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Release 3.4.1 To Be Installed April 2012

SAILS is currently testing 3.4.1 with the intention of installing the release before April 15, 2012. The network had participated in Beta testing 3.4 so many of the features of this release are already familiar to network staff. The new release offers many features that member libraries have indicated they would like including creation of local toolbars, a tab display so users can easily see which wizards are open, the ability to view and manage the RHA (to be referred to as the Report of Onshelf Items with Holds) while in circulation, and an item group editor where selected staff members can create lists of items and perform batch changes on them without having to scan in each barcode.

SAILS is offering a 1 hour web-based seminar to introduce staff members to these new features. Dates and times are below and on our network calendar. Pre-registration is required. The link to registration is available by clicking on the title for the date of the various sessions and on the SAILS event calendar. Staff members will not need significant retraining to use the new release and some new features may be phased in after the initial installation.

The final installation date and posting of release documents will be announced via email by March 16.

Training Sessions

What's New in 3.4.1	<u>March 19, 2012</u>	<u>2:00PM-3:00PM</u>
What's New in 3.4.1	<u>March 20, 2012</u>	<u>10:00AM-11:00AM</u>
What's New in 3.4.1	<u>March 21, 2012</u>	<u>2:00PM-3:00PM</u>
What's New in 3.4.1	<u>March 22, 2012</u>	<u>9:00AM-10:00AM</u>
What's New in 3.4.1	<u>March 26, 2012</u>	<u>3:00PM-4:00PM</u>
What's New in 3.4.1	<u>March 28, 2012</u>	<u>11:00AM-12:00PM</u>
What's New in 3.4.1	<u>March 30, 2012</u>	<u>1:00PM-2:00PM</u>

Announcing Overdrive Help

The new OverDrive Help launched on February 14. OverDrive Help contains hundreds of newly-written help articles covering everything users need to know to enjoy eBooks, audiobooks, music and video from your digital collection. Articles contain screenshots, software download links and links to related articles. Each article can be printed, emailed or shared via Facebook, Twitter and other sites using the 'Share this page' button available at the top of most pages.

How to access OverDrive Help

OverDrive Help has replaced the FAQs on the SAILS OverDrive-powered website. The 'Help' page includes links to OverDrive Help, Device Resource Center, Digital Books Tour, Library Lending Policies and Support.

What's included in OverDrive Help

Each section of OverDrive Help is designed to help users find information in whichever method is preferred.

Search - Type in a search term to find matching articles. OverDrive Help uses full text searching to provide an extensive list of search results.

Get Started With... - Articles to help users find everything they need to get started with their device (Android, BlackBerry, iPhone, iPad, Sony Reader, etc.).

Most Popular Articles - This section shows the articles that are being read the most. Three are displayed on the homepage; click 'view more...' to see more articles.

Recent Searches - This tag cloud shows what other users are searching for. Click one of the recent searches to show search results for that term.

Recently Added Articles - When new articles are added to OverDrive Help, they'll show up here. This is handy when new software updates or new features are released.

You can view the help by clicking on this link:

<http://help.overdrive.com/>

More help...

- Device Resource Center**
Explore devices that can be used with eBooks & audiobooks
- Digital Books Tour**
Tour the basics of eBooks, audiobooks & more
- Videos**
Get started quickly using these short videos
- Support**
Contact your library for additional help.

OverDrive help

Search

Browse

- Audiobooks
- eBooks
- Music
- Video
- OverDrive Media Console
- Adobe Digital Editions
- Kindle Apps
- Browse & check out
- Troubleshooting
- Adobe authorization
- Transfer & burn

Get Started With...

- Kindle
- NOOK
- Sony Reader
- eBook readers
- Android
- BlackBerry
- iPhone/iPad/iPod touch
- Windows Phone
- iPod
- MP3 players
- Windows
- Mac

Most Popular Articles

- How to install OverDrive's mobile app on an Android device
- How to authorize a supported eBook reader with an Adobe ID
- How to install OverDrive's mobile app on an iOS device (iPhone/iPad/iPod touch)

Harry Potter Coming to Overdrive!

Overdrive announced that they are very excited to be making the complete works of Harry Potter by J.K. Rowling available to libraries!

These titles will become available at the end of April:

Harry Potter and the Sorcerer's Stone/Harry Potter and the Philosopher's Stone

Harry Potter and the Chamber of Secrets

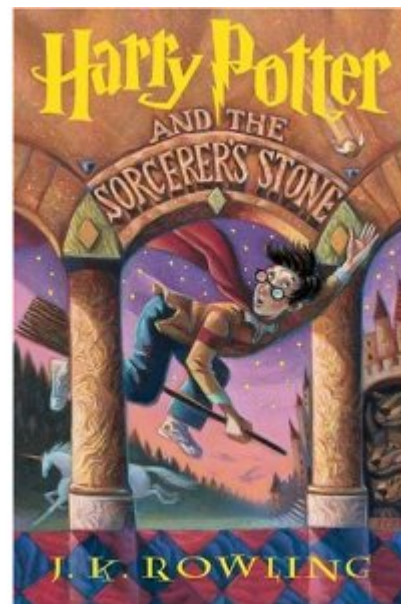
Harry Potter and the Prisoner of Azkaban

Harry Potter and the Goblet of Fire

Harry Potter and the Order of the Phoenix

Harry Potter and the Half-Blood Prince

Harry Potter and the Deathly Hallows



Harry Potter digital books will be available for reading in EPUB format (and Kindle support in the US) and in MP3 audiobook format. eBook and audiobooks editions will first be made available in English to be followed by numerous additional languages. For each unit purchased for your digital collection, there will be a 5-year term from the date the unit is made available for checkout. The Overdrive Committee will place an order for the titles when they become available for lending. We don't purchase pre-pub ebooks since the holds list would get very long and lead to frustration.

Patron Profiles FAQ

We have received questions about what ***** in the patron profile means. Some libraries use patron profiles not used by other libraries. Those special profiles don't appear in every library's customized list of available profiles to use when registering patrons therefore they don't appear in the patron record. The system automatically fills in the field with *****.

Don't try to edit these records because you won't be able to supply the correct profile. Circulation should proceed as normal. If the patron is blocked because the system says the patron can't borrow things from your library it is because that profile is restricted to one specific library. If you have questions email support@sailsinc.org.

Attleboro Public Library— New Director

Joan Pilkington-Smyth has been named library director, succeeding Walter Stitt, who retired on February 10. Joan has been serving as the assistant director. She began her career at the Attleboro Public Library in 1984 when she started as a library assistant. We know that she will be a valuable member of the SAILS Membership.

Penguin Publishing Announces Curtailment of Sales to Libraries

On February 10 Penguin announced that it is reviewing terms for library lending of their eBooks. Since that date Penguin has stopped selling all eBook and downloadable audiobook titles. The publisher has also required that Overdrive disable “Get for Kindle” functionality for all Penguin eBooks. Patrons can still download Penguin eBooks to their Kindle but they must do so using a USB connection to a computer. Penguin has not made a final decision as to whether it was going to require that Overdrive remove all of its titles from already purchased for library collections.

This means of the six major publishers, only Random House and Harper-Collins will sell eBooks to libraries. SAILS has posted an FAQ on its website to answer patrons’ questions. Patrons who are experiencing problems should be guided to the HELP! icon on the right hand side of the <http://sailsinc.org> homepage. Overdrive has also updated its help screens once a patron has navigated to <http://sails.lib.overdrive.com>

The SAILS Board discussed this recent development during its February 15th meeting. Letters are being sent to the publishers who refuse to sell to libraries. In the meantime the network is working to develop a diverse collection of eBooks and audiobooks to meet the needs of library patrons seeking to use the downloadable collection.

Checkout Slips—attention grabbers/ advertising opportunities

A recent article (<http://lj.libraryjournal.com/2012/02/opinion/aaron-schmidt/consider-the-checkout-slip-the-user-experience/>) by Aaron Schmidt in Library Journal gives great advise for using checkout slips to help advertise and promote the library. He writes of the many ways patrons use the slips and how we, as libraries, can make these more user friendly and useful to patrons. We can also use the space to advertise upcoming events, hours, and just have fun. Certainly his ideas may be limited by what we can do in Workflows and what printer you’re using, but even if you use plain text, consider updating the message that displays. It’s very easy to change the text on your receipt. If you need a refresher, view this workflows tip on customizing your receipts (<http://www.sailsinc.org/Workflows/PrintingReceipts.pdf>).

Trap Holds Wizard—known problem

We have finally found out why patrons are sometimes alerted to pick up items that haven’t been received by their pickup location yet.

A circ staffer will be using the Trap Hold wizard and perhaps they become distracted and they come back and trap the hold again. For some reason, this second time, the system apparently behaves as though they used the “Make hold Available” button instead of putting the item in transit.

Now the item shows as Available at the pick-up library, and the patron has received a hold available notice even though the item is not (yet) at the destination

We suggest that you not use the Trap Hold wizard. If you do, be sure your staff members are aware that they can only trap a hold once.

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

- **3/7—Budget Advisory Committee**
2 PM—4 PM, SAILS
- **3/7—What's New in 3.4.1**
8AM—9PM, Virtual
- **3/13—Patron Notification Implementation Committee**
10 AM—12 PM, SAILS
- **3/19—What's New in 3.4.1**
12pm—1pm, Virtual
- **3/20—What's New in 3.4.1**
8AM—9AM, Virtual

	Jan '12	Jan '11	Total FY'12
Total Intranetwork Loans	59,751	58,933	397,112
Total Items Circulated	365,322	359,158	2,620,875
Gutenberg	475	240	2,362
OverDrive Circulation	9,130	4,456	43,270
TumbleBooks	24,179	13,274	103,433
All Formats Circulated	399,106	377,128	2,769,940
VirtCat Items Borrowed	1,019	973	7,290
VirtCat Items Loaned	621	577	4,130
Cataloging Requests	2,947	3,952	55,621
MARC Records Added	4,898	3,825	55,656
Patrons Added	3,874	3,287	27,882
Patron placed holds	53,575	53,991	336,611
Total MARC	1,132,499	1,104,749	
Total Holdings	3,739,800	3,688,606	
Total Patron	467,256	457,428	
Total Uptime	99.99	99.76	

- **3/21—Membership Meeting**
10 AM—12 PM, SAILS
- **3/21—What's New in 3.4.1**
12PM—1PM, Virtual
- **3/22—What's New in 3.4.1**
7AM—8AM, Virtual
- **3/26—What's New in 3.4.1**
1PM—2PM, Virtual
- **3/27—Circulation Roundtable**
10 AM—12 PM, Mansfield Public Library
- **3/28—What's New in 3.4.1**
9AM—10AM, Virtual
- **3/30—What's New in 3.4.1**
11AM—12PM, Virtual