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## Sort to Light

### What Is Sort To Light?

Sort to Light refers to the method that the MLS courier service is using at their sorting facility. Rather than reading transit slips that have been placed in items, sorters are equipped with a scanner that is connected to the SAILS computer. An item is taken from a delivery bin, the barcode is scanned, and a light appears above the bin to which the item should be routed.

### How Does It Work?

When you are using workflows and you scan a barcode using the Check Item Status wizard it displays transit information, telling you to which library it should be sent. The sorters in Woburn have a similar connection to SAILS

except they aren't using Workflows to get the information. Instead of a destination library appearing on a computer screen a light appears over a specific bin.

### What Does My Library Need To Do?

Every member in SAILS is now authorized to begin participating in the new sorting method. Any item **THAT HAS THE BARCODE ON THE OUTSIDE FRONT COVER** and **BELONGS TO A SAILS LIBRARY** may be placed in the delivery bin without a transit slip. Items should not be bundled together if they are going to the same library. Any item **THAT HAS THE BARCODE ON THE INSIDE, BELONGS TO A NON-SAILS LIBRARY, or IS A VIRTUAL CATALOG ITEM** must have the appropriate transit slip or virtual catalog routing band. You do not need to separate items with transit slips from those without in the bin. That sortation takes place at the sorting facility in Woburn.

### What About Things with Barcodes on the Inside?

The recommendation that all items have barcodes on the outside cover was made by the statewide delivery committee 2 years ago and it was adopted by SEMLS. A study earlier this spring indicated that approximately 50% of the items going in delivery already have barcodes on the outside cover. The preferred location is the outside, left-corner of the item. A number of libraries are using barcode duplicator systems to put duplicate barcodes on items when they go into delivery if the barcode is still on the inside. It has been reported this process takes less time than using transit slips.

### How Long Will We Be Doing This?

We are no longer experimenting with this process. This is the permanent and preferred method for putting items in delivery. It has been demonstrated that the sorting is accurate and the amount of staff time required to put items in delivery much reduced.

**I Have Questions - Who Do I Contact?** Send an email to [eservices@sailsinc.org](mailto:eservices@sailsinc.org).

## Self-Paced Online Training

SAILS is seeking a few volunteers to assist us in evaluating a new SirsiDynix product that may assist us in training new staff members or provide an opportunity for a skills refresher for existing staff

### Class

100-SDS Essential Skills & Search Strategies

101 -SDS Circulation: Basics

101a-SDS Circulation: User Records

101b-SDS Circulation: Circulating Items

101c-SDS Circulation: Holds

105-SDS Offline Circulation

106-SDS eLibrary: End User

members. The classes that we are currently evaluating include:

Each class is available via any Internet computer and does not require a telephone. Computers do not need to have Workflows. All you need is a computer and headphones. Classes take approximately 30 minutes to complete.



FREE WEBINAR CO-SPONSORED WITH  WebJunction

### Building Community: From Distribution to Engagement

Tuesday, November 16

2:00 - 3:00 p.m. Eastern Standard Time

Your library is vital even when the Kindle is fully loaded. While digital media challenge public libraries to enhance the traditional distribution model, engaging your community is as important as ever.

In this free webinar, moderator Chrystie Hill and experienced presenters Helene Blowers and Nancy Dowd will share ideas on how public libraries are using technology and programs to build community. Join the discussion.

### Register Now!

**Chrystie Hill** is Director, Community Services at WebJunction.

**Helene Blowers** is Director of Digital Services for the Columbus Metropolitan Library and winner of the 2010 Gale / Library Journal Library of the Year Award.

**Nancy Dowd** is Director of Marketing, New Jersey State Library.

## Managing Noncirculating Items

It has come to our attention that some libraries are un-checking the circulate option for items that they do not want to circulate. You should use a non-circulating item type instead. For example, REFNC is a non-circulating item type that SAILS can set up for you in your circulation map. This item type can be set up to completely block circulation and not provide an option for an override.. This item type merely needs to be added to your library's circulation map.

There has been an increase of circulating items being sent out to fill holds that can not be checked out by the receiving library because the circulate option was not checked. You can view your library's circulation map by going to <http://www.sailsinc.org/Circ/code-circmap.html>. If you have questions about this or want a specific item type added to your circulation map contact [support@sailsinc.org](mailto:support@sailsinc.org).

## FAQ's of the Month

Every month we receive questions from SAILS members that we think may be questions other libraries have. Here are a few from the past month:

**When I look at my circulation statistics by day it shows activity on Sunday. We aren't open on Sunday.**

**Answer:** When patrons log into iBistro from home and renew items those renewals are counted as a circulation transaction at your library.

**A patron came into the library, said she lost an item, and I billed her. She paid the fee. Last week a bill appeared on her record for the same item. How did that happen?**

**Answer:** When a patron comes to the desk to tell you an item has been lost, you must use the Mark Item Lost wizard. This generates a bill, changes the item status to Lost, and allows you to accept payment all at the same time. If you use the Bill a User Wizard it generates a bill for which you can accept payment but the item remains as an active checkout on the patron's record. When the assumed lost report runs after the correct interval the item is converted to Lost and a bill generated again.

**My patrons claim they are not receiving reminders that items are about to fall due or that items are available for pick-up.**

**Answer:** SAILS runs the reminder and hold pickup notices at least once a day every day. Patrons with valid email addresses in their patron record automatically receive these notices. Sometimes the email address was incorrect. SAILS may receive notification that it is incorrect and we will fix it but the notice cannot be regenerated. Sometimes the patron's email inbox is full, email from SAILS is routed to their Spam folder, or they don't read the notice. When a patron has a problem we encourage them to put [sirsi@salp.sailsinc.org](mailto:sirsi@salp.sailsinc.org) as one of their trusted senders. You can go into the view patron wizard to verify that a holds pickup notice was generated and the date on which it was generated. Please do not have patrons call SAILS directly. We are not experiencing a system problem.

For Yahoo (ymail) patrons—create a filter that will send anything from [sirsi@salp.sailsinc.org](mailto:sirsi@salp.sailsinc.org) to your inbox.

1. To create a filter, click Options > More Options in the upper-right corner of your Yahoo! Mail page.
2. From the list on the left, choose Filters.
3. Click Create Filters
4. In the filter name box, type Library Notices (or something that lets you know what this is for)
5. In the top row, labeled From header, make sure contains is selected in the pull-down menu.
6. Click in the text box next to that pull-down menu, enter [sirsi@salp.sailsinc.org](mailto:sirsi@salp.sailsinc.org)
7. At the bottom, where it says Move the message to:, select Inbox from the pull-down menu.
8. Click the Add Filter button again

**My patron deleted their Favorites in error. Can this be restored?**

**Answer :** Unfortunately we have no way of recovering that information.

## Microsoft Security Essentials—great program, beware of fake message

We recently had to remove a virus on a library's computer. It looked like a warning from a product that is recommended/supported for those on our PC Support program, Microsoft security essentials. An alert similar to this one will show on your computer.



The one we took care of was warning against a program called Malwarebytes.

When you choose to "Apply actions", a program called hotfix.exe will begin. This is also the name of the legit Microsoft program.

The next step that will display is a warning that you can't fix this without installing an upgraded program. This should be the part that tips you off that this is not a real Microsoft product. If you follow the link,

it will take you to a page that lists prices for the software. Do Not install anything! Get to your task manager by pressing the ctrl alt delete keys or right clicking on the task bar and selecting "task manager". On the list of processes, highlight and end the process called hotfix.exe.

Then you'll need to run an antispyware program. The one that worked well for this virus (malware) was Malwarebytes. It's free and easy to install. Go to <http://www.malwarebytes.org/> and install the free version.

If you're on PC Support and aren't familiar with running these programs yourself, please open a call on our [helpdesk](#).

## FAQ's for the Month

*(Continued from page 3)*

**My patron has more than 600 items in his list of history items. Can he selectively edit that list?**

**Answer:** Unlike the Favorites where a patron can go into iBistro and remove authors and subjects one at a time, the History of Items list is all or none. At the moment all items are stored forever. We will be reviewing this policy with the possibility of purging old titles after a specific period of time.

**Some patrons with iPhones or other Smartphones have an app that allows them to store their patron barcode on the phone. Is that allowed?**

**Answer:** SAILS has no policy regarding this. Each library must decide if they will accept this as a valid library card. There are reports that these barcodes don't scan well.

### Directors, Save the Day! - January 19th, 2011

We will be having a membership meeting on January 19th at the SAILS office. This will include an opportunity to view some new products for which there may be an opportunity for consortia pricing discounts or which might just be of interest to your library. As we line up the vendors who will be in attendance I will update the schedule. Please plan on attending this meeting. I expect we will be starting at 9:30 rather than at 10 and that the meeting won't conclude until 12:30.

## Online Patron Registration Concerns

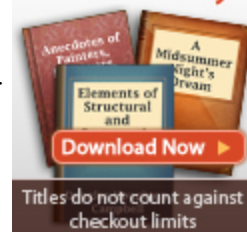
When a patron registers online, remember that they need to have their profile changed when they receive their permanent card. If this step isn't taken, they will receive a notice saying their account is about to expire. The user's profile controls the expiration date, loan rules, etc. It is important to remember to make this change. Please contact [eservices@sailsinc.org](mailto:eservices@sailsinc.org) if you have any questions. Thank you.

## Overdrive Site Enhancements

At the beginning of November, we will turn on these new features:

**Project Gutenberg titles**—Project Gutenberg offers more than 15,000 public domain eBooks to your OverDrive collection at no cost to your library. Patrons can download the DRM-free EPUB eBooks without waitlists or authentication. The eBooks can be read in any EPUB-compatible software and transferred to EPUB-capable devices. Project Gutenberg eBooks don't expire or count against a patron's checkout limit.

Enjoy additional eBooks today!



### Bookshare

Find out more about this program at: <http://www.bookshare.org/>

On each page of the Digital Library catalog, this message will display, "Accessible eBooks for the print-impaired - Click here."

For those who follow the link, it will say, "This library, in partnership with Bookshare and OverDrive (our technology partner for this site) is pleased to introduce you to LEAP - the Library eBook Accessibility Program. If you are a print disabled [e-Library OPAC] SAILS Library Network iBistro patron, sign in below to learn if you may qualify for a free LEAP subscription at Bookshare.

To sign into your library account and learn more, click here.

(If you are a qualifying US student, you are entitled to access the Bookshare.org catalog for free through the support of the U.S. Department of Education and OSEP. To learn more and apply for free membership, click here.)





**SAILS Library Network**  
 547 West Grove Street  
 Middleboro, MA 02346  
 (800) 331-3764 (508) 946-8600 fax: (508) 946-8605  
 email: [support@sailsinc.org](mailto:support@sailsinc.org) URL: <http://www.sailsinc.org>

**Network Statistics**

**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, PC Support Specialist**  
 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

	Sept '11	Sept '10	Total FY'11
Total Intranetwork Loans	60,386	65,808	63,857
Total Items Circulated	376,160	461,992	434,035
OverDrive Circulation	2,595	1,560	2,546
TumbleBooks	14,215	2,682	3,866
VirtCat Items Borrowed	1,244	1,165	1,166
VirtCat Items Loaned	604	605	590
Cataloging Requests	7,124	4,755	3,726
MARC Records Added	8,526	4,198	7,887
Patrons Added	6,504	4,069	4,159
Patron placed holds	50,468	51,594	54,407
Total MARC	1,104,973	1,074,004	1,100,014
Total Holdings	3,744,922	3,657,376	3,696,046
Total Patron	454,828	440,939	451,525
Total Uptime	99.98	99.97	

**Upcoming Events**

- 11/9—Circulation Roundtable  
 10AM—noon, Fall River Public Library
- 11/17—Board Meeting  
 10AM—noon, SAILS

**November 2010**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				