SAILSNetwork News

Enhanced Hit List

Last month we made a change to iBistro & Workflows that should improve everyone's ability to place holds. We added the edition statement to the hit list. What does that mean? I thought it already displayed. In iBistro, it's a subtle change. It shows up like this:

Harry Potter and the deathly hallows. Part 1 [electronic resource] *Nintendo Wii.*

  Electronic Arts (Firm)
  1 computer optical disc : sd., col. ; 4 3/4 in.
  Nintendo Wii. ←

But in Workflows, you'll now see it under the description column, in place of the physical description. This will make it much easier to place holds on the correct format and not have to go into the full record to verify you're on the right title.

Why no hold? Tip 1

There were 6 copies of Toy Story 3 [videorecording] in the drop box and ALL of them, when scanned, were routed back to their home libraries. There are holds on this item and none of them filled a hold. Our own copy, on which a hold was placed last night, was not flagged and was sent for reshelving.

This is not uncommon. In this case, there were only 6 holds on this DVD in the system and they were all being filled. 36 holds were on the Blu-Ray edition.

? ?

Trivia Question #1

The Item Search & Display wizard in WorkFlows saves up to 20 of your previous searches, as long as you do not close the wizard. How do you go back to a prior search?

? ?

Not again... Tip 2

It's been quite a while since this has been brought up, but a patron asked to put a video on hold. The title is "He's just not that into you". When the library staff did a search for it in Workflows, only the book version came up. They knew there was a video also. They went into iBistro, did a search and the video came up. They were able to put it on hold by using the ISBN in Workflows.

Why did this happen?

In iBistro, the quick search on the iBistro home page, doesn't use Boolean by default. So unless you put quotes around "not", it will treat it as a normal word. Workflows does use Boolean, so you would have had to do this in Workflows to find all the titles:
he's just "not" that into you
Either using the general or title index. iBistro is more forgiving and treats the Boolean operators; AND OR NOT as regular words, rather than special terms.

April Trivia Winner & Answers

Mary Pelletier, from Somerset, is our March's trivia contest winner. We had 38 entries from the following libraries; Acushnet, Attleboro, Berkley, Carver, Dartmouth, Dighton, East Bridgewater, Fall River, Mansfield, Middleboro, North Attleboro, Norfolk public, Norton, Rochester, and Somerset. The library with the most entries was Somerset!, with nine people submitting answers!

The Answers:

1. With Library Elf, can SAILS patrons combine library cards from other networks in MA, not including SAILS?

The important part to understand from this question is the library cards must all be from a library or network that subscribes to the Library Elf service. This is a pay for service with one of the added benefits being the ability to combine cards. So if all the cards come from subscribing libraries, regardless of the network, yes, they can be combined onto one Library Elf account.

2. If you go from one computer with Workflows to another computer with Workflows, do your Workflows properties stay the same?

Properties for Workflows are stored on the workstation computer, not the server, so no, the properties won't stay the same from one computer to the next. They are not attached to your Workflows login. You will need to configure them on each separate computer.

3. How do you look up a patron's PIN?

Everyone responded correctly to this question. To look up a patron's PIN, you need to go into Modify User, look up the patron and click on the privilege tab to see the PIN.

Upcoming Meeting Reminders

5/10—Circulation Users Annual Meeting 9:30AM—noon, SAILS

This is our annual meeting, in person, for anyone who works the circulation desk. We will be discussing issues regarding software upgrades, new / recent services such as Library Elf and Overdrive's LibraryBiN, and printing notices.

5/11—Cataloging Roundtable 10AM—noon, East Bridgewater Public Library

The last of the cataloging roundtables for this year, so be sure to come by to share information with your fellow catalogers. Roundtables are a nice way to informally discuss concerns and ask questions and get real answers from the network.

Database Survey Invitation

Massachusetts libraries and residents have access to electronic resources for many years, with statewide access beginning in 1998 through the Massachusetts Board of Library Commissioners. Since that time, libraries and residents of the Commonwealth have seen access to electronic content grow as the Massachusetts Library System negotiated further statewide content and the Library of Last Recourse (Boston Public Library) offered statewide access to a myriad of resources through their eCard program.   Additionally, the automated resource sharing networks, some of whom licensed electronic database content before 1998, continue to supplement the statewide

New SAILS Staff Member

Benjamin Phinney was recently hired to work at SAILS as a part-time Member Services Assistant. His primary duties include printing the notices, filling orders, responding to patron PIN requests, and other tasks around the office. He will be trained to run weeding reports and other standard requests from libraries. He is expecting to earn his MLS this year and is currently dividing his time between SAILS and Borders. We're very exited to have Ben as a member of the SAILS' staff.

Library Elf

Last month we became subscribing libraries with the Library Elf service. We're trying to promote the service, since it will give your patrons the notifications they've been asking us for. We have free business size cards for you to give out at the circ desk and we've also given information for us all to post on our websites and send out in newsletters. So far we only have about 250 new people registered with the service. Let's try to get this number higher! We've ordered more cards and they're available on the order form, so place your order today.

How to neatly print out a patron's checkouts

1. In Workflows, under file, click on "Print setup"

2. You'll see, "Print to an Application" with a place to browse for the application. Normally this is Wordpad or Word, a word processing program. You can either keep Word or change this to print to a web browser instead, as I did. My path to Internet Explorer is:
C:\Program Files\Internet Explorer\iexplore.exe

3. Go to "display user"

4. look up the patron

5. go to "checkouts"

6. view inactive checkouts to print a list of lost titles, or stay on active checkouts to print the current ones.

> **Trivia Question #2**
>
> How do you reset your password for a SAILS email account?

7. click on the Print User helper - icon at the top

8. select "List of Checkouts", Type "inactive" or "active" depending on what you want.
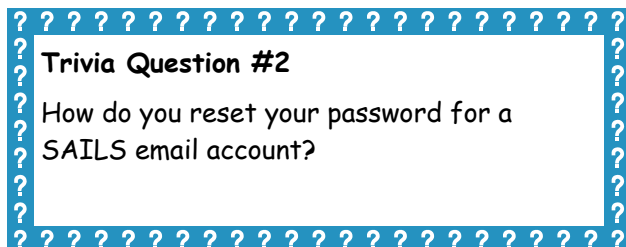
When you click the print button, it will open in the program you selected in step 2, which you can copy and paste into an email. Word will display the list in a table. Internet Explorer displays the list as a web page. Wordpad will display the list in html code.

Example:

NAME: Wood, Sam USER ID: 000856

Inactive checkouts

Total: 11

Deck officer study guide : preparation for the U.S. Coast Guard multiple choice license examinations
ITEM ID: 33792000602592 CHARGED: 2/3/2010,15:47 DUE: 9/10/2010,23:59 STATUS: Assumed lost

Tide tables, high and low water predictions, East coast of North and South America, including Greenland
ITEM ID: 33792000372105 CHARGED: 3/4/2010,11:32 DUE: 9/10/2010,23:59 STATUS: Assumed lost

American practical navigator
ITEM ID: 33792000630494 CHARGED: 3/4/2010,11:31 DUE: 9/10/2010,23:59 STATUS: Assumed lost

Meet Laurie Lessner

So everyone is more familiar with our staff, we are going to introduce ourselves to you. This month you will learn more about Laurie Lessner.

I've decided not to write this in the third person, so a little about myself. I have the longest title in the network, which is the Assistant Director for Technology Services.

My course to SAILS began in Schenectady, NY where, after graduating SUNY Albany with an English degree and several credits in secondary education, I wanted to start working right away (silly me). I got a job at a new store, Media Play, which was very similar to Borders. I loved it. I was in the book department and found helping customers the most rewarding part of the job, as well as learning to play "Magic the Gathering". Still, I knew I didn't want to work retail as my career and really enjoyed running story time and being in charge of the children's activities. Having been a library patron all my life, I thought getting my library degree would be a good idea. Little did I know how fortunate I was to have a library program right in my own backyard! I enrolled at SUNY Albany's graduate program and received my MLS in school library media. I worked as a school librarian for a couple of years until my husband was called back to his company's home office in Newton, MA. We decided to settle in Easton because it was one of the few towns that had high-speed Internet (which we were spoiled with back in Albany), affordable houses with land, and close enough to his work. I lucked out by getting the children's librarian position at the Ames Free Library and was there for a couple of years before coming to SAILS as a systems librarian.

In my free time I love to cook and bake, hike with my family, and knit. To see some goodies I've made, take a peek at: http://lyabroudy.blogspot.com.

Patron Comments—SurveyMonkey

If you are interested in reading your patrons' comments about what the SAILS network means to them, have your director log into the network's SurveyMonkey account and take a look.

The survey is called, "Why are the SAILS Network services valuable to you?". To get to your patrons' responses, click on the pie chart graphic under analyze. Then on the left side menu, click on "filter responses". From here you can click on "Apply Filter" on the line with your library's name and see all of the replies from your patrons.

If you have any trouble, please email eservices@sailsinc.org for assistance. These quotes are great for publicity materials or posting on your Facebook page or library's website. They're also nice to read if you just want to brighten your spirits and remember why you decided to work in a library!

Janet Campbell, Director of the Mansfield Public Library, gives testimonial

Listen to Janet give a beautiful tribute of her and her library's experience with Sort to Light for delivery. In it, she encourages other libraries to do as hers, and use a barcode duplicator. It helps quicken the process for getting the barcodes on the front of the items, and helps speed up the process for the receiving library as well.

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offerings.

Database Survey Invitation

The current statewide electronic resources contracts expire after June 2012. Please take the time to answer a survey that will help the Massachusetts Board of Library Commissioners, as well as the Massachusetts Library System, the Library of Last Recourse and the Massachusetts automated resource sharing networks plan for the next round of statewide licensed electronic resources that will be available for July 2012 and beyond.

The survey will be available from April 27, 2011 through May 17, 2011. Please click on this link to take the survey now: **https://www.surveymonkey.com/s/statewidedatabases**

~ Marlene Sue Heroux

Kindle Library Lending and OverDrive

Amazon and OverDrive announced the Kindle Library Lending program , which will enable Kindle customers to borrow and enjoy eBooks from our library, school, and college partners in the United States. The program is scheduled for launch later this year, and will significantly increase the value of the investment your library has made in OverDrive.

Many of you will receive inquiries about this new program, so here is a brief introduction to what can be expected when this launches:

- The Kindle Library Lending program will integrate into your existing OverDrive-powered 'Virtual Branch' website.

- Your existing collection of downloadable eBooks will be available to Kindle customers. As you add new eBooks to your collection, those titles will also be available for lending to Kindle and Kindle reading apps. Your library will NOT need to purchase any additional units or formats to have Kindle compatibility. This will work for your existing eBook titles.

- A user will be able to browse for titles on any desktop or mobile operating system, check out a title with a library card, and then select Kindle as the delivery destination. The borrowed title can then be enjoyed using any Kindle device and all of Amazon's free Kindle reading apps.

- The Kindle eBook titles borrowed from a library will carry the same rules and policies as all our other eBooks.

- The Kindle Library Lending program will support publishers' existing lending models.

- Your users' confidential information will be protected.

- The Kindle Library Lending program is only available for libraries, schools, and colleges in the United States.
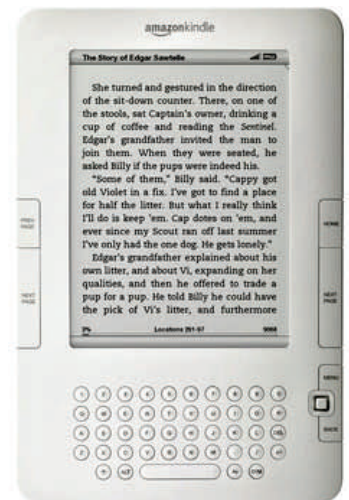
We're excited that our library, school, and college partners will be able to provide Kindle customers with access to eBooks from their digital collections. We look forward to providing you with more information on the launch of the Kindle Library Lending program as it becomes available.   ~ Overdrive
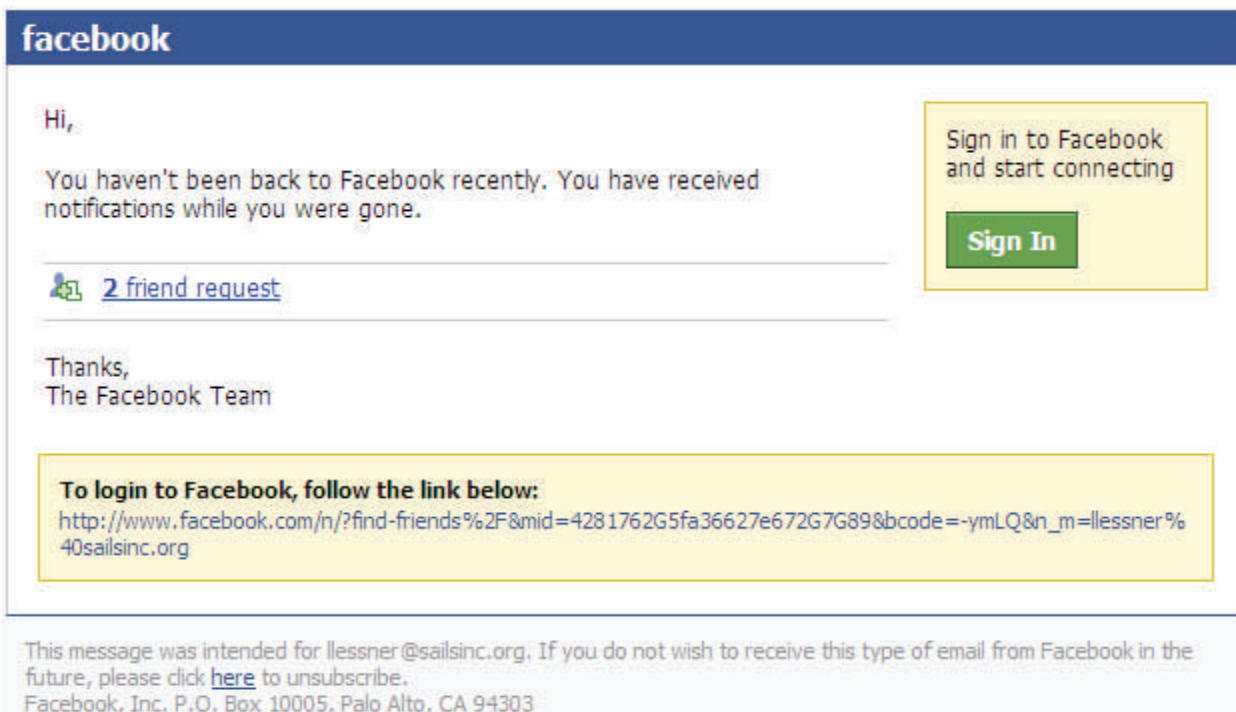
More information can be found at: **http://ebooks4libs.wordpress.com**

How to spot a Phishing scam

Many of you have Facebook pages for your library. Recently we've received an email or two that looks like it's coming from facebook, but if you look at the email as plain text, and not html, you can see that it's actually a scam.

HTML:

Plain text:

To always view messages as plain text in Outlook—tools > options > Email options on preferences tab. To view where a link is really going to, hover over the link.

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facebook
Oops..
You haven't been back to Facebook recently. You have received
notifications while you were gone.

   <http://static.ak.fbcdn.net/rsrc.php/z2ENL/hash/cl3tql6g.gif>
        2 messages <http://211.115.111.114/~hyunmi/acton.html>


Thanks,
The Facebook Team
Sign in to Facebook and start connecting
Sign In <http://211.115.111.114/~hyunmi/acton.html>

To login to Facebook, follow the link below:
http://www.facebook.com/n/?find-friends%2F&mid=
657689aG1fa7549f194eG7G2a&bcode=MMRh&n m=llessner%40sailsinc.org
<http://211.115.111.114/~hyunmi/acton.html>
  <http://www.facebook.com/email open log pic.php?k=dhup7oj2fl3b&t=2
&mid=657689aG1fa7549f194eG7G2a>
This message was intended for llessner@sailsinc.org. If you do not
wish to receive this type of email from Facebook in the future, please
click here <http://211.115.111.114/~hyunmi/acton.html>   to
unsubscribe.
Facebook, Inc. P.O. Box 10005, Palo Alto, CA 94303
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To view where a link is going in WorldClient, hover over the link with your mouse and look at the status bar on the bottom of the browser's window.

Don't randomly click on links, assuming they're going where they say they are. You can see that this one is sending my email address to whoever it is at http://211.115.111.114/~hyunmi/acton.html

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

SAILS Staff

Debby Conrad, Executive Director
dconrad@sailsinc.org
(508) 946-8600 x211
AIM Screen Name: DKC101652

Laurie Lessner, Asst. Director for Technology Services
llessner@sailsinc.org
(508) 946-8600 x214
AIM Screen Name: laurclW

Jennifer Michaud, Network Cataloger
jmichaud@sailsinc.org
(508) 946-8600 x215

Jorj Pitter, Desktop Support Technician
jpitter@sailsinc.org
(508) 946-8600 x219

Kristin Slater, Manager of Bibliographic Services
kslater@sailsinc.org
(508) 946-8600 x213
AIM Screen Name: Baloo2782W

Claudette Tobin, Cataloging Associate II
claudette@sailsinc.org
(508) 946-8600 x216

Upcoming Events

- 5/2—**Deadline for Shopper Card Orders**
- 5/3—**PubPac Meeting**
  2PM—4PM, Online
  Dial-In Information 866.740.1260
  Access Code: 9468600
- 5/4—**Adding records using Java Workflows**
  9AM—noon, SAILS Register Online
- 5/10—**Circulation Users Annual Meeting**
  9:30AM—noon, SAILS
- 5/11—**Cataloging Roundtable**
  10AM—noon, East Bridgewater Public Library
- 5/11—**SAILS Membership Meeting**
  10AM—noon, Online

Network Statistics

	March '11	March '10	Total FY'11
Total Intranetwork Loans	66,743	65,880	529,220
Total Items Circulated	426.907	419,079	3,410,242
All Formats Circulated	451.532		3,549,638
OverDrive Circulation	3,932	2,172	28,688
Gutenberg	1,219		2,431
TumbleBooks	19,474	10,728	109,049
VirtCat Items Borrowed	1,464	1,368	10,202
VirtCat Items Loaned	642	423	5,252
Cataloging Requests	4,169	4,657	39,155
MARC Records Added	8,296	4,052	49,503
Patrons Added	3,001	3,460	32,769
Patron placed holds	53,949	55,351	450,483
Total MARC	1,108,157	1,095,521	
Total Holdings	3,697,119	3,683,142	
Total Patron	460,256	451,113	
Total Uptime	99.98	100	

Trivia Question #3
What is the difference between the number of pieces and a circ note?

Submit your answers to this month's questions at: http://www.surveymonkey.com/s/maytrivia