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Question: I've had 2 people bring in overdue notices that were totally unreadable, and one person called about it. Was there some change made?

Answer: There is nothing we can do about this. Those notices are being mishandled by the post office. In the process the ink is transferred onto the paper and the entire notice becomes unreadable. It becomes particularly problematic when the weather is bad.

With the type of printer we have these are the only notices we can print. Your other option is to print them on your own 8 1/2 X 11 paper and put them in window envelopes or tell folks they can always check their

accounts on-line.

Question: A patron doesn't want to continue receiving the weekly Items New Acquired Email but he does want to continue receiving email notification for holds, etc. What should we do?

Answer: Click on Modify User. Go to the Demographics Tab. Click on Usercat5 and select NOFAVS.

Question: I received a virt cat item in delivery without a VC band. I do have the request number as it was on a printout inside the book. Other than making a band for it myself, is there anything else I need to do, anyone I need to inform?

Answer: Check the Virtual catalog to do a check item status and see where it is coming from. You can then create the bookband for the return trip at least.

Question: How many email addresses can be entered into a patron record?

Answer: You can enter up to 3 email addresses. If you enter more than one address put a comma (but no space) between each address.

Trivia Question #1

What is the "Shadow Catalog"?

****This month we will be awarding a 19 piece box of Godiva chocolates to the FIRST PERSON who submits correct answers to the 3 questions. We will also be selecting one person from all those who submitted correct answers to win a \$25 American Express gift card.**



February Trivia Contest Winner is...Donna LeBarnes from Carver!

February's trivia contest had 48 entries from the following libraries; Attleboro Public, Bridgewater, Carver, Dartmouth, Dighton, East Bridgewater, Easton, Fall River, Foxboro, Lakeville, Middleboro, North Attleboro, Pembroke, Plainville Schools, Rehoboth, Rochester, Seekonk, Somerset, Wareham and Wareham. The library with the most entries was North Attleboro, again!, with ten people submitting answers!



The Answers:

1. **What is the login to the staff side of the SAILS website?** librarystaff / staffmember
We needed to have the login and the password to get this correct.

2. **List two things the Workflows' help says the "check item status" wizard is especially useful for.**
Variations of the following was acceptable.

If you find an item and want to know where it should be shelved or if it should be put in transit.

This answer came straight out of the Workflows help. If you are on a wizard, in this case, the "check item status" wizard, just click on the help wizard (icon) and the answer above will come right up.

3. **Which of the following are not properly formatted email addresses?**

m!suarez@wheatonma.edu—an email can only contain the following special characters:

+ - . _ 0-9 A-Z a-z

In this case, the ! made it invalid.

queenof the mafia@@gmail.com—spaces are never allowed in an email address

cmp1103@tmail.com, - a comma is never allowed in an email address

yo_ama-IZ@yahoo.com—again, a comma isn't allowed, but the underscore and dash are fine.

For a complete list of proper ways to format an email, see:

<http://www.remote.org/jochen/mail/info/chars.html>

Attend OverDrive's open Community Outreach training on Thursday, March 3, at 2:00 pm EST.

This session, open to all OverDrive library partners, will share creative and cost effective techniques for introducing new users to your OverDrive service. We will show you how to use the resources available to your library to increase awareness and usage. Plus you'll have a chance to share your own ideas. [Register now!](#)



SNAPSHOT DAY IS April 13, 2011

It is fun and easy and a great way for all types of libraries to celebrate and demonstrate how much they do in a single day.

Is your library signed up to participate?

Registration today at: <http://www.masslibsystem.org/snapmass/>

Sponsored by: MLA, MBLC, MSLA, and MLS

contact:

Nancy Rea

Snapshot Committee

nbrea01@gmail.com

Meet Jorj Pitter



So everyone is more familiar with our staff, we are going to introduce ourselves to you. This month, meet Jorj. Jorj is the network's Desktop Support Technician. He works with libraries who subscribe to our PC Support program. - Laurie

To be somewhat brief, I grew up in Wareham, got my degree in Fine Arts/Painting and my CompTIA A+ certificate at UMASS Dartmouth. I worked on portrait commissions for awhile, but the money wasn't consistent enough. I've always been comfortable with computers, so I started relying on those skills for work instead. My wife and I have five children (4 girls and a boy, ages 3-8). We also have our own karaoke company, Ravin' Karaoke, where we provide karaoke entertainment for bars.

I'm also a musician. I took piano lessons for 6 years as a child (I really should be better than I am now) and still enjoy playing. I previously sang in bands, although I no longer have the time for it. I also recorded vocals for a friend of mine, who released a solo CD of his own. Now I concentrate musically on my own solo projects, as ThePhantomEcho. Some of my music and art (as well as glimpses into my life and mind) can be found on my blog, at <http://thephantomecho.blogspot.com>, which brings me back to computers.

I did freelance computer work for awhile, before finding some actual jobs in the field. I worked at various places, in various positions, and ended up at a printer repair company. They put me in a position working for a school district (9 schools), servicing their PCs, as well as their printers. Just before I came to SAILS, I was a PC upgrade tech for Pfizer, located in Groton, CT. I live in Rochester, so the commute was too much, as you could imagine. I had been there for 6 months when I found this position at SAILS. Long story short, here I am, and still loving it.

SAILS' Help for Overdrive—available for staff & patrons too!

It must be the thing to do because this month, SAILS and Overdrive just created help files/tools for our patrons. The SAILS help also tries to guide patrons through finding appropriate help, based on their device or the format of their title.

The SAILS help is located at:

<https://sites.google.com/site/ebooks4libs/>

People can choose to **Troubleshoot by Format:**

eBook - epub, eBook - PDF, eAudio - MP3, eAudio - WMA

Or, **Troubleshoot by Device:**

Apple Devices, Computers, eBook Readers, Mobile Devices (smart phones, iPad, iTouch), Portable Audio Book Players.

There is also a list of **Resources** that you'll find on the SAILS' Overdrive site, but I included the cheat sheet as well.

SAILS Download Library

Overdrive Support Request

Compatible Devices

Compatible eBook Devices Cheat Sheet

We will continue to update this site as we find different solutions to patrons problems. If you or your library found a solution, please email it to support@sailsinc.org, so we can add it to the list.

Hopefully this is easier to navigate than the existing help on both the SAILS' Overdrive site and our FAQ in the PC Support's helpdesk site.

Also included are a number of **video tutorials** created by other libraries and networks. These are fantastic resources for you to use for your own professional learning, or to pass along to patrons who may not be able to get to your library for a demonstration.

Use the site to keep up to date on the latest news about digital books. There are feeds on the front page to many good resources relating to the digital publishing world. Use it as an easy way to see what's going on without having to visit several different sites.

My Help: Customized assistance for library users

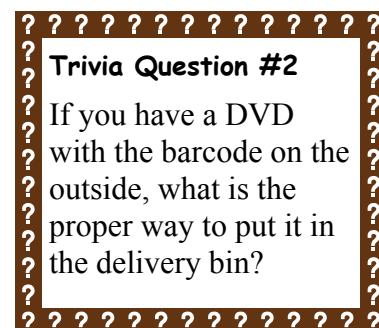
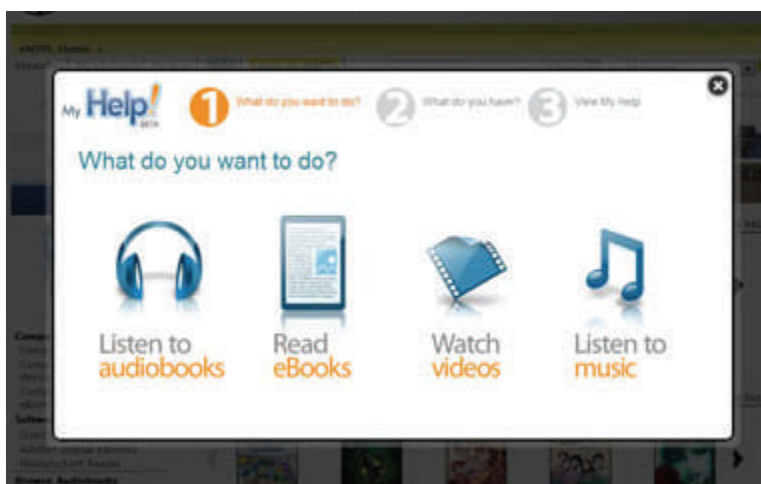
From the [Overdrive Blog](#) —

OverDrive and our library partners have experienced tremendous growth in the past two months. It's true: More people are downloading eBooks and more from the library than ever before. Due to this increased usage, many of our public, school, and college library partners have received more questions about the service from first-time patrons. (What software do I need? How do I authorize my device?) We also know that when a returning user gets a new device, there may be additional questions.

My Help provides information for getting started and assistance for a user's specific computer or device. Users first encounter My Help when they visit your library's 'Virtual Branch' homepage. A My Help image appears in the right column on your site, and looks like this:



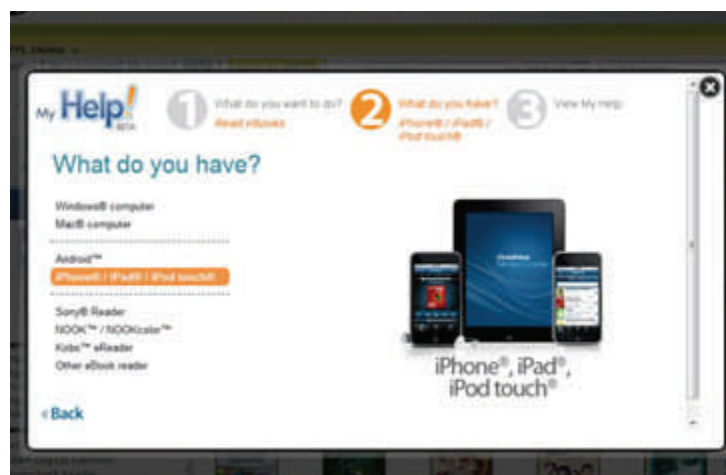
When users click on the image, the My Help wizard launches, and users are asked a simple question: "What do you want to do?"



If users want to "Read an eBook" they can click on the eBook icon. If they want to "Listen to an audiobook," they click on the audiobook icon, and so on. The My Help wizard then asks another question: "What do you have?"

Users can select the computer or device that they primarily use for library downloads, including Windows PC, Mac, Android, iPhone, iPad, NOOK and Sony Reader.

The final screen prompts the user to "View My Help," which opens a new browser window with helpful information, including required software; supported formats; instructions for the browse, check out and download process; and answers to common questions.



Each My Help wizard reflects the formats that are available on a library's website. If your library offers eBooks, audiobooks, music and video, then all four formats appear in the "What do you want to do?" screen. If you only offer eBooks and audiobooks, then the selection is limited to those formats.

LibraryBiN–Coming to the SAILS’ Overdrive site



At the February Board meeting, it was approved to give patrons an opportunity to purchase digital books through the Network’s Overdrive site. This is a good opportunity to involve patrons to help support Overdrive. They buy a title and we get a percentage. This isn’t competing with local businesses. It works very similarly to shopping through a public radio’s site. The radio station gets a percentage of the sale. In this case, SAILS would get the percentage. We often get requests from patrons to donate books. This can be their way of helping the library, and in turn, we’ll help them by purchasing more downloadable books!

What is LibraryBiN? LibraryBiN.com is an OverDrive hosted and managed online digital retail bookstore offering eBooks and digital audiobooks. There are titles available through this store that may not be available for us to add to the SAILS’ Digital collection. The network will receive the proceeds of sales made at LibraryBIN ("Buy it Now"). Proceeds will go toward purchasing more OverDrive titles for your patrons.

How it Works for Libraries:

1. The SAILS network will earn a percentage of sales from patrons who link from the network’s OverDrive hosted virtual branch website.
2. OverDrive will be solely responsible for all aspects related to the operation of LibraryBiN.com including collection of funds, reporting, and payment to publishers and authors.
3. Libraries will not have any costs or responsibilities associated with LibraryBiN.
4. There are no requirements for the Library to place any LibraryBIN.com logos on the library’s own web pages.

How it Works for Readers:

1. Our OverDrive project manager will soon place a LibraryBIN ‘Buy It Now’ link on the Library’s OverDrive hosted virtual branch website next to titles available for purchase at LibraryBIN.com.
2. When a patron clicks on the LibraryBIN link from the title at the Library’s virtual branch, they will be referred to www.LibraryBIN.com where they can purchase the title.

Proceeds from Sales of Digital Books at LibraryBiN.com:

Funds collected on behalf of the Network from LibraryBIN will be available as a credit towards the selection of digital content from OverDrive.

Sample transaction for allocation of funds LibraryBIN:

o Publisher Suggested List Price: \$10.00* (*In the event a title is sold at a discounted price (i.e. 15% off List), such amounts will come out of the net proceeds.); Wholesale Cost Paid to Publisher: \$5.00; Credit card, hosting, and other third party fees: \$1.50; Total Credit to Library: \$3.50

Trivia Question #3

Tell how you can find a paid bill on an item.
Submit all your answers at:

<http://www.surveymonkey.com/s/marchtrivia>

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

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	Jan '11	Jan '10	Total FY'11
Total Intranetwork Loans	58,933	58,884	408,279
Total Items Circulated	359,158	366,660	2,630,443
All Formats Circulated	376,888		2,726,194
OverDrive Circulation	4,456	2,266	20,791
TumbleBooks	13,274	10,226	74,960
VirtCat Items Borrowed	973	1,192	7,638
VirtCat Items Loaned	577	422	4,083
Cataloging Requests	3,952	5,256	31,185
MARC Records Added	3,825	9,882	37,106
Patrons Added	3,287	3,062	27,236
Patron placed holds	53,991	55,408	348,333
Total MARC	1,104,749	1,097,845	
Total Holdings	3,688,606	3,704,673	
Total Patron	457,428	449,309	
Total Uptime	99.76	97.74	

Upcoming Events

- 3/8—Circulation Roundtable
10AM—noon, Hanson Public Library
- 3/14—PubPac Meeting
1PM—4PM, SAILS
- 3/16—Membership Meeting
10AM—noon, SAILS
- 3/22—Circulation Roundtable
10AM—noon, Attleboro Public Library
- 3/29—Adding Records using the Workflows Java Client
9AM—noon, SAILS