

Inside this issue:

Enterprise FAQs	1
Email Addresses	2
Dartmouth Library EResources	3
Processing Fees	3
Out of State Patrons	4
MBLC Tumblr	4
SVA Feedback	4
Overdrive News	5
Pew Research Study	6
Network Stats & Events	7

Enterprise FAQs

As many of you know, we had a few Enterprise webinars and now have the recording available to view at:

<http://cc.readytalk.com/play?id=ec8d1j>

Hopefully this will answer many of the questions people must have about the new OPAC. However, here are some questions that have come up so far.

When will Enterprise be available to the public?

Enterprise will be made available Tuesday, November 6th. It will be marketed as being "beta" and we'll be asking patrons to "try it out". Once we get all the logins set up for each public library and find that everything is working as it should be, we will let libraries know and then send out the links for you to use at your OPAC stations.

If you choose to stay with the current e-catalog after the Enterprise beta time is up, it will probably be confusing to patrons and staff, since they'll essentially be called the same thing.

Is the e-catalog going away?

If you like the way things are in e-catalog better, you can use that instead of Enterprise. We will have links to both products available to staff and patrons. It's up to your library which to push to patron but they will find links to it from the SAILS website and we will be referring to it as our new e-catalog. Currently it's being called e-catalog beta.

When is the current e-catalog going away?

Our e-catalog (iBistro) server is going on five years old. The SAILS office will be moving to a new location in about a year. We really don't want to bring an old server with us so chances are good e-catalog won't be around after next fall.

Can I try it out now?

Yes you can! It's very beta, but searching and my account work fine. There are things being tweaked as we find them not working as we want them to, so if you notice something odd, let us know. One example is the online user registration. This had to be fixed by SirsiDynix and is now working. The search for the Gale database (Gale-ITOF) we have in the catalog as an available search target worked, then didn't, and now does, but if it doesn't for someone, let us know.

How do "My Lists" work between the two catalogs?

When logging into Enterprise (e-catalog beta) for the first time, the My List from e-Library will be migrated over to Enterprise. This happens once and then the Enterprise library my list will be that active list. Updates made in e-library will not carry over after that initial login.

The following are **known issues that will be fixed**:

Sorting results - publication date labels will say newer/older first vs. ascending/descending
Book lists - custom lists need to be recreated, for example the new books lists
Portuguese language option - still being worked on
e-catalog faq - points to current issues for e-catalog

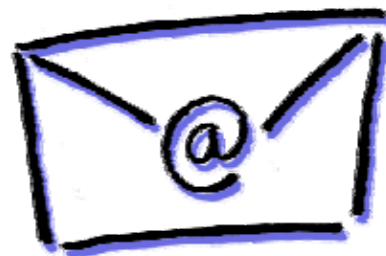
Features that won't be available until fixed:

My Lists - displays "preferred call number" - this is the first call number added to the system. This number will not display for now.
SMS update info in My Account - since we can't also update the UserCat3, we won't have this turned on until SirsiDynix has some way for us to update the usercat3.

If you have any questions about Enterprise, please feel free to email support@sailsinc.org

Email addresses and VOICE/SMS patrons

When updating patrons for an automated service, you should try to have an email address in the patron record regardless of the notification type. The notification project only changed the way we notify patrons for Holds and Overdues. Emails are sent out for more reasons than just Holds and Overdues, so there are other reasons you may want to keep that email on file.



The first benefit is that the system emails patrons for more reasons than just Holds and Overdues. If there is an email in their record they can still receive overdue reminders (there is an SMS reminder but not a VOICE reminder), card expiration notices, and favorites notifications. Without an email in the record we can't send any of these messages to patrons that might want them.

The next handy thing a patron can do when there is an email in their record is get their PIN faster if they have forgotten it. When trying to log into their account on the OPAC, a patron can have the system send the PIN to the email in their patron record. We can only do this as long as we have an email on file.

Finally, it is just a good idea to have multiple ways to contact your patrons. Whether it be to investigate problems on their account or for outreach purposes, it is nice to have a backup contact method. So if you are updating a patron's record or registering a new patron, it might be a good idea to try to get an email in their record even if they have selected SMS or VOICE.

MBLC Tumblr Site

The MBLC has created a Tumblr site that you may want to advertise to your patrons. The purpose of the site to give your patrons a place to post pictures and videos about why they need their library and how they use it. There is already a lot of nice posting from people around the state and it would be even nice to have your patrons represented here if they aren't already. You can view the site at this address:

<http://masslibraries.tumblr.com/>

Your patrons can post to it from a link right on the site. The direct link is here:

<http://masslibraries.tumblr.com/submit>

Managing e-Resources and Mobile Services

At the Dartmouth Public Libraries, more and more of our patron services are in electronic format – whether it be offerings through SAILS such as Overdrive or our own subscriptions to eBooks from Freading, music downloads from Freegal, magazines in digital format from Zinio or online continuing education from Universal Class and ePrep. In order to feature these services more clearly, we have redesigned our library website to reflect this trend. Some examples of changes to the website include:

- A new navigation tab on the main site called e-Resources which gathers together content related to free downloads, online databases such as Mango Foreign Languages and much more http://www.dartmouthpubliclibraries.org/?page_id=3700.
- A page on the website dedicated to mobile library services and apps intended to reflect how often people use these services on a mobile device instead of a desktop or laptop computer http://www.dartmouthpubliclibraries.org/?page_id=3708.
- PDF attachments of our print handouts available at the library which explain how to download various materials in Overdrive and Freading. These handouts include graphics using the free screen capturing software “Greenshot” http://www.dartmouthpubliclibraries.org/?page_id=3643.
- Our WordPress website theme displays a different layout of the site automatically on mobile devices.

We also offer a popular "Wired Wednesdays" eReader drop-in support every Wednesday afternoon, having already offered a couple of well-attended programs where staff from Best Buy and Barnes & Noble joined us to inform people about different eReaders.

-Sharani Robins

Patron Quote:

"I was very happy with the help I received at the library in downloading an audiobook to my iPhone so that I could play it while traveling." -Felicity Forbes Hoyt

Processing Fees

Libraries in SAILS have the option of automatically applying a processing fee to the bill for items set to lost. Whether or not to charge a processing fee and the amount of the fee can be determined by each library. This processing fee is applied based on the circulating library not the owning library.



For example, Library A charges a \$2 processing fee but Library B has no processing fee. If an item owned by Library A is checked out at Library B and later set to lost the system will not apply a processing fee. Network policy does not require that each library manually apply a processing fee for lost items if their library doesn't normally charge a processing fee.

If your library collects a processing fee do not expect to receive that fee if another library sends you a payment for a lost item.

Out-of-State patrons – Public Libraries

Please remember that SAILS has a policy that out of state patrons who wish to obtain a card that provides them full access to all SAILS members. They must pay a fee. The minimum fee is set by the network and is currently \$55. This fee is issued per family, not each individual in the family. The patron profile to use is NOMASS. The card is valid for one year from date of issue. If your library wishes to issue a restricted card that does not charge the patron but also limits the user to your library's collection only, you must use the patron profile specific to your library. Libraries may choose to offer patrons the option of either having a full service card for a fee or a restricted card at no cost or reduced cost. Listed below are the patron profiles that have been set up to accommodate the restricted card. If your library is not listed you should use NOMASS for out of state patrons. Your library may also set a policy not to issue cards to any out of state patron. The exceptions to this policy are out of state residents who 1.) Own property in Massachusetts 2.) Attend school in Massachusetts 3.) Work in Massachusetts. This policy was developed and adopted by the members of SAILS and we ask everyone to comply with it.

Name	Description	Name	Description	Name	Description
ACUNOMASS	Acushnet No Mass	MARNOMASS	Marion No Mass	SOMNOMASS	Somerset No Mass
DASNOMASS	Dartmouth No Mass	MIDNOMASS	Middleboro No Mass	SWANOMASS	Swansea No Mass
DIGNOMASS	Dighton No Mass	NANOMASS	North Attleboro No Mass	TAUNOMASSIN	Taunton No Mass Internet Access
FHVNOMASS	Fairhaven No Mass	PEMNOMASS	Pembroke No Mass	TAUNOMASS	Taunton PL No Mass
FRMNOMASS	Fall River No Mass	PLYNOMASS	Plympton No Mass	WARNOMASS	Wareham No Mass
FRMTEMP	Fall River Temporary Card	REHNOMASS	Rehoboth No Mass	WESNOMASS	Westport No Mass
HALNOMASS	Halifax No Mass	SKNOMASS	Out of State	WESSRNOMASS	Westport SR No Fine No Mass

Notification Project Feedback

We wanted to share this message regarding the notification project from the Library Director at Somerset, Bonnie Mendes.

“I just received my quarterly reports from the Town Accountant and I was able to calculate our telephone bill savings since using Voice notification. We have saved 58.6% in our Verizon bill over last year (of course this does not include the staff time savings). Thought I would share!” -Bonnie

We'd love to hear of any benefits other members of the network have experienced since we started the SVA service!

Overdrive comes to the NOOK and Kindle App Stores!

OverDrive Media Console gives users of NOOK HD, NOOK HD+, NOOK Tablet and NOOK Color wireless access to eBooks and MP3 audiobooks from OverDrive-powered libraries and schools.

Borrowing eBooks and audiobooks from the library just got a whole lot easier for users of the NOOK HD, NOOK HD+, NOOK Tablet™ and NOOK Color™. Last week, Barnes & Noble added the OverDrive Media Console app to the NOOK Apps™ storefront. This NOOK app enables users to wirelessly borrow eBooks and MP3 audiobooks from the library.

All NOOK devices—including NOOK 1st Edition, NOOK Simple Touch and NOOK Simple Touch with GlowLight—have always enabled users to read eBooks borrowed from libraries and schools, but the process required sideloading the files from a computer using Adobe Digital Editions and a USB cable. Now users of NOOK HD, NOOK HD+, NOOK Tablet and NOOK Color can borrow eBooks and audiobooks wirelessly using the OverDrive app.

Users can visit the [NOOK Apps](#) storefront to install the free OverDrive Media Console app. The app enables users to locate a library or school nearby, browse or search their eBook and MP3 audiobook collection and, after entering a valid library card or school ID, check out and download the title for a lending period of one to three weeks (depending on the library or school's policies). At the end of the lending period, the title simply expires.

The version of OMC available in the NOOK Apps storefront is OMC for Android v2.5, so any instructions found on library help pages related to OMC for Android will apply to the NOOK app. While the app is free, users will need a valid NOOK account in order to download the app.

The OverDrive Media Console app is now available in the Amazon App Store for Android as well. This makes it easier for users of the Kindle Fire to access eBooks from OverDrive-powered libraries.

Earlier this week, we released new versions of the OverDrive Media Console apps for Android and iOS (iPhone/ iPad/ iPod touch). For the first time, OMC is available to Kindle Fire users in the Amazon App Store for Android, making it easier to access eBooks and audiobooks from OverDrive-powered libraries. (Previously, Kindle Fire users could side-load the OMC app.)

With OMC v2.6, we've further refined the browsing experience. Users can now browse their library's digital collection from within the application—no need to launch a separate browser window.

Other key updates:

- Redesigned audiobook player

- Support for iPhone 5 (OMC for iOS)

- Support for ActionBar (OMC for Android (Honeycomb and newer))

- Share what you're reading on Goodreads (as well as Facebook, Twitter and via email)

OMC v2.6 employs Google Analytics to compile anonymous usage data, which will help us as we develop future versions of the app. Please note, OMC does not collect personally identifiable information, and the app enables users to opt out of sending anonymous usage data.

The system requirements have not changed: Android v2.1 (or newer); iOS v4.2 (or newer).

If you already have OMC installed, you'll see an "update" prompt the next time you open the app.

Pew Research Study

There was an interesting article recently put out by the Pew Research Center on Younger Americans' Reading and Library Habits. One of the interests of the Pew Research Center's Internet & American Life Project is to look specifically at younger readers. The age group of 16 to 29 has been identified as especially important both for libraries and the publishing industry. This age group was identified in their December 2011 national survey as being more likely than older adults to do reading of any kind.

Some of the findings from the report are:

- 83% of American's 16 to 29 have reported to have read a book in the past year
- Young Americans who read ebooks are 41% more likely to read an ebook on a mobile phone and 51% more like to read on a computer
- 47% of Young Americans read econtent such as books, magazines, or newspapers
- 60% of Young Americans have used the library in the past year
- Many of these young readers do not know they can borrow econtent from their library

The study also discovered three distinct age clusters:

- High schoolers ages 16 to 17
- College –aged young adults ages 18-24
- Early-career adults ages 25-29

They have also found that these econtent readers attribute the availability of econtent to the more time that they have spend reading. Even readers over the age of 30 that read econtent have made the same observation. Even though they have noticed an increase in reading, they also commented that they don't enjoy reading on every device available to them. The device of choice seems to be a personal preference.

The article also delves into:

- Patron habits of when they borrow as opposed to buying
- Library Use
- How ebooks have change patron habits
- Patron experience with ebook borrowing
- Non-ebooks borrowers views on econtent

You can view the full article by following the link below.

<http://libraries.pewinternet.org/2012/10/23/younger-americans-reading-and-library-habits/>

Overdrive also wrote up a nice article about this study on their blog which you can view here:

<http://overdriveblogs.com/library/2012/10/26/paper-vs-screen%E2%80%94does-it-matter-anymore/>

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>



Network Statistics

SAILS Staff

Debby Conrad, Executive Director

dconrad@sailsinc.org
 (508) 946-8600 x211, AIM: DKC101652

Laurie Lessner, Asst. Director for Technology Services

llessner@sailsinc.org
 (508) 946-8600 x214, AIM: laurc1W

Jennifer Michaud, Network Cataloger

jmichaud@sailsinc.org
 (508) 946-8600 x215

Benjamin Phinney, Member Services Librarian

bphinney@sailsinc.org
 508-946-8600 x218

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: Baloo2782W

Claudette Tobin, Cataloging Associate II

claudette@sailsinc.org
 (508) 946-8600 x216

	September '12	September '11	Total FY'12
Total Intranetwork Loans	56,826	56,144	183,806
Total Items Circulated	348,655	367,290	1,181,003
Gutenberg	173	213	719
OverDrive Circulation	8,503	4,932	27,092
All Formats Circulated	414,157	390,751	1,208,814
VirtCat Items Borrowed	840	1,147	1,699
VirtCat Items Loaned	465	622	1,308
Cataloging Requests	5,757	4,336	13,025
MARC Records Added	6,970	5,662	20,769
Patrons Added	7,011	8,174	15,383
Patron placed holds	58,081	47,180	183,007
Total MARC	151,996	1,125,339	
Total Holdings	3,783,849	3,756,232	
Total Patron	467,885	464,169	
Total Uptime	99.32	99.88	

Upcoming Events

[View the full event calendar](#)

- **11/14—Board Meeting**
10 AM—12 PM, Bridgewater Public Library