

SAILS Launches Overdrive Digital Library

SAILS will be going live to the public with the Overdrive Eaudio & Ebook service this month (May 4th). It's a lot of fun, makes your library look cutting-edge, and will also save money in the long-run; average price of an eAudio title is \$35 vs. up to \$90 for a set of CD's, and no maintenance required.

The opening collection will feature 50 audio book titles from Blackstone Audio, which are always available, regardless of how many copies are checked out. There are also 61 eBooks, and 92 eAudio books. The eBooks include titles on travel, business & careers, self-help, and juvenile non-fiction. eAudio are mostly focusing on popular fiction genres, but also hit on business foreign language, new age, and self-improvement. The opening collection was selected by the Overdrive Committee. Future selections will be chosen from a group comprised of representatives from the libraries, based on the same formula used to select the Budget Committee..

To access the collection, you can either visit <http://sails.lib.overdrive.com/>, or click on the link in iBistro titled "Digital Books". This link will only be seen when patrons log into iBistro at home. Eventually we'll be loading the bibliographic records into the system, so the e-version will show in the results along with in-library items. The titles will be owned by the Online Library, so if you're limiting your searches to a single library, you won't see the e-versions display. We also have a message on every page of the Digital Book site saying, "This service is for home use only".

SAILS views the collection as a service for home users, the patrons you may not know about, since they don't come into the library. Some people have asked if they could offer the service at the library. If you do decide to go down that road, be aware that it requires a download of the free Overdrive software and probably a CD-Rom burner or USB port for attaching an MP3 player. The book files are downloaded to the pc, and aren't removed unless done so manually. If you decide to offer this in the library, you should be aware of the issues involved with

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Select eAudio Listens

Boogers Are My Beat by Dave Barry

The Junction Boys by Jim Dent

Left Behind by Tim LaHaye

The Prophet by Frank Peretti

Suggestion Box

Comment: Don't know if this is possible, but it would be great if the search windows in Workflows that have scroll bars (such as Display User) really operated the way Windows software does -- with the ability to scroll using cursor keys or with a mouse wheel.

SAILS Response: This functionality is present in the new Workflows client. We expect to offer this new interface sometime in 2006.

Comment: Perhaps there would be fewer errors in routing labels if they could correspond to how Workflows reads. Example: Workflows reads EBridge-water-MS Label should read: Gordon Mitchell Middle School Why can't the routing label read EBridge-water-MS

SAILS Response: We have received this suggestion a number of times at meetings but we have no control over the routing or delivery system. SEMLS sets the standards for addressing the slips and those requirements do not match the 10 character code to which we are limited by the software for libraries.

Overdrive Digital Library

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maintaining the pc and giving support to patrons and their devices. To the home user, the help files give a great deal of support and if they run into trouble, the support email goes to SAILS, not your library.

Patrons outside of the SAILS community will not be able to check out the titles, regardless of where they have their library card. We do have a list of participating communities within the Digital Library site. There is also a message that displays to patron if they try to log in with an invalid library card. To students, we say they need to use their public library card to download titles.

SAILS has been working with Overdrive to produce publicity materials. We have bookmarks & fliers available to all the participating libraries. We also will be sending out press releases as soon as we feel comfortable spreading the word.

For library staff, we've created a quick FAQ to have available at the circ desk, which you will find later in this newsletter.. The help files in the Digital Library web site are also extremely helpful. If you have time, definitely look them over. The more comfortable you and the rest of your staff feel with the service, the better you'll be at answering your patron's questions. So log in, check out a book, burn a couple of chapters to CD, or listen on your pc. It's fun and just in time for the warm weather!!

Assignment Alert

The Hanson Library, with help from the SAILS Network, has finished work on a form to be used by local school teachers to alert the library of assignments. Getting the teachers to communicate with the libraries has always been difficult. Hopefully this is one method that will make things simpler for everyone.

Hanson & the Network would like to offer this form for all libraries to use. The form uses an email program on the SAILS server, so the form would need to be hosted by us. There are a number of different ways this could work. Each library could have their own form that would email the results to a staff member. This would be similar to the library card registration forms. Another option could be to have one form used by the network, which would email the results to all libraries—most likely the opac@sailsinc.org list. This way, if a school borders multiple towns, all would be alerted of the assignment as well. Since the later option would affect all libraries, we will put up a quick survey to see which would be preferable.

There are a number of libraries which have similar forms on the web. They don't necessarily specify teachers vs. students, for those authorized to submit a form. What would be of great use, is if the local schools could point to the form, as a link off the school's web site. This would be a quick and easy way for teachers to get the information to the libraries. It could even be a valuable tool for the school libraries, since they often aren't informed of assignments either.

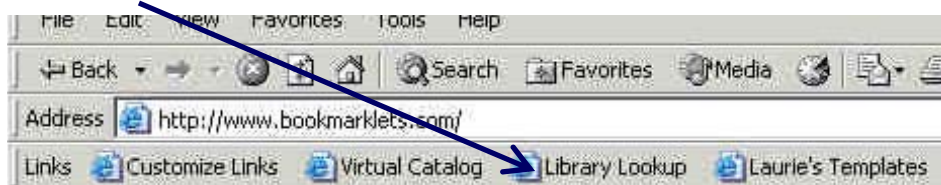
To see what information is being requested, view the form at www.sailsinc.org/assignalert.asp.

Cool Search Tool for iBistro

Maggie from North Attleboro asked me if I knew anything about bookmarklets. This was a while ago and I hadn't had time to really look into configuring this, since what I found wasn't working without tweaking. The other day I had a chance to play around and was so excited that I had to share this with everyone. Basically you do a search on any webpage that will give you an isbn. You then send the isbn to our catalog, using a button containing a search script.

Follow these steps::

1. Create a bookmark to any site.
2. Set the URL in the bookmark's properties to the source code from this webpage, available at: <http://sailsinc.org/librarylookup.htm>
3. Go to your bookmarks and drag it to your browser's links toolbar
4. Go to www.amazon.com and do a search for some semi-popular title.
5. Find the isbn of the title and highlight it.
6. Click the "Library Lookup" shortcut you created in step 1.



7. A window should open, with the search results of the SAILS catalog.
If you have any questions, please email me at lessner@sailsinc.org.

Google Unveils New Q&A Service

by Nicholas G. Tomaiuolo

April 11, 2005 — The Google blog (<http://www.google.com/googleblog>) was enthusiastic: “Just the facts, fast.” The launch of Google Q&A late last week immediately sent me to the Web site looking for a new search tab, but I was unable to find one. I also clicked “more” over the familiar Google search box to no avail. So, I finally typed a question, and I quickly got an answer right at the top of the page. Later, Peter Norvig, Google’s director of search quality, clarified: “A search tab may develop over time, but we’re thinking of it now as a service to just get a fast result and just one result, so it doesn’t make sense to have it as a separate search.” Google’s Q&A uses open Web resources, not proprietary information or subscription databases, to answer questions.

When posing queries, one first notices that the responses come from the usual suspects (e.g., Wikipedia, Who2, the CIA World Factbook). Other free “answer” services, such as Answers.com and Factbits.com, have already learned how to mine these obvious sources for topical as well as biographical and geopolitical queries. But you’ll also notice that Google Q&A returns some unexpected (though credible) sources. It seems that Google Q&A’s plan is to mine more of the Web—to go beyond the typical sources—to answer more questions. For example, other information sources that turned up for my sample queries included the Columbia School of Journalism and even some personal pages.

Regarding the service’s knowledgebase, Norvig said: “We are not trying to limit the source to [a] single encyclopedia. We are trying to say this is an experiment, and understating as much as we can of the evolving knowledge out on the Web so you’ll see answers from many different places and be able to get answers that you couldn’t find in just an encyclopedia.” Although Google Q&A will be especially adept at finding the kinds of things that appear in

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How does your Garden Grow?

Suggestions from the PubPac Committee

Bartholomew, Mel. **Square Foot Gardening: A New Way to Garden in Less Space with Less Work.**

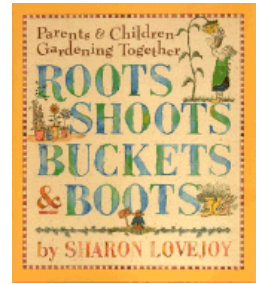
An updated edition of an old favorite this book shows how to get the most yield from less land space.

Erler, Catriona Tudor. **New Complete Home Landscaping.**

From the simplistic to the elaborate ideas abound in this new book. Readers will get ideas on designing a landscape to suit their property. Ambitious readers will be given ideas on how to build ponds and other water systems.

Lovejoy, Sharon. **Roots, Shoots, Buckets & Boots: Gardening Together with Children.**

Sharing a garden with children is special. Many wonderful ideas on layouts and themes can be found here.



Rushing, Felder. **Tough Plants for Northern Gardens: Low Care, No Care, Tried and True Winners.**

This book covers choosing and caring for over 150 low maintenance plants and shrubs, vines, and trees that can survive in northeast weather. Gardening basics such as fertilizing, mulching, pest control and soil preparation offer much needed information for gardeners at every level of expertise.

Trout, Darrell. **How to Get Started in Northeast Gardening.**

Novices to gardening in our area will find some useful information in this book. Among the topics covered are the types of plants that do well in this area, plant maintenance, soil evaluation and more.

Home Gardening <http://explore.cornell.edu>

Cornell University hosts this home gardening site that covers just about any question someone might have about starting and maintaining a garden whether it is flowers, vegetables or lawn care. Growing guides help the user select plants best suited for one's yard conditions.

Kidsgardening.com

Hosted by the National Gardening Association, this site has ideas for parents and teachers to instill a love of gardening in children.

National Gardening Association <http://www.garden.org>

Everything a gardener needs can be found here. Learn more about flowers and vegetables along with landscaping tips and how-to projects.

The Victory Garden <http://www.pbs.org/wgbh/victorygarden>

Information from this classic television show provides information on various types of plants, preparing gardens at the end of the growing season, pruning, evaluation of gardening tools and much more. Once the vegetables have been harvested check out the recipes on the site and try a few as a reward for a job well done.

Tomato - Fruit or Vegetable? <http://www.solutions.uiuc.edu/index2.cfm?series=4>

Get the answer at Yard & garden solutions: answers to your horticulture questions from the University of Illinois

You grow girl <http://www.yougrowgirl.com/>

Brooklyn Botanic Garden <http://www.bbg.org>

How about killing two birds with one stone and growing herbs in your garden that look great and taste good with this NetLibrary title: **Herbs in bloom : a guide to growing herbs as ornamental plants** [http://](http://www.netLibrary.com/urlapi.asp?action=summary&v=1&bookid=45588)

www.netLibrary.com/urlapi.asp?action=summary&v=1&bookid=45588



Answers About the Overdrive Service

What do I say to a patron from a non-participating community?

Only patrons who reside in a SAILS community may use this service. Patrons who have a SAILS card but who live outside our service area may not use the service as this service is completely paid for with local funds and none of the other networks can provide a reciprocal service to our patrons.

Are the schools participating?

The schools are not participating, though students from participating communities may use their public library cards to access the service at home.

How many titles can I have checked out at the same time & for how long?

You can have 2 titles checked out at a time. Typically, the lending period for digital books is 14 days, but the lending period can differ from title to title. The lending period for each book is clearly displayed with other details about the title.

Can I return a digital book early?

OverDrive® audio books cannot be returned early. Adobe® eBooks may be returned early. Please see the FAQ telling how to return an Adobe® eBook, on the [SAILS Digital Book](#) site.

Once the lending period is over, what happens to the digital book I checked out?

You do not need to return borrowed digital books. Although the digital book file will remain on your machine, it will no longer be readable. Please see the FAQ telling how to delete the book on the [SAILS Digital Book](#) site.

What is a 'My Cart'?

'My Cart' in Overdrive is similar to a shopping cart feature on many online stores. Placing a title in your Cart is like placing it on temporary reserve; as long as the digital book is in your Cart, it will remain available for you to check out for up to 30 minutes. You can have 2 titles in your cart at a time.

What happens when I place a digital book on hold?

When the title is available for you, you will receive an email with instructions on checking the book out. The book will be held for you for 48 hours (starting when you are emailed notice that the title is available). You may have 1 title on hold at a time.

How do I cancel a hold?

Similar to iBistro, you can cancel holds under the 'My Digital Account' section in the Digital Book Home.

**For technical answers to your questions, please look at the [Overdrive Online Help](#). If you questions aren't answered, always feel free to call or email support@sailsinc.org.

SAILS Library Network - Serving Libraries

Digital Book Home | Digital Book Search | My Cart | My Digital Account | Digital Book Help | Participating Communities

Back a step | Log in

This service is for home use only

Download your free OverDrive Media Console. Download your free Adobe Reader. This service was supported by a grant from the Southeastern Massachusetts Regional Library System.

Search [All] Digital Books for: [] in [All] Search

Advanced Search

Always Available Audio Books - view complete list...

The Endless Knot by Stephen R. Lawhead
Picture a world intricately entwined with our own, yet separate, pulsing with the raw energy and vivid color of Celtic myth come to life. Picture Albion. And enter Lewis Gillies, an Oxford student...

Shadows on the Ivy by Lea Wait
Maggie Summer has three loves: her antique print business, Shadow; her career as a community college professor in Somerset County, New Jersey; and the new man in her life, Will Brewer. Her...

The Hermit of Eyton Forest by Ellis Peters
"Enchanting... medieval England comes marvelously alive." — Washington Post
The year is 1142, and all England is in the iron grip of civil war. And within the sheltered cloisters of the...

Business & Careers - view complete list...

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Google Unveils New Q&A Service

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almanacs and other reference resources such as facts about countries and important dates, it does not appear to be limited to static information but also includes ephemeral topics such as popular culture.

The answers appear at the top of the basic results list. A question such as, “When did William Shakespeare die?” will be answered by a terse, factual statement: “William Shakespeare. Date of death: 23 April 1616.” The wording of the following line will please librarians: It states, “According to” and then provides a link to the source. This generated a few additional thoughts. Will the sites where the information originates complain about diverted site traffic? The thinking is that sites featured at the very top of Google’s retrieval, separated out from the rest of the list, will experience increased traffic.

And, if you’re interested in knowing how many permutations of a question you can pose and how Google knows that your input should be referred to a factual answer via Google Q&A, Norvig responded: “We look through our logs, do research on question answering, look at question forms, and try to come up with as many variations as we can. So our users can say ‘Einstein date of birth’ or ‘birthday Einstein’ or say ‘Einstein birthday’ or ‘When was Albert Einstein born.’ We allow for a great deal of variation, and I think we will get better at that over time. Now that we’ve launched this, it’ll be the first time that users will explicitly be giving us questions and expecting answers, whereas before the questions we got were almost accidental. Now we will get more of a question stream and we can see which ones are working, which are not, and the service will continue to evolve.”

How does Google Q&A know it’s providing a factual answer? I searched another “answer” site called Brainboost.com and asked, “Who is Jimmy Carter?” Among the first few entries returned was, “Jimmy Carter is a saint.” Norvig maintains that Google’s answers won’t be so subjective: “This is a function of where Google gets the information from; true, it’s taking the answers from the open Web, it’s trying to be broad—but not too broad. We use judgment in deciding what are the quality sites and what are the factually oriented sites.”

Although its objective appears to be the same as that of Ask Jeeves and Answers.com, Norvig states that Google may take the concept further: “It’s a service for our users because we noticed from our logs that many people ask these types of questions, and we wanted to make it a little easier for them. They get an answer right away, and, if they want, they can explore the link for background material. But we also want to understand how to work with facts better. Traditionally we’ve been working with keywords and with link analysis, and now we want to get deeper into semantic analysis and start working with collections of facts as well as with collections of words. The idea is that we will better understand the structure of information and how facts relate to each other. It’s inevitable that we’ll be doing more with that.”

Google often rolls out new features believing that they are ready for prime time, but it admits that there are still some bugs in Google Q&A. Right now many questions are not answered in the new format. Quick factual queries such as, “Who holds major league baseball’s home run record?” and “What does Saturn look like?” don’t connect with separate Q&A responses. Occasionally, one may even encounter an incorrect answer. When I asked Google, “Who was the president of the USA in 1996?” the “answer” was Pat Choate, and the link was to an entry in Wikipedia where Choate is mentioned as the Reform Party’s vice-presidential candidate that year. Norvig responded: “That’s probably an error in parsing the page. Perhaps if you look at the entire entry the correct answer will be there. Or possibly the correct entry was just before or just after it. We’ll be making improvements.”

Wondering if Google Q&A will draw upon materials from the Google/Library Project, where the aim is to scan books and digitize them? Copyright issues will probably prevent this. However, Norvig says that it is conceivable that a query such as, “Where can I get a copy of Tom Wolfe’s *I Am Charlotte Simmons*?” may eventually directly connect with results from the OCLC WorldCat “find in a library” feature. Other questions that only users will be able to answer are, “Is the answer correct and do I trust the source?”

iBistro Tutorial CD’s

The Pembroke Library recently asked for more copies of the Interactive library learning CD, since all their copies were checked out to patrons. They created a display in the library and it got a lot of attention. If any library would like additional copies, please email support@sailsinc.org, and we’ll be more than happy to send them out in the delivery. We would also welcome any feedback, especially comments from patrons.

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Upcoming Training & Meetings

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

Beginning Cataloging Training

05/03/2005

9am—noon SAILS Training Room

Acquisitions Meeting

05/04/2005

9:30am—11am SAILS Meeting Room

PubPac Committee Meeting

05/04/2005

9:30am—11am Virtual

SAILS Staff Meeting

05/12/2005

10am—noon Office Closed

Directors Retreat

05/18/2005

9am—3pm

Circulation Meeting

06/07/2005

9:30am—11:30am SAILS Meeting Room

Tech Services Meeting

06/15/2005

10am—noon SAILS Meeting Room

SAILS Membership Meeting

06/22/2005

10am—noon SAILS Meeting Room

FY05 Overview	December	November	October	September	August	July
Total Intranetwork Loans	44,159	45,803	48,089	47,448	50,527	49,759
Total Items Circulated	297,887	364,857	356,078	343,798	382,040	411,373
VirtCat Items Borrowed	729	777	815	752	835	518
VirtCat Items Loaned	334	432	397	396	352	236
Cataloging Requests	2,079	2,607	2,552	2,713	2,975	2,631
MARC Records Added	2,494	2,982	2,798	3,425	3,176	3,249
Patrons Added	1,773	2,763	4,888	5,607	3,588	3,068
Holds	27,477	30,682	30,026	30,587	31,423	32,361
Total MARC	940,464	937,282	934,055	930,684	928,240	922,507
Total Holdings	3,338,063	3,335,761	3,325,130	3,311,845	3,299,129	3,289,160
Total Patron	514,716	513,580		510,834	508,854	509,384

FY05 Overview	June	May	April	March	February	January	Total FY05
Total Intranetwork Loans				57,360	48,529	47,555	439,229
Total Items Circulated				401,139	366,160	343,014	3,266,346
VirtCat Items Borrowed				1,090	1,039	811	7,550
VirtCat Items Loaned				506	450	383	3,486
Cataloging Requests				2,219	2,352	2,212	22,340
MARC Records Added				2,904	2,958	2,547	27,252
Patrons Added				3,330	2,676	2,283	29,976
Holds				38,189	32,428	36,550	289,723
Total MARC				947,792	945,149	942,560	947,792
Total Holdings				3,351,271	3,340,278	3,336,262	3,351,271
Total Patron				519,519	518,209	515,916	519,519