

Inside this issue:

Executive Director's Report	1
SaaS & Bridge	2
Important! Envisionware IP	4
SmartPay Promotional Pricing	5
Director's Station Downtime	7
Monthly Tip	7
Contact Us Button	7
Claims Returned Alert	8
AWE Solutions	9
MLS Lyrasis Courses	10
Hachette & Mackin eBooks	10
OverDrive Media Console 3.0	11
OverDrive Training	12
OverDrive Patron Survey Results	13
Network Stats & Events	14

Executive Director's Report

The new fiscal year is well underway and a lot of changes are going to be taking place soon for SAILS and its member libraries. During the next 8 weeks the network will be moving from housing and managing our SirsiDynix servers locally to having all of our services hosted by 3rd party vendors. The network began this move when we migrated to Google email last year. In February 2013 we went live with Enterprise which is hosted and managed by SirsiDynix. During this summer we have been migrating library websites from our server to a variety of hosting solutions. This fall we are moving all Workflows and Directors Station data to a SirsiDynix facility in Atlanta. When SAILS was established in 1995 and we moved to the offices in Middleboro, our computer room was crammed with equipment. When we move to our new offices in Lakeville this October we will have 3 small Dell servers – the server that calls patrons about holds and overdues, a fileserver the SAILS staff uses, and a backup server for the fileserver – all of which will fit in a closet.

The network membership voted to make this transition in order to stabilize our operating expenses and to allow SAILS staffers to spend their time providing direct services and training to our member libraries. After we have moved we will have fixed costs for rent for 10 years. We will have fixed costs for running the SirsiDynix system for 7 years. As a hosted site we will no longer have to budget for replacing central site servers. We are confident based on feedback we have received from other SirsiDynix sites that have made the same move that not only will we be saving money but we will be improving network stability and uptime.

Of course in order to accomplish this there will be some service interruptions as we move our data from Middleboro to Atlanta. SirsiDynix will provide us with a temporary solution to allow libraries to continue basic transactions during our transition. We talked to several large sites that have used this temporary solution, called “Bridge,” for circulation and it was very successful. We are happy to be able to provide our members with a better option than off-line circulation.

SAILS is offering a series of webinars for our members that describe this interim “Bridge” service. All libraries must have at least one staff member attend one of these webinars. Dates and times are posted on the network calendar:

<http://www.eventkeeper.com/code/events.cfm?curOrg=SAILS#3246700>.

In October we will be moving from Middleboro to Lakeville. Our offices will be smaller so we will be offering more off-site training. Because our new offices are right off 495 they will be more convenient than having to navigate the infamous Rte. 44 Rotary. And once this is done we can begin focusing again on new projects such as redesigning our staff website, beginning work on a new strategic plan, and starting a quarterly seminar for new supervisors and directors to introduce them to SAILS and its services.

SaaS/Bridge Migration

In September, SAILS will be migrating our servers to SirsiDynix's Software as a Service or "SaaS." The process is similar to us installing a new server. What SaaS means for us is that SAILS will no longer maintain our servers on site, but will now have SirsiDynix maintaining them at one of their facilities.

This is in conjunction and preparation for our October move to the Lakeville Office Park. While we are down, staff will use a process called "Symphony Bridge," rather than Offline Circ which we have used in the past.

Important: NO ONE may use Offline Circ during this time period.

The migration starts on September 16, 2013 when SirsiDynix will bring our entire Sirsi system down beginning at 6:30 am. We hope to be **partially up** by the time most of you report to work, using a process called "Symphony Bridge."

From September 16th through the 18th and possibly continuing on to the 19th, depending on how the migration goes, we will be using a process called "Symphony Bridge." The benefit of using this process rather than offline circ is that you will be able to open WorkFlows as usual but, **some wizards will not be available and you will not be able to override.**

Cataloging, Serials, and Acquisitions will not be available during this time.

We are offering several webinars shortly before the migration to explain Symphony Bridge and to also give staff a chance to ask questions they might have about this process. The times and registration links for this webinar are listed below. We are offering it numerous times to hopefully give as many staff members as possible a chance to participate in it. They will all cover the same material.

Every library must have at least one person attend one of these webinars.

Functionality that **will** be available during the Bridge period:

- Check in
- Check out
- Renew Items, in Workflows only
- Fine Payment including paying fines online

(Continued on page 3)

- Self-check
- Wireless authentication
- Electronic Resources authentication including Overdrive
- Delivery will run like normal
- SmartPay

Functionality that **will not** be available during the Bridge period:

- Placing holds in workflows or online
- **You will be able to process holds. Just not place new ones.**
- No notices will be sent to patrons
- Updating patron data in the Modify User Wizard
- Registering new users
- Backdating in the Discharge, Bookdrop, or any Items wizard
- Adding or updating items
- There will be **NO** Reports including the RHA and the Clean Hold Shelf report.
- Cataloging functions
- Virtual Catalog will be unavailable during this time
- My Account in Enterprise

Full functionality should be available when you come in on September 19th. We will keep you informed of the progress. Messages will be posted to patrons on the public website, Enterprise, and Facebook. If you have any question please contact support@sailsinc.org.

Webinar Session dates and registration links:

September 5 th – 10 AM	https://cc.readytalk.com/r/qg96znv0gyuk&eom
September 5 th – 1 PM	https://cc.readytalk.com/r/jq9nznpio1c2a&eom
September 9 th – 10 AM	https://cc.readytalk.com/r/2oynqewpwy8t&eom
September 9 th – 1 PM	https://cc.readytalk.com/r/w50txu6zbjg&eom
September 9 th – 3 PM	https://cc.readytalk.com/r/ki6a43fvh151&eom
September 10 th – 11 AM	https://cc.readytalk.com/r/gdekwb1v64l7&eom
September 10 th – 3 PM	https://cc.readytalk.com/r/raei3w6l9bq4&eom
September 11 th – 9:30 AM	https://cc.readytalk.com/r/4im242jjo2yx&eom
September 11 th – 1:30 PM	https://cc.readytalk.com/r/mbvesurtidlh&eom

Important! - Changing the IP Address in Envisionware



For those of you using Envisionware for pc reservation and/or print management, when we move to SirsiDynix's SaaS hosting in a couple of weeks, you may have to update the IP address in your management console. To find out, go to the management console and click on the preferences button. In the window that opens, the setting is under "Validating Authority" tab.

Check to see if it is set up to go to 96.252.75.212 for the SIP2 patron authentication. If it is, you need to wait until we're done moving to the new server, hosted by SirsiDynix. Then you'll change the IP to the one that will be assigned to our new server.

Since this will be done after the change, we're not sure if you'll need to do this on Thursday 9/19 or Friday 9/20. But what you should do is make sure there is someone at the library on these days who will know how to make the change.

Also, if you're using Envisionware as your self-check, a reminder that you can make a change now and not worry about it later. There is a file on the self check system called "ewselfcheck", that should have a line like this:

```
<entry name='Ils Server Address'>96.252.75.212</entry>
```

Change it to say:

```
<entry name='Ils Server Address'>salp.sailsinc.org</entry>
```

If you need help, Envisionware support would be happy to make the change for you or give you guidance.

SAILS is getting in touch with the following vendors to make sure they have our correct information and know about the change we'll be making:

- Overdrive
- LibraryInsight
- Plymouth Rocket
- Comprise

If you notice your self-check or Envisionware product isn't connecting after we go live on the hosted SirsiDynix server, email support@sailsinc.org so we can help.



*The Easy, Convenient Way to
Make Library Payments!*



Promotional Pricing for SmartPay: Ending 9/30/2013

The promotional pricing for the Comprise SmartPay Credit Payment portal is ending September 30, 2013. While this service will continue to be offered to SAILS public libraries, the subsidized start-up cost and 3 month free trial period offer will end this month. As of September 1, the following libraries have signed up to use the service: Attleboro Public, Dartmouth Town Libraries, Holmes Public Library (Halifax) Lakeville Public Library, Elizabeth Taber Library (Marion), Middleboro Public Library, Norfolk Public Library, Norton Public Library, Plainville Public Library, Plympton Public Library, Seekonk Public Library, and the Fiske Library (Wrentham).

Listed below are answers to commonly asked questions:

My library doesn't get to keep fine money. Why would I want to do this?

- Convenience for your patrons
- Greater accountability for the funds you are collecting
- The ability to accept donations at the library
- Long term- the ability to offer this service to your Friends of the Library if they don't have a credit card acceptance solution.

Is this a contract with SAILS or Comprise?

- Your library signs a contract with SAILS
- The contract allows you to cancel the service after 90 days
- Your library can be billed monthly, quarterly, annually, or as part of your annual assessment.

Do I need to do anything at the local library to set this up?

- This is a web-based secure portal. While you can certainly set up a payment station in the library (just an internet computer preferably by the circulation desk) this isn't required. Patrons can access this from any browser. Staff members are not involved
- SAILS will provide a link to SmartPay on your Enterprise instance.
- SAILS will provide you with a link for your webpage

(Continued on page 6)

- SAILS will provide you with a press release and promotional materials.
- SAILS will update your assumed lost notice to direct patrons to the SmartPay portal. You may also request that SAILS send out a onetime notice to patrons with outstanding obligations telling them you have a new online payment service.

How does this work?

- All the SAILS libraries share a single payment portal. Your link from your website or Enterprise will point the patrons to the portal. <https://sails.comprisesmartpay.com/scripts/smartpay/smartpay.dll?finelogin&branchid=sails>
- The patron will log in with their barcode and pin. The system displays all the fines and fees they have accrued from any of the participating libraries. They will not see fines from non-participating libraries. Fines are credited to the item library not the patron library.
- The patron selects the fines s/he wants to pay. The system totals the amount to be paid and includes the 45 cent processing fee.
- The patron completes the online transaction with their credit card information. Once they have selected pay, the transaction is processed and their account on SAILS is immediately updated to indicate that those fees have been paid.

How often will we receive funding, what types of account reports can we receive, can we receive payments split between the town, the library, and our Friends?

- SAILS issues payments to participating libraries by the 15th of each month.
- Processing or transaction fees are not deducted from the money collected – you will receive the total amount paid to the library.
- SAILS will send you a set-up sheet before the service begins asking how you want payment issued. Your library can collect fees for fines, lost book fees, damaged items, and other fees providing we set up a process to record fees for services that do not normally have a barcode attached. For each type of bill you indicate to whom the payment should be made. For instance, overdue fines go to the town, lost book fess go to the library, etc.
- You will receive a detailed breakdown each month of the fines collected. If you request we can include a complete breakdown by transaction.

The service has been in place since May and has proven to be reliable and simple to use. If you are interested in participating or have more questions please contact Debby Conrad (dconrad@sailsinc.org) or 508-946-8600 ext. 211.

Director's Station Downtime

In conjunction with our migration to SaaS, our Director's Station server will also be migrated into SirsiDynix's cloud. The completion of the Symphony migration takes precedent and will come first. Director's Station will be offline at the beginning of the Workflows migration on the 16th of September as well. We do not have a firm date when we will regain access to it. We will notify everyone when it can be used again.

Thank you for your patience during this SaaS migration process.

Monthly Tip! - Where did the Best Sellers Lists Go?

Don't know how to get to the New York Times best sellers? You can find the list, along with others, on the Enterprise home page. In the middle of the home page is a box with scrolling cover jackets. Near the top of this window is a drop-down list with the different best seller lists. Here is a link that shows a picture of where this is located:

http://sails.ent.sirsi.net/client/help/user-help_en_US/user-help-1-1.htm

How about the Recommended Reading & Awards lists. Where are they now?

As for the other recommended reading lists, you can use this trick. Do an "everything" search for the award you're looking for. For example, the Edgar Award.

Once you click on a title to get all the detailed information, you'll notice the librarything content on the right. If you scroll down, one of the added content elements are awards won by the title. If you click on one of the awards, it will link to all the other titles in the SAILS network that have also won the award.

Contact Us Button

Requests are a feature that Enterprise currently does not support. What we have added to replace this feature is a Contact Us Button at the top of every library's Enterprise page. You will notice a blue and white envelope icon. Click this and you will be redirected to a form that will email the selected library.



You will no longer need to monitor Workflows for Requests. Instead, be on the lookout for emails coming in from patrons via this new Contact Us button!

You will also see next to this button:

- A button that links to your Facebook page, if you have one
- And a button that links to advertise Bookmyne

Claims Returned Alert at Discharge

The newest release of Symphony includes a new Claimed Return alert at Discharge or Bookdrop Discharge. If your library uses Claimed Returned this could be useful.

Under Behavior in Discharge and/or Bookdrop Discharge there are two options that relate to Claimed Return.

- Check for Claims Returned Items – If this property is selected, when discharging an item, the program displays an alert if a user has claimed to have returned the item. The name of the user who made the claim and the date of the claim appear on the alert. You can continue discharging and have the option of opening the user record to edit it (when Allow Modify User Prompt is selected), or canceling the discharge.
- Claims Returned Alert: Allow Modify User Prompt – Adds the option to edit the user record to the Claims Returned alert. When selected, the program opens the Discharging: Modify User Wizard after completely discharging the item. This would allow the staff person to reset the number in the Claimed Returned counter under Privilege.



Inspiring every child to become a lifelong learner™



Coming Soon!

AWE Solutions Go Mobile

Early Literacy Station™ | Student Learning Center™ | AfterSchool Edge™



AWE's tablet platform features the same robust educational content, administrative functions, and reliability that you have come to expect from the leading provider of digital learning solutions for young children.

Innovative gesturing enhances the kid-friendly interface with various functions—including a virtual keyboard—to provide full engagement with the product's rich content.

Integrated with AWE's cloud-based Customer Portal for access to dashboard reports, user data, and account information.

Available with a durable protective case and warranty options.

Features a battery life of eight hours.

10.1" tablet model.



MLS Lyrasis Courses

A message from Carolyn Noah, Assistant Director of MLS:

“Hello, Colleagues,

We're pleased that this member benefit has been extended for another year!

The staff of any MLS member library is eligible to take LYRASIS courses at the LYRASIS member rate.

Every month, there are free webinars in which you can participate. One offer on September 9 is "Going Digital." "Representing Reference" is on September 17.

See course listings here:

<http://www.lyrasis.org/Pages/Events.aspx>

Read about registration here:

<http://www.masslibsystem.org/mls-lyrasis-courses/>

Happy learning!”

Hachette and Mackin Partner to Distribute eBooks

From the School Library Journal, posted by the Digital Shift on August 12, 2013

<http://www.thedigitalshift.com/2013/08/k-12/hachette-mackin-partner-to-distribute-ebooks/>

“[Mackin Educational Resources](#), national distributor of PreK–12 books, ebooks and digital resources, has announced a new partnership with Hachette Book Group (HBG), beginning this month. As part of the deal, HBG’s entire catalog of more than 6,000 eBooks will be available to Mackin customers, on and offline, through their school’s exclusive MackinVIA platform.

‘The inclusion of HBG’s titles adds a significant boost to the quality and quantity of titles MackinVIA serves,’ says Randal Heise, Mackin’s president and co-owner. ‘With more and more publishers of HBG’s caliber coming on board, we have become the clear choice in a school’s decision on where they acquire their digital and printed content.’

Mackin’s proprietary digital resource management system, MackinVIA, aims to provide students and educators with simple and convenient access to the entire collection of eBooks, databases, audio books and video content a school has acquired.

All of the eBooks and digital content within the MackinVIA platform can be accessed through a variety of exclusive apps made for all devices including the iPad, iPhone, iPod Touch, Android phones and tablets, Nook, Kindle, and Mac and PC desktop computers.”

For more articles from the digital shift visit: <http://www.thedigitalshift.com/>

OverDrive Media Console 3.0 is Here!

What's New? OMC v3.0 has been completely redesigned with a focus on making the user experience more intuitive. The Next Generation of OMC features:

- **A redesigned user interface** with an all-new look, streamlined navigation and a one-stop reorganized menu. App functions are just a swipe and tap away.
- **Users can sync bookmarks and reading progress** across multiple devices using a free, opt-in registration service called OverDrive One.
- **Variable speed playback for iOS.** Audiobook users' most requested feature.
- **First run tutorial screens.** The app now prompts first-time users to add libraries and get books.
- **System Requirements:** OMC v3.0 for Android users requires Android OS v4.0 (or newer). OMC for Android v2.6.5 will remain available for download. OMC for iOS requires iOS 6 (or newer).

Launch Support: To help promote the new release, OverDrive has created several resources to educate library staff and get the word out to end users.

- **Staff Training:** A recording of the OMC v3.0 staff training is available on-demand at our [Learning Center](#).
- **OMC v3.0 Graphic:** A promotional graphic has been added to your digital library website. The graphic links to the updated app.
- **OverDrive Help:** OverDrive Help articles and videos have been updated with the new OMC v3.0 experience.
- **Marketing kit:** In the [OverDrive Media Console v3.0 marketing kit](#), we've created an email template that you can use to notify end users and/or include as an article in your upcoming library newsletter. You'll also find sample Facebook posts and tweets to spread the word quickly and easily.

We hope you enjoy the new experience. If you have any questions or need more information, please contact Support via the [Support tab](#) in [OverDrive Marketplace](#).

Regards,

OverDrive's Library
Partner Services



Free OverDrive Training!

This is your personal invitation to join OverDrive for our fall training program, [Next Generation Basics](#) — four free hot topic webinars (8 sessions total), open to all library and school staff who are current customers.

Library and school staff who have not completed OverDrive training within the last 6 months are highly encouraged to attend. Almost every aspect of our service has been upgraded since this time last year.

Who: Library & school staff

What: [Next Generation Basics](#) (free live webinars)

When: September 3 - 27, 2013

Where: From your computer (or [iPad](#)) with speakers or headphones

How: [Register today](#) at our Learning Center. Please SAVE your confirmation email -- you'll need this in order to test your computer for ReadyTalk compatibility and join the webinar.

[Register now](#) for one or more live courses

- **Marketplace: Made to Order.** We'll demonstrate Next Generation purchasing tools from OverDrive Marketplace.
- **WE are the Next Generation.** Join OverDrive's CEO Steve Potash as he shares his vision for partnering with libraries and schools to serve the next generation of readers.
- **From Browse to Borrow.** Take a voyage of digital discovery and learn how to help users make the most of your digital library website.
- **Take the User Assistance Challenge.** Put your troubleshooting skills to the test in an interactive session on user assistance.

New for 2013

- **Super User certificate.** Participants who attend all four courses and complete a short quiz with a passing grade of 90% or higher will receive a Super User certificate.

Plus, valuable prizes

- Listen to our September [Collection Highlights](#) podcast (15 minutes) for a chance to win a \$500 OverDrive collection credit for your library.
- Attend any of the above courses, live or recorded, for entry into our weekly device raffles.
- Complete all requirements for a Super User certificate and earn a chance to win our grand prize, [OverDrive Media Station](#) .

Unable to attend? New session recordings will be posted to our [Learning Center](#) each Friday during September. Space is limited, so [reserve your seat now](#). We look forward to a month filled with fun, learning, and discovery as we leap together into Next Generation Basics.

Regards, OverDrive's Training Team

OverDrive

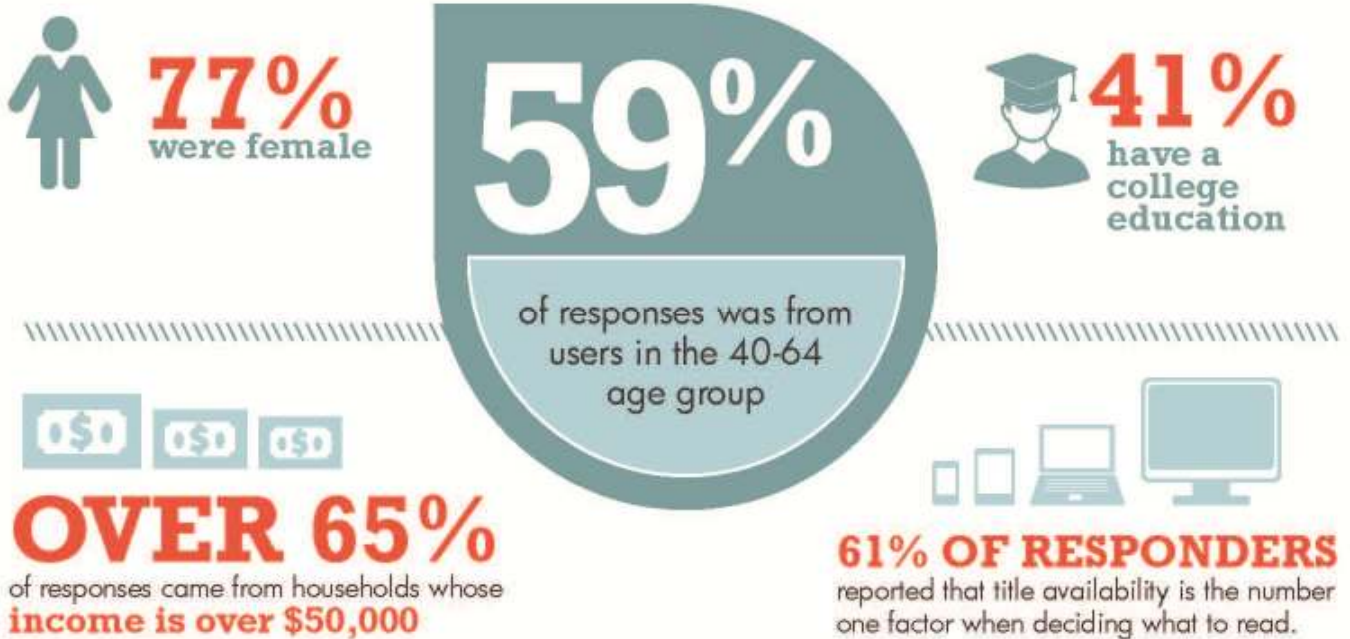
END USER

SPRING 13

SURVEY RESULTS

Earlier this year, OverDrive surveyed 70,000 end users around the world to learn how they interact with their library's digital collection. This survey offers insight into who eBook users are and how they are using digital titles. At Digipalooza, OverDrive shared the survey results and we're excited to share them with those who couldn't attend Digipalooza.

Here are some key data points that we learned:



53% OF USERS said that, when browsing for digital books, they start at the library's OverDrive-powered site



62% STATED that, when on the digital collection, they use the search to find specific titles to borrow.

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

Ginny Berube, Bookkeeper

gberube@sailsinc.org
 (508) 946-8600 x210

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

	July '14	July '13	Total FY'14
Total Intranetwork Loans	85,021	61,311	85,021
Total Items Circulated	426,201	424,537	426,201
Gutenberg	104	213	104
OverDrive Circulation	12,840	9,340	12,840
All Formats Circulated	439,145	434,090	439,145
VirtCat Items Borrowed	859	349	859
VirtCat Items Loaned	490	565	490
Cataloging Requests	4,078	2,942	4,078
MARC Records Added	3,631	8,290	3,631
Patrons Added	4,138	3,231	4,138
Patron placed holds	62,639	64,355	62,639
Total MARC	1,188,130	1,144,757	
Total Holdings	3,830,530	3,767,738	
Total Patron	468,359	470,912	
Total Uptime	n/a	99.93	

Upcoming Events

[View the full event calendar](#)

- **9/12—Adding Records using the Java Client (Full)**
9 AM—11:30 AM, SAILS Meeting Room
- **9/16—9/19—SaaS Migration**
- **9/18—Budget Committee Meeting**
9 AM—10 AM, Mansfield Public Library
- **9/18—Board Meeting**
10 AM—12 PM, Mansfield Public Library