SAILS Network News

Volume 14, Issue 3

March 2014

MLA 2014 Legislative Day

Library Legislative Day, sponsored by the MA Library Association (MLA) and the MA School Library Association (MSLA), is scheduled for March 31, 2014 at the State House in Boston. Library Legislative Day offers librarians and library advocates the opportunity to attend programs, learn about the needs and services of libraries and speak to their elected officials on behalf of the libraries in their communities and across the Commonwealth.

The schedule of events is now posted on the MLA website. Events will take place at the Grand Staircase and in the Great Hall on the 2nd floor. If you are unfamiliar with the layout of the State House, you can take a virtual tour online.

This year SAILS has rented a shuttle bus for people who are interested in attending. There is no cost for using the service (although we certainly would accept donations). This can be used by directors, trustees, Friends, or staff. The bus seats 28 people and it is 50% full. The bus will be stopping off Rte. 24 in Fall River, Raynham, and Rte 106.

If you are interested in traveling on the bus please email gberube@sailsinc.org by March 15. Once the bus fills up we will put your name on a waiting list in case of cancellations.

However you plan on traveling to Boston, don't forget to contact your legislator before March 31 to make an appointment. If you don't want to visit your legislator alone let us know and we will find a "buddy" to go with you.

Staff Website

As you know, SAILS recently updated the Staff Website so that it no longer requires a password to log in. While this makes it easier for staff to access the site we had to continue to block access to the site by the public. Since keeping the link on the public site was potentially problematic, this link had to be removed.

If you did use the link on the public site to view the staff portal, keep in mind that it has been removed. Now that there is no longer a direct link, if you haven't already done so, you should bookmark this address to get onto the site:

http://www.sailsinc.org/network

Viewing Titles with the Most Holds

Have you even wondered what titles have the most holds in the network?

While you may know that there is a list available to answer this question, it often falls by the wayside on how to access this list. Now that the staff site no longer requires a login, access has gotten even easier!

You can view the list by visiting the following address: http://www.sailsinc.org/WeeklyHolds.asp

This link is available right from the Home screen on the staff website. Just visit the staff site and you will see a series of links called "Quick Links" in the lower right of the page. Here you will find a link called "Titles with the most holds." This link will direct you to the page I listed above.

This list can also be helpful to determine if your patrons are placing holds on the right records for a title. We have numerous situations in the network where patrons are either confused, or don't fully read the information on the page. This frequently results in numerous holds being placed on just a few copies when there are other records for the same title with only a few holds but more than enough copies to handle the hold queue. This list shows both the number of holds and the number of copies in the system. What you should be on the lookout for is records, generally for popular titles, with very few copies but lots and lots of holds.

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57|Downton Abbey. Season 2 [videorecording] / written and created by Julian Fellowes

; producer, Liz Trubridge ; directors, Ashley Pearce ... [et al.]. ; a

Carnival/Masterpiece co-production|46|

56|The way, way back [videorecording] / Fox Searchlight Pictures presents a Sycamore

Pictures, Walsh Company, OddLot Entertainment production in association with What

Just Happened Productions ; a film by Nat Faxon & Jim Bash|28|

51|Downton Abbey. Season 2 [videorecording] / written and created by Julian Fellowes

; producer, Liz Trubridge ; directors, Ashley Pearce ... [et al.]|2|
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In looking at the above example from this list you can see what to be on the lookout for. The first number is the number of holds. The second number is the number of copies. Doesn't it seem suspicious that these two titles of Downton Abbey have a similar volume of holds yet drastically different numbers of copies? The second title with only two copies is actually the BluRay edition. This is a mistake that happens frequently. Many patrons don't pay attention to which version they were placing a hold on or that the wait time for the BluRay version is considerably longer. Even if patrons do have a BluRay player and would prefer that version, they may not realize how much longer that wait will be. If you identify titles like this one, find your patrons' holds and touch base with them to see if there is an error.
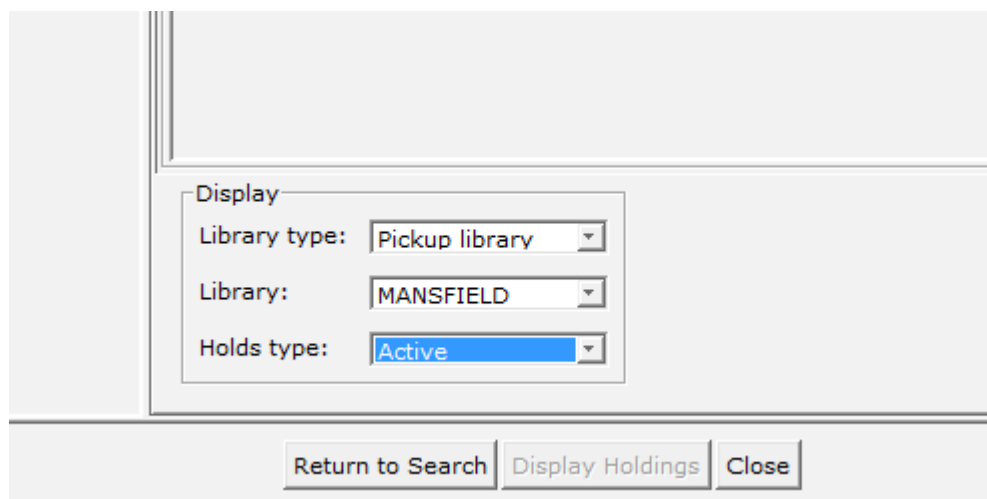
Workflows Tip—Exploring Holds

If you have ever needed to investigate your patrons' holds, but were lost when trying to navigate some of the long lists that appear on popular titles, you can actually filter out many of the records that don't apply to you.

If you want to see which holds will be picked up or were placed at your library simply do this:

- Find the record and go into the Item Details screen using the Item Search and Display Wizard

- Click the Call Number/Item tab followed by the Holds tab

- Now select a barcode (Important: a barcode must be highlighted in the list and not the call number)

-     Note: If the item in question uses a subfield z, it must be a barcode using the subfield z you are interested in.

- Using the options at the bottom of the screen, select Library Type to indicate either the holds placed on a copy you own, those that were placed at your library, or those being picked up at your library.

- Then, from the next dropdown menu, select your library.

- Holds Type should default to "Active." Select "Active" if it says anything else.

This can turn a list of several hundred holds into a much smaller, more manageable, and much more relevant list of holds to work with if you need to investigate a holds issue. A good example of this is if you were contacting patrons who may have placed holds on the wrong format or version of a title.

Which holds take priority though?

The order in which holds are filled can be a difficult and confusing topic to understand and explain to your patrons. Seeing which holds are going to be picked up at your library is great, what if you want to see which holds are for your patrons regardless of pickup library or where the hold was placed?

Did you know there is a wizard that does just this called "Detailed Hold Count?" It only appears as a Helper in both the Display Title Holds and Display Item Holds Wizards, if you have never seen it before.
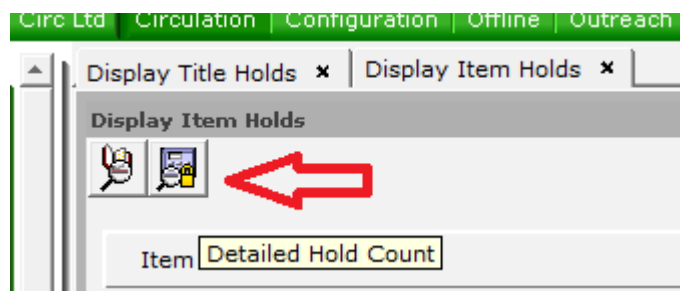
- Open up either Wizard (located in the Holds group of wizards) and locate the title in question

- Once you have selected a title, click the Detailed Holds Count Helper

- This will open up a lot of new options

- Select your library from the drop down

- Next select the radio buttons for "Title" and "My Library"

- Hit Search and you will be given a list of Holds for your patrons only.

There are many reasons you might need to research this. One example is if you were to question why a copy was put in transit before filling all of your local holds first. This process will allow you to see if the hold the item is being sent to fill is for one of your patrons or not. Holds follow the library in the patron's Basic Information Tab and nowhere else. Remember, even if it is your patron they can change the pickup library to be a different location. This Helper shows you the holds placed by patrons who have your library indicated in the Basic Information Tab. Knowing this can potentially help sort out a lot of hold confusion.

Enterprise Tip

Patrons often like to see what titles are popular and what other people are reading when deciding what they themselves should read. There are premade searches on the Home Page of nearly every library's Enterprise site for patrons to use. This includes a search for popular titles as well.

- On the Home page, there is a column on the left with a series of links.

- In the box that says "New & Popular" are a group of links that actually search the catalog.

- If the patron clicks the link called "Most Popular Titles" they will be presented with a hit list of popular titles that they can places holds off of.

This can be a helpful tool for patrons looking for something good to checkout especially if they are open to new recommendations or don't have a clear idea of what they are in the mood for.

Reposting on Facebook

Past newsletters have discussed how to advertise programs and library services using both Facebook and Pinterest. While creating your own content is important, one of the reasons social media is such a good marketing tool is its viral nature. Why not take advantage of this?

You can easily do this by sharing the content from others. If you are using Pinterest, you can re-Pin the posts that interest you or that you think would interest your patrons. In Facebook, next to the Like and Comment options is another called Share. This allows you re-post something onto your wall. A third option that appears on a lot of websites now is an icon called ShareThis. When this option is available, it will allow you to share the content via many different social networking sites all through this one icon. If you aren't familiar with this icon these are the most common ways it appears:
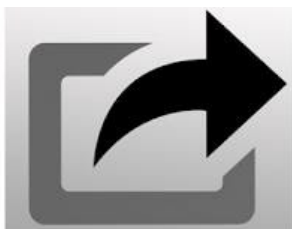
Another trick you can do with Facebook to reach an even larger audience is to tag people and pages in your posts. Tagging people in your posts will make your posts appear on the news feeds of the friends of your friends. For example, if you have an author give a talk at your library, first write a post about it. Second, tag the Author's Facebook page to reach out beyond your audience. You may want to ask for the permission of the person you're tagging if you don't know whether or not they will mind being tagged.

If you post pictures on Facebook of events at your library, encourage your patrons to visit your page and tag themselves in these pictures. The patron will get some fun pictures for their Wall and you will get exposure in your patrons' friends' feeds.

These are all simple ideas to increase your online presence and harness the potential of social media. This doesn't need to apply to just the pages for the library either. If your staff use social media for their own personal use, encourage them to be a friend of the library's page. Then, when they see things they want to repost, they can do so as well!

If you aren't already a friend of the SAILS Facebook page, be sure to like us so you can re-post content from our page and share your events with us!

https://www.facebook.com/pages/SAILS-Inc/88391391490

It is the sharing aspect of social media that creates its viral nature. Subscribe to SAILS' Pinterest and Facebook pages. Subscribe to the pages from neighboring libraries. Subscribe to other relevant pages such as those run by MLA or MLS. Why reinvent the wheel? If you see a post you like, Share it! Sharing will both help you create more content for your own page and allow you to reach a larger audience.

Directors - Save The Date

March 19, 2014 - Membership Meeting - Boyden Library Foxboro

Please be sure to mark this on your calendar and plan on attending. In addition to the regular SAILS Network business, there will be vendor demonstrations of the new SirsiDynix BlueCloud Ecommerce Credit Card Payment system, the eRecources Central add on to Enterprise providing easy access to the patron from Enterprise to the Overdrive catalog, Envisionware and their new wireless printing production, and Altamara's DeskStats product for managing reference desk and library program statistics.

More information will be sent out as part of the agenda in early March.

5 most common mobile device support issues

Posted: 27 Feb 2014 08:50 AM PST by OverDrive's Digital Library Blog

"We in OverDrive Support Services are committed to providing quality solutions to common support questions. Over the course of the next several months, we're going to present blogs highlighting the solutions to the most common types of issues. For this month, we're looking at mobile device issues (Android, iOS, and Windows Phone).

App Crashes and General Issues – The most commonly used solution for mobile devices is "What to do if a title is not properly loading or OverDrive's mobile app is crashing." This solution provides a few options for each type of mobile device to resolve general crash issues. Sometimes the problem stems from the app running in the background and forcing a shutdown fixes the problem, or rebooting the device sometimes may be all that's needed. Either way, this solution should resolve most general problems that may occur with the OverDrive Media Console app for mobile devices.

Format Compatibility – Another issue mobile device users may encounter is one of format compatibility. WMA, WMV, and PDF titles are not supported by OverDrive's mobile app, and we have put measures in place to prevent unsupported formats from being shown as an option when appropriate. As a result, a user on a mobile device may see the "Borrowing and downloading are disabled for this device" when looking at a title in WMA, WMV, or PDF format.

App Bookshelf vs. Website Bookshelf – In some instances, there is confusion between the OverDrive app's bookshelf and the bookshelf on the library website. One solution that helps shed light on the difference between the two is "Where is the title I downloaded using OverDrive's mobile app?" The other side of this is the solution "How to find titles you have checked out," which helps clarify how to find titles on the library site's bookshelf after you've checked them out.

EPUB Download Errors – Another of the most common issues is one where OMC indicates that an eBook is prematurely expired. This is usually noted with the message "E_ADEPT_REQUEST_EXPIRED." The cause of this is nearly always a date and time discrepancy between the device's clock and Adobe's servers. While allowing the device's date and time to be set automatically works for most, setting it manually may be the best way to resolve this problem.

Stalled Downloads – The final issue I want to highlight is one where the cellular connection may not be working reliably enough to download titles. In such cases, we have solutions specific to iOS and Android – the platforms on which the issue occurs commonly – which address trying Wi-Fi instead of cellular connections."

Subscribe to OverDrive's Blog at: http://blogs.overdrive.com/

If any of the above suggestions don't work, be sure to view the Help Articles for additional answers and to further research the problem. If you still are unable to find a solution, don't hesitate to fill out the Help Form located at the bottom of the Help page on OverDrive. Click the link for Support and give SAILS as much information as you can, including any relevant barcodes and titles, and we will assist you in finding the solution to the problem.

Enterprise Reading Level Searches

As a part of the most recent upgrade to Enterprise, we made several changes of our own to the catalog. While previous newsletters have introduced these new features, one has been frequently requested and you might want to make sure you familiarize yourself with it. Having a search feature that allows you to specify an age group has been asked for by both the PubPac and staff members at numerous libraries. We are now pleased to be able to offer this feature.

This search option is very easy to use! Simply open the first drop-down menu to the left of the search box. You will see three options at the bottom of the list. Select the age group you would like to search, then perform a search just like normal. If you want to use multiple age groups, you can use the Advance Search located to the right of the search box to mix and match these new search limits.

MLA Registration is Now Open!

Registration for the 2014 MLA conference is now open. The conference is May 6– the 8th at the DCU Center in Worcester. Follow the link below to register and for details about this year's conference.

http://www.masslib.org/conference

Workflows Software Update—Version 3.4.1.4

We will be installing a minor Workflows upgrade toward the middle of April. We are in the process of testing this release and getting the upgrade scheduled with Sirsi. Further details will follow as we come closer to the scheduled date.

New Streaming Videos on OverDrive

The network purchased a handful of streaming video titles to start off this new collection. These videos were added early in February in conjunction with the release of the kids OverDrive interface and you'll see them on the front page of the regular SAILS Overdrive site, as well.

A help page overview of the new format is available at: http://sails.lib.overdrive.com/en/VideoHelp.htm

The Overdrive app has not yet been updated to work properly with streaming video, although it will work on some devices. We did some testing on the devices we have here in the office and found the following:

- PC – works fine

- Nexus 7 – won't play in Overdrive App, will play in the device's Chrome browser

- Kindle fire – won't play (can install a different browser but may not be a good solution for patrons)

- iPad – works fine in app and in the browser

- iPhone – works fine in app and in the browser

- Nook HD – works in app and in the browser (there was a slight delay before the video started in the app the first time)

From Overdrive : "To stream videos from your library on a computer, you'll need an up-to-date web browser (such as Chrome, Firefox, Safari, or Internet Explorer) with Flash installed. Please note that streaming video can consume a lot of data, so if you're on a mobile plan with a data cap, we recommend using a Wi-Fi connection when streaming on your mobile device to avoid data overages."

The lending process works the same as with other titles in the collection. Patrons check out the video, the same as they would any other format, and watch the video in their browser.

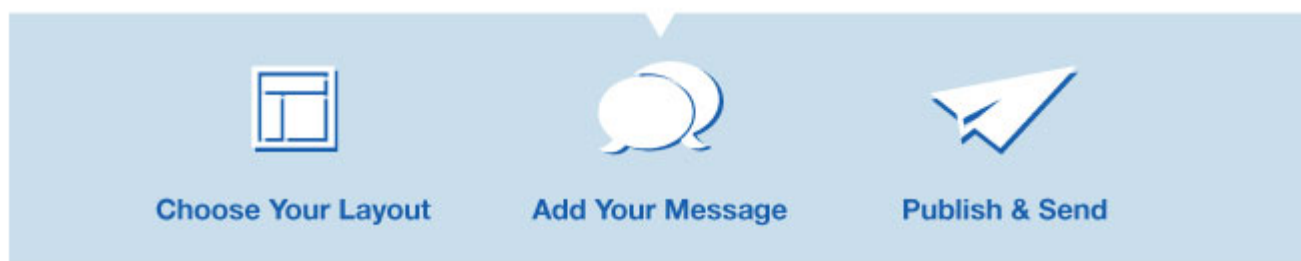Email us at eservices@sailsinc.org if you have any questions.

New Director's Station Dashboard

New next month SAILS will make a new Dashboard view available in Director's Station. The functionality of the system will remain the same, but we have redesigned the home screen to be more intuitive and more meaningful to users. The goal of this new interface is to remove barriers in the system so that it is easier to use, especially for people who only need to log in on rare occasions.

We will have a webinar to launch the new interface on March 26th at 2:30 PM. While this webinar is designed for current Director's Station users, it can also function as an introductory or refresher course to the program.

Register for this webinar online: https://cc.readytalk.com/r/1bbwieos9urq&eom

Enterprise Training Schedule

Continuing through this fiscal year, SAILS will be hosting a series of Enterprise training sessions for library staff. These sessions will be held in the SAILS Meeting Room from now all the way through June. Topics will include: Enterprise Basics, Troubleshooting, Training Patrons, and Advanced Enterprise Topics. Space is limited so save your seat now!

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

Wednesday March 12th—9 AM to 11:30 AM	Tuesday May 13th—10 AM to 12:30 PM
Thursday March 27th—12 PM to 2:30 PM	Thursday May 29th—1 PM to 3:30 PM
Tuesday April 8th—10 AM to 12:30 PM	Tuesday June 10th—12 PM to 2:30 PM
Wednesday April 30th—1 PM to 3:30 PM	Thursday June 26th—9 AM to 11:30 AM

For those unable to come to SAILS in person, we will be offering webinars as well. Each will cover different material. While one is not a prerequisite to the other, if the webinar is the only option you can take advantage of, then you might want to try to sit in on both sessions.

Helping Patrons with Enterprise: March 19th—2:30 PM to 3:30 PM

Register online: https://cc.readytalk.com/r/v8efv1vdutfk&eom

Searching and Overlooked Features: March 20th—2:30 PM to 3:30 PM

Register online: https://cc.readytalk.com/r/nz1xrzkhiody&eom

More will be added each month!

We encourage anyone who can, to try to make it to one of the live sessions here at SAILS. The trainings at SAILS will be more in-depth and will cover all the material from the Webinars and more. It will be interactive and more of a hands-on experience then the webinars can offer.

We hope to see you either here at our new offices or online!

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Network Statistics

	Jan '14	Jan '13	Total FY'14
Total Intranetwork Loans	72,039	61,125	489,035
Total Items Circulated	331,437	362,596	2,445,302
Gutenberg	202	589	806
OverDrive Circulation	15,101	11,268	87,033
All Formats Circulated	346,740	374,453	2,533,141
VirtCat Items Borrowed	721	980	5,556
VirtCat Items Loaned	390	710	3129
Cataloging Requests	4,886	4,549	36,984
MARC Records Added	4,668	3,941	32,936
Patrons Added	2,566	3,345	26,676
Patron placed holds	63,574	64,772	400,693
Total MARC	1,132,395	1,157,559	
Total Holdings	3,594,422	3,786,951	
Total Patron	474,840	476,737	

Upcoming Events

View the full event calendar

- **3/5—Adding Records Using the Java Client**
  9AM—11:30 AM, SAILS Meeting Room

- **3/12—Enterprise Training**
  9AM—11:30 AM, SAILS Meeting Room

- **3/19—Membership Meeting**
  10 AM—12 PM, Boyden Library (Foxboro)

- **3/27—Enterprise Training**
  12 PM—2:30 PM, SAILS Meeting Room

- **3/31—MLA Legislative Day**
  MA State House