

## FAQ's of the Month

### **How long do reports stay in my library's finished reports folder?**

We purge reports that are more than 14 days old. If you need a report for a longer period, we suggest you save it on your computer as a Word or Excel file.

### **When are expired patron records purged?**

We purge public library patrons 36 months after their card has expired. Student records from our school members are purged after graduation.

### **We have patrons complain that they don't receive email notifications for holds but receive notification after a hold has expired. How can that happen?**

It can't happen. If a patron receives one type of notice then they are receiving all types of notices.

### **We have patrons who complain they never receive notices but we have their correct email address.**

Patrons who report never receiving email notices even if they have a valid email address in their record should be sure to put [sirsi@salp.sailsinc.org](mailto:sirsi@salp.sailsinc.org) is in their list of trusted email addresses.

### **We have a patron who only wants to receive notices and not library announcements. How can we indicate that in their patron record?**

You can enter NONEWS in the Department field under the Demographics tab.

### **How can we edit a patron's favorites?**

You can only view and edit a patron's favorite authors and subjects if you log on to iBistro using the patron's barcode and pin. Once you have logged into iBistro favorite authors and subjects appear on the

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bottom right of the screen. Select More/Modify and you can view and remove favorite authors and/or subjects.

### **How many email addresses can we enter in a patron record?**

You can enter up to 3 email addresses in a patron record, separating each email address with a comma (no space)

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## Website Branding

For those of you who are hosted by SAILS, but do not yet have your own URL, we would encourage you to get one. To assist with publicizing an upcoming digital project, we recently changed Somerset from <http://sailsinc.org/somerset> to <http://somersepubliclibrary.org>. Anyone going to their old site at: <http://sailsinc.org/somerset> is redirected to their new site, so no one would have to update their links right away. The "hosted by SAILS" graphic would still be available on your site to keep your connection to the network, which we like!

If you want to do this, have your director contact [support@sailsinc.org](mailto:support@sailsinc.org). We could even register it for you and take care of all the technical issues. It costs about \$10/year but gives your library its own identity and can be the first, or final, step to branding your library.

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## Grand Opening—Rodgers Foundation Cyber Café

This month is the grand opening of the Rodgers Foundation Cyber Café in the Eileen T. Farley Learning Resources Center at Bristol Community College.

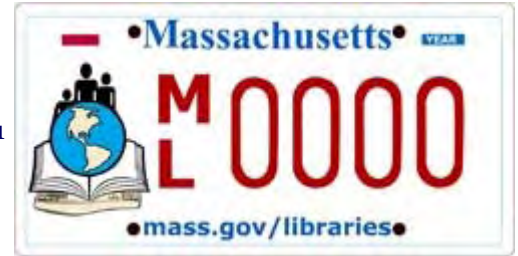
The Rodgers Family Foundation provided a generous gift to complete the building of this important structure. The Rodgers Cyber Café will provide a comfortable and attractive place for students to work individually, meet with other students, have a snack, and even relax. The gift also allowed for additional library improvements, including a new reference desk. The Bristol Community College Board of Trustees decided to name the space in honor of the Rodgers Family Foundation.

Special components of this new space includes computer kiosks, "plug and play" stations for laptop computers, flexible and comfortable seating, a small vending area, and study tables. The glass and oak curved wall which creates an open appearance and provides a physical separation from existing Library space, is especially impressive.

The fruits of the Rodgers Family's generosity will benefit Bristol Community College and our students for decades to come. ~ John. J. Sbrega, Ph.D.—Bristol Community College President

## Library License Plates

Many of you have already heard about this effort to create a license plate to promote libraries in Massachusetts. In case you haven't, below is information off the CMRLS website.



Celebrate libraries by proudly displaying the new MA library license plate and encouraging your staff members, friends, trustees, or members to join us!

The Central Massachusetts Regional Library System (CMRLS) announces it is now accepting advance applications for a new specialty license plate celebrating libraries in Massachusetts.

Proceeds will benefit public, academic, special and school libraries across the state that belong to a Regional Library System. Equitable shares of the proceeds will be made available to qualifying libraries through an open grant process. Funds will not be used to supplant library budgets.

If you'd like to be the owner of a low library license plate number, apply now!

CMRLS must collect at least 3,000 applications each with a \$40 check made payable to the Registry of Motor Vehicles (RMV) before the RMV will begin production of the plate.

The initial cost of the plate is \$40 (\$28 goes to the Library Grant Fund; \$12 to the RMV for manufacturing costs). There is an additional \$20 swap fee when the actual plate is picked up from the RMV. Renewals are \$81 every two years (\$41 RMV registration fee and \$40 for the specialty plate fee that continues to go to the Library Grant Fund).

The idea for the plate emerged during a 'promote libraries' brainstorming activity at a CMRLS Executive board workshop. After a joint meeting with RMV officials in April and consultations with other library organizations, CMRLS decided to launch the drive to gather the required prepaid applications to produce the specialty plate.

The plate design process was a collaborative effort. Representatives from library boards across Massachusetts as well as library patrons were invited to offer design suggestions. The Library License Plate Task Force subcommittee formed by CMRLS included representatives from: Friends of Libraries; Library Trustee Association; School Library Association; each of the six Regional Library Systems; MA Library Association; and the MA Board of Library Commissioners. Once the concept was agreed upon, local Illustrator David Desforges volunteered to turn the concept into reality.

Understanding how beneficial this endeavor will be to the statewide library community, well-known Massachusetts authors Lois Lowry and Gregory Maguire have teamed up with CMRLS to help promote the plate and expedite sales. Applicants who submit their prepaid applications to CMRLS by Nov. 30 will be entered into a drawing. The winners will be given the opportunity to communicate with Lois Lowry or Gregory Maguire, and to be named as a character in a work-in-progress by one of them or to help invent a name that suits the story. Two names will be selected.

Lois Lowry is best known as the author of the Newbery Medal winners *THE GIVER* and *NUMBER THE STARS*, and Gregory Maguire is best known as the author of *WICKED*, inspiration for the hit Broadway musical of the same name. Mr. Maguire states, "There can be few places that serve as

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## User Experience Survey

This month SAILS will be posting a survey to patrons to find out how they use the Internet. The results will go towards implementing a new interface to iBistro.

SAILS received an open grant award and within the next year we will be able to add features to the online catalog, making for a richer online experience for your users.

Some things we're requiring include a much easier way to find materials—faceting, as done on most retail sites, no need to use Boolean operators, friendlier subject searching, writing reviews, tagging, etc. All the features that are found on many current sites.

To play around with a site that does offer many of these features, create an account on [LibraryThing](#). It's great fun and also educational. They have the reading lists from several famous people throughout history.

## Library License Plates

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both a temple and marketplace of ideas, or as both a respite for and a challenge to the mind and the spirit. The public library is all this, and more."

An application can be downloaded here. For more information contact CMRLS Headquarters at 508-757-4110.

Central Massachusetts Regional Library System (CMRLS), the lead organization of this statewide endeavor, promotes and supports resource sharing, professional development, collaboration, and innovation among all types of libraries in Central Massachusetts. Its seventy-two communities include 244 academic, public, school and special libraries. It is funded by the Massachusetts Board of Library Commissioners.

You are welcome to distribute the press announcement that includes most of this information as is to your organization's newsletter or to your local newspaper. Please don't alter any of the content, as the RMV must approve any publicity we release.

Download and print bookmarks advertising library license plates here ([http://www.cmrls.org/pdf\\_documents/library\\_plate\\_application.pdf](http://www.cmrls.org/pdf_documents/library_plate_application.pdf)).

Questions? Contact Carolyn Noah at CMRLS (508-757-4110) or email: [libraryplates@cmrls.org](mailto:libraryplates@cmrls.org).

Printable bookmarks are available at: [http://www.cmrls.org/pdf\\_documents/](http://www.cmrls.org/pdf_documents/)

### Overdrive—iPod format coming soon!

Blackstone is one of the few publishers currently offering the MP3 format for Overdrive audio books. We will be purchasing a few titles to try out. The titles are not the latest and greatest, plus they are about 2x the size of the WMA format, so we don't want to get them just to say we have them. Make sure you're on at least version 3 of the Overdrive Media Console if you want to download these when they become available this month.

If you haven't tried the latest OMC, please do so. Just today someone commented that this was so easy compared to how it worked when it first came out. They've done a lot to make transferring & burning very simple.

If you would like to have SAILS do onsite Overdrive Training, please email [support@sailsinc.org](mailto:support@sailsinc.org) to arrange. We bring laptops, projector & screen. Someone on staff will even win an MP3 player!

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## Upcoming Events

Detailed descriptions and registration information, are available on the [SAILS website](http://www.sailsinc.org)

### *Adding records using the Java Workflows client*

11/06/2008  
 9 am to noon, SAILS

### *SAILS Board Meeting*

11/19/2008  
 10 am to noon, SAILS

### *Non-print materials discussion*

12/10/2008  
 10 am to noon, SAILS

## SAILS Network Statistics

	Sept '08	August '08	July '08	June '08	May '08	Total FY09
Total Intranetwork Loans	60,257	60,406	64,586	58,540	61,233	185,249
Total Items Circulated	377,011	388,823	445,829	359,404	361,374	1,211,830
OverDrive Circulation	899	936	849	924	874	2,684
VirtCat Items Borrowed	1,217	1,028	1,001	649	1,135	3,246
VirtCat Items Loaned	547	482	673	436	578	1,702
Cataloging Requests	4,112	3,258	4,276	4,795	4,571	11,646
WebDewey Sessions	105	81	86	93	118	272
MARC Records Added	4,095	3,796	4,008	4,352	39,194	11,899
Patrons Added	7,148	4,665	3,783	3,563	2,707	15,596
Holds	49,628	45,929	51,382	49,557	47,349	146,939
Total MARC	1,047,993	1,044,916	1,046,027	1,042,339	1,039,784	
Total Holdings	3,593,874	3,582,869	3,579,445	3,567,611	3,555,105	
Total Patron	430,759	426,519	430,604	427,797	417,174	
Total Uptime	99.7	99.89	94.75	99.84	99.99	
TumbleBooks	2,314	1,480	1,708	1,624	2,349	5,502