West Raynham. It will leave the parking lot at 7:30 and will begin boarding at 7:15. The next stop will be the Somerset Public Library. The bus will arrive there at 8:15 and then on to the Statehouse to arrive at 9:30. The bus will leave the State House at 2:15. If you would like to ride the bus, please send an email to semis@semis.org. SAILS will also have people carpooling from the SAILS office. If you're interested in going from SAILS, please contact Debby—dconrad@sailsinc.org

If you have never attended an MLA Legislative Day I hope you can attend this year. The Massachusetts Board of Library Commissioners has prepared a wonderful handout you can give to your legislator. You can remind him or her that libraries in Massachusetts have been regionalizing service for decades, that libraries represent a tiny fraction of a community's budget, and that state funding has been disproportionately reduced compared to other line items.

Since we'll have people who are experienced speaking with the reps attending, don't feel worried about having to go to your legislator's office alone. We can work on the buddy system and you won't have to do more than say, "hello"! We hope you and members of your community will be able to attend.

MLA Conference—From Meek to Mighty

If you have never attended a Massachusetts Library Association Conference, you may be eligible for one of seven Kay Bader scholarships to attend this year's Conference "From Meek to Mighty: Reinventing Libraries in Challenging Times," to be held in Hyannis, April 28-30. Details and an application form are on the MLA page at: <http://www.masslib.org/catalog/page.asp?pn=vir994>

Some highlights of the conference include (from the [MLA Conference Website](#)): Techno-geeks and teen librarians alike are buzzing about our **special guest, Cory Doctorow**. Readers of the popular [Boing Boing website](#) know that it is Cory's brainchild. Others know him from his extensive work in science fiction and young adult fiction. Cory will be around to do a couple of programs for us, and we couldn't be more excited.

Speed dating has been all the rage recently. A pack of publishers will each have minutes to pitch their Fall 2010 lines to you in this very special program, **Speed Dating with the Publishers**.

Last year **Warren Graham, the Black Belt Librarian**, was a smash hit in a packed room. This year Warren returns in **Black Belt Librarians: Dealing with Difficult Patron Behaviors**. Warren Graham will help you take control of your workplace.

In **Crowdsourcing Your Teen Participation with Linda Braun** you will learn what crowdsourcing is, how and why it has positive implications for teen youth participation, and about free technologies you can use immediately in order to get teen focused crowdsourcing going in your library.

For anyone who faces decision-making in their jobs, you won't want to miss Syracuse University's iSchool faculty member, **Megan Oakleaf, assessment and Evidence-Based Librarianship** guru, teach a hands-on workshop on applying evidence-based practice (strategic decision-making) in your library.

Join YSS for their Annual Game Night with a twist! We'll still have some gaming equipment set up for those of you who want to try your hand at Guitar Hero and Wii Sports, but we also plan on dancing the night away to some of today's most popular songs. We'll mix in some classic remixes too. Join us for a fun night of music, games, and networking.



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

SAILS Staff

Debby Conrad, Executive Director
 dconrad@sailsinc.org
 (508) 946-8600 x211
 AIM Screen Name: DKC101652

Robert Demanche, Member Services Librarian
 rdemanche@sailsinc.org
 (508) 946-8600 x218

Laurie Lessner, Asst. Director for Technology Services
 llessner@sailsinc.org
 (508) 946-8600 x214
 AIM Screen Name: laurclW

Jennifer Michaud, Network Cataloger
 jmichaud@sailsinc.org
 (508) 946-8600 x215

Jorj Pitter, PC Support Specialist
 jpitter@sailsinc.org
 (508) 946-8600 x219

Kristin Slater, Manager of Bibliographic Services
 kslater@sailsinc.org
 (508) 946-8600 x213
 AIM Screen Name: Baloo2782W

Claudette Tobin, Cataloging Associate II
 claudette@sailsinc.org
 (508) 946-8600 x216

	Jan '10	Jan '09	Total FY'10
Total Intranetwork Loans	58,884	63,253	409,920
Total Items Circulated	366,660	38,1111	2,684,094
OverDrive Circulation	2,266	1,308	11,960
TumbleBooks	10,226	3,588	44,903
VirtCat Items Borrowed	1,192	1,178	8,195
VirtCat Items Loaned	422	633	3,639
Cataloging Requests	5,256	7,614	38,858
MARC Records Added	9,882	6,942	43,854
Patrons Added	3,062	3,292	27,607
Patron placed holds	55,408	54,697	344,613
Total MARC	1,097,845	1,059,672	
Total Holdings	3,704,673	3,444,362	
Total Patron	449,309	432,785	
Total Uptime	97.74	99.96	

Upcoming Events

- 3/2, 3/4 **User Registration for Schools** various times, online. [Register Here](#)
- 3/16, 3/18—**General circulation Q & A** various times, online. [Register Here](#)
- 3/17—**SAILS membership meeting** 10AM—noon; SAILS

March 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	31			