

Patron Email

Each day, the SAILS staff logs onto the email server which handles the Sirsi circulation notices and patron announcements. These are the announcements that are sent to the email address in your patron's record in Workflows. What we are looking for on the server are the "bounced email" messages. These are email messages which don't get delivered to your patrons. There are a number of reasons why they don't get delivered. Here are some:

- The patron's account is set up not to accept outside mail.
- The patron's corporate email does not accept outside mail.
- Their email account has reached its quota.
- There has been no activity on their email account for a certain amount of time and it has been disabled the



email provider.

Occasionally we find that the email address hasn't been entered correctly in the patron record. Here are some tips on how to enter the email address:

- Ask the patron to write their email address on a piece of paper, so you can copy it, rather than relying on them to pronounce it properly.
- Email addresses have to end with a .net or a .com or a .edu, etc. We have found a number of addresses that just end with aol or yahoo or hotmail and leave off the extension.
- Email addresses can have no spaces in them. Once you enter a space, the rest of the address is discarded.
- Only one email address can be listed in the email field. If you need to add

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iBistro Updates

New Search Coming Shortly

Due to patron requests, we will soon be adding a Music search to iBistro. It will search for the music cataloging format and various terms in the subject field, including music. They will also be able to search Album Title, Song Title, and Artist/Group Name.

Library Groups

Now that we have more schools coming into the network, we need to have better control over what displays in the search library and pick-up library list. We will be re-doing these lists to not include "inactive" libraries. This will have the added benefit of allowing your patrons to have access to the Dartclix websites. These records are cataloged with the library of "Online-Lib", and don't display in the results, if searching by an individual library.

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Email Tips

- Ask patron to write their email address on paper, so you can copy it correctly.
- Don't leave off the .com .net .edu, etc.
- Ask your patron if their email address has changed.



PC Support—Open Enrollment FY'04

For those libraries that are not currently taking advantage of the SAILS PC Support program then now is the time to enroll. Sign up now while the prices are still low! Call or email [Debby Conrad](#) for pricing information. Contact [Steve Wilson](#) for questions about what the plan covers, and how it will save you money on PC maintenance and repairs.

Patron Email

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another email address, add a 2nd email address field to the record.

- Do not list mother, father, etc. next to the email address. You can add another email address field and put that information in the record. If you put anything else in the email field, it may be seen as part of the address to the server.

It is also common for people to change their email addresses and not be quick to have their patron record updated. Some libraries have small forms at the circ desk for patrons to fill out with their new address, so they can get their record updated.

Kid's Catalog

At a recent PubPac Committee meeting, there were many comments about the Kids Version of iBistro. Bonnie from Somerset said that many patrons find searching the Kid's Cat more enjoyable and she gets less questions about how to use the catalog. Melissa replied that she thought it was due to the fact that the screen looked less cluttered and the search box stood out.

If anyone would like to consider having the Kid's Cat available for your library, please contact [Laurie Lessner](#).



iBistro Updates

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Virtual Catalog Access through iBistro

Due to many requests from the patron survey, there will soon be a button to the Virtual Catalog login screen on the navigation bar in iBistro. When clicked on, it will open a browser window, where patrons can log into the Virtual Catalog and extend their search.

Favorites Report

The Favorites Report has been running successfully for 2 weeks now! If you patron complains of getting the same notice more than once, it is because they are set to be notified more than once a month and we select titles which have been added in the

It will search for the music cataloging format and various terms in the subject field, including music. They will also be able to search Album Title, Song Title, and Artist/Group Name.

Notable Dartclix Sites

These are fully searchable website records, available in iBistro.

Boston Harbor Islands—<http://bostonislands.org>

“This is the official on-line guide to visiting or learning about Boston Harbor Islands. Boston Harbor Islands is a national park with beaches that vary from sandy to cobblestone and are accessible primarily by ferry rides during the months of May through October. Visitors can find out about hiking trails, stroller access, boat tours, swimming, weather, visitor facilities, sites to see, and much more!”



My first garden : a guide to the world of fun & clever garden- ing—<http://www.urbanext.uiuc.edu/firstgarden/>

Created for juveniles by the University of Illinois Extension, this Web site assists kids in the beginning stages of gardening and invites them to try cultivating and growing their own flowers and vegetables. There are several categories to select from and a special photo gallery of gardens.

Heritage research. The future of a post-Saddam Iraq [web site] : a blueprint for American involvement —<http://www.heritage.org/Research/MiddleEast/iraqroom.cfm>

Created by the Heritage Foundation, this Web site discusses the future of a post-Saddam Iraq and the ways in which America will be involved. Visitors can discover what is to be done with Iraq once the war is over and how the government proposes to prevent Iraq from falling apart and becoming a land of chaos. Visitors can also search the policy archives by date, issue, or by type.



Memorial Day—<http://www.historychannel.com/exhibits/memorial/memorial.html>

Created by the History Channel, this Web site is an on-line companion to an exhibit that showcases the meaning of Memorial Day. The site contains information on the history of this holiday, including little known facts about America's wars and Veterans' forum message boards. The site also focuses on the honoring of war veterans who fought for the United States dating back to the Civil War!

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Upcoming Training & Meetings

Upcoming Training

Detailed descriptions and registration information, are available on the [SAILS website](#).

Advanced Searching Training

05/09/2003

9:30am to noon SAILS Training Room

Beginning Serials Training

05/13/2003

9am to noon SAILS Training Room

Beginning Cataloging Training

05/28/2003

9am to noon SAILS Training Room

Upcoming Meetings & Events

Board Meeting (FY04 Budget—Membership)

05/21/2003

10am SAILS Meeting Room

Technical Services Meeting

06/12/2003

10am SAILS Meeting Room

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SAILS Network Statistics

FY03 Overview	December	November	October	September	August	July	July-Dec Total
Total Intranetwork Loans	44,728	40,425	43,866	40,397	44,283	43,292	256,991
Total Items Circulated	310,885	338,849	382,518	334,307	372,278	414,540	2,153,377
VirtCat Items Borrowed	481	436	566	556	365	218	2,622
VirtCat Items Loaned	197	159	145	116	111	69	797
Cataloging Requests	3,019	3,640	4,106	2,936	3,472	2,702	19,875
MARC Records Added	3,277	3,311	3,934	3,043	3,258	2,994	19,817
Patrons Added	2,181	3,106	3,986	5,671	4,406	3,355	22,705
Holds	17,527	21,526	21,057	20,699	21,331	20,887	123,027
Total MARC	867,532	865,570	862,473	857,982	854,671	842,960	
Total Holdings	3,150,572	3,148,778	3,134,980	3,114,532	3,101,119	3,083,156	
Total Patron	491,547	490,705	487,697	486,347	482,342	479,073	

FY03 Overview	June	May	April	March	February	January	Jan-June Total	Total FY03
Total Intranetwork Loans				48,607	42,631	46,425	137,663	394,654
Total Items Circulated				398,188	338,096	362,121	1,098,405	3,251,782
VirtCat Items Borrowed				563	423	457	1,443	4,065
VirtCat Items Loaned				238	198	213	649	1,446
Cataloging Requests				3,097	2,540	3,146	5,686	28,658
MARC Records Added				3,401	2,758	3,347	6,105	29,323
Patrons Added				2,998	2,519	2,964	8,481	31,186
Holds				26,497	23,861	26,573	76,931	199,958
Total MARC				875,833	872,054	870,356		
Total Holdings				3,167,931	3,158,084	3,152,268		
Total Patron				497,284	495,664	493,145		