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SAILS Network News

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SAILS Membership Meeting
Wednesday, 8/19
10 AM - 12 PM
Norfolk Public Library

SAILS Board Meeting
Wednesday, 9/16
10 AM - 12 PM
SAILS Meeting Room

News from the August Membership Meeting

Overdrive: SAILS has added a Recommend to Library Feature which allows patrons to recommend titles available through Overdrive for purchase. These recommendations will be reviewed by the Overdrive Advisory committee and will be purchased if the recommendations meet network collection guidelines. In September SAILS will be updating the existing Blackstone Audiobook Always Available collection and will be adding an Always Available audiobook collection from Tantor. These titles have no limits on the number of users that can use a title at one time. SAILS will be launching a promotional campaign coming just before the holidays to help libraries promote the collection.

BlueCloud Commerce: By the end of August every library will be active. Fines and lost books from any SAILS Library can be paid for via credit card. Reminder - no staff shall touch a patron's credit card. Patrons must do this on their own from any computer with internet access.

Commonwealth Catalog: UMASS Amherst began lending on August 18 - reminder their default replacement fee is $200 for any item lost by your patrons or in delivery from/to the lending library. UMASS Boston will be next. MVLC, CW/MARS and NOBLE will all be starting in early fall.

Commonwealth eBook Collection: New AXIS 360 app will not require Blio to read the books, but it is not available yet. MLS is conducting two training sessions on the Commonwealth Ebook Collection at the SAILS headquarters on September 10.

Legislative issues: Please continue to remind your legislators how important libraries are to your community. Line item 9506 which provides funding to Small Libraries and SAILS was cut in this year's
budget which will force SAILS to increase the amount libraries pay towards membership.

Coming soon: Lexile searches (searching by Accelerated reading level), a depository of library programming ideas/documentation on the SAILS staff site, and Workflows release 3.5.1 with bug fixes. This will only require staff to update the client.

Credit Card Payments for Public Libraries

As of September 1 public library patrons will be able to pay any fine or bill by logging into any public library Enterprise portal. The ability to pay a fine with credit card appears under the MY ACCOUNT - FINES tab. Patrons may pay for any outstanding bill using this service.

SAILS reimburses the billing library for all fines and fees with the exception of lost or damaged materials in which case the owning library is reimbursed. At the time the patron submits payment their record in Workflows is cleared and the payment is recorded. All credit card payments made in Enterprise have a payment type that begins BC-XXXX and those payments can be viewed in the Display User Wizard - Bills - Paid Bills. There is a 50 cent processing fee assessed per payment which covers the credit card charges that are incurred. This processing fee does not appear in Workflows.

SAILS receives an email every time a payment is submitted. The notices are reconciled every morning with a system generated report to ensure patron records have been properly updated. Libraries receive a detailed breakdown of payments once a month. The breakdown is in Excel format and is printed and sent via delivery. Payments to the library are made at the end of each

Circulation Roundtable
Thursday, 9/17
10 AM - 12 PM
Mattapoisett Public Library

Circulation Roundtable
Tuesday, 9/22
10 AM - 12 PM
Mattapoisett Public Library

Beginning Cataloging Training - view full events calendar to register
Tuesday, 9/29
9 AM - 11:30 PM
SAILS Training Room

Full event calendar

Network Stats

July 2015
Total Intranetwork Loans: 70,605
Total Items Circulated: 367,590
Gutenberg: 165
OverDrive Circ: 18,846
Tumblebooks Circ: 1,704
All Formats Circ: 388,305
CommCat Items Borrowed: 895
CommCat Items Loaned: 172
Cataloging Requests: 4,314
MARC Records Added: 3,688
Patrons Added: 3,180
Patron placed holds: 55,990
Total MARC: 1,128,922
Total Holdings: 3,535,414
Total Patron: 461,558

SAILS Staff

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month for the prior month. In the event that a public library patron is paying for a lost item belonging to an academic or K-12 member a check will be sent to that institution based on the information currently posted on the network website: http://www.sailsinc.org/circ/lostpayment.pdf

Students, cadets, and faculty will not be able to pay for fees using this service.

This service is only available once a patron has logged into a public library's Enterprise profile. Payments may be submitted on any Internet computer either in the library or at home. Library staff members are not to enter credit card information into the payment portal on behalf of patrons - this is strictly self-service.

Now that the service is universally available for public libraries SAILS will be promoting it on the network website and we encourage libraries to do the same. If you have questions or problems you can email support@sailsinc.org for assistance.

Favorites Notices

When SAILS was using iBistro as its catalog interface patrons were able to designate specific authors and/or subjects as their "favorites." The system would generate a weekly email notice that was sent to those patrons that would list new titles that matched those favorites.

Enterprise does not support that functionality and the network has moved to using the Bookletters notifications to alert patrons to new titles but some patrons wanted to continue receiving the favorites email notices although it is impossible to edit the authors/subjects that they have selected. These notices are run every Saturday a.m. Notices are typically emailed to patrons in the early afternoon. Patrons may discontinue receiving these notices by responding to the email with the subject line NOFAVS. If a patron goes to the library you can unsubscribe them by entering NOFAVS in usercat5.

At the present time there are no plans to reintroduce that feature in Enterprise but SAILS has no plans to discontinuing running the notices as long as patrons find them useful.

FAQ - Library Calendar Wizard

In August network staff enters all the school vacation days in the library calendars for K-12 members. In October SAILS staff enter the legal and state holidays in all of the library calendars in the network. It is the responsibility of each library to enter other closed dates for the upcoming year such as Christmas Eve or other days that are not officially recognized holidays. Public libraries are responsible for changing their calendar when they switch schedules. If you are responsible for updating your library's calendar here are a few things to remember:

It takes 24 hours for a calendar change to go into effect. Base this on the longest loan period your library has - if it 28 days then you must enter the change 29 days before it should take effect. If your default loan period of 14 days then you must enter the change 15 days before it should take effect.

You do not need to enter closed dates if the library is open half day UNLESS you do not want things to fall due on that date.

If you have an unexpected closure or forgot to update your calendar email support@sailsinc.org with the correct date items should be due. You still need to update the library calendar but the network staff can do a batch change to due dates after the fact so nothing will fall due when the library is actually closed.

To correctly update your calendar you must be logged in as TECH. Once you open the library calendar wizard you should add the date and then SAVE it. Double check to make sure it has been entered.

It is very important that after updating your calendar that you EXIT from the wizard. If the wizard

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is left open other libraries cannot update their calendars and network staff are blocked from making changes to the configuration. It is impossible to unblock the calendar lock without doing a complete system halt and run which can't be done in the middle of the day.

If you are unsure of how to use the Calendar Wizard instructions are posted on the SAILS staff website.
http://www.sailsinc.org/Tips/JWFtipLibraryCalendar.pdf

SirsiDynix Compatibility with Windows 10 and Microsoft Edge

With the release of Windows 10 from Microsoft this week, SirsiDynix is currently working to ensure that all product applications and services are compatible with the OS and its new browser, Microsoft Edge. Their first priority is to certify Windows 10 for all of their products

SirsiDynix recommends that sites not upgrade their staff workstations to Windows 10 until it has been certified.

SAILS has loaded a computer with Windows 10 and is testing compabilitiy with various products including the VPN Client, Deep Freeze and Symantec.

As with SirsiDynix, SAILS recommends that library do not upgrade or purchase Windows 10 workstations until we have verified that it works with our standard software packages.

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read an ebook day

From Overdrive:
We are excited to share that OverDrive will once again be celebrating Read an eBook Day on September 18th. This year we're giving away four separate content credits of $2,500 to libraries who are celebrating Read an eBook Day. Simply mention OverDrive in a social media post using the hashtag #eBookLove to share how your library is celebrating. Throughout the day, OverDrive will randomly select four libraries as winners. [Contest limited to Library Advantage participants]

The purpose of Read an eBook Day is to celebrate digital reading as a great way to connect readers with their libraries and authors they love. Given that September is Library Card Sign-up Month, we think Read an eBook Day is the perfect time to introduce all your new users to your digital collection! Libraries and users alike are encouraged to share what they're reading, how they are celebrating on social media and join the #eBookLove conversation. You can also send users to **readanebookday.com** for reading recommendations based on their favorite genres.

To help spread the word and get your community excited about your digital library we have three quick promotional ideas for you to use:

Issue a press release to your local news outlets. We've created a template you can **download here**.
Put a link to your digital collection (http://sails.lib.overdrive.com) prominently on your library website (We have provided 3 graphics you can use **here**, **here** and **here)**.
Use these marketing materials to promote both inside and outside your community
Flyer
¼ sheet "I'm reading an eBook on Read an eBook Day" pledges
"I Love eBooks from my Library!" Stickers
Hope that you will join us in celebrating digital reading and help bring new users to your library!

Best,
OverDrive Partner Services
Official rules can be downloaded here.

Enterprise Access to Gale Databases

Some of you may have noticed when we changed Enterprise to use a secure connnection (SSL), the page for "All Tools" or "Homework Help" stopped working. On that page was the customized website from the MBLC to the databases. We displayed the page within Enterprise so patrons wouldn't think they were leaving our site. It made for a nice, simple interface. After moving to SSL we found the Gale page wouldn't display on most browsers because of the browser's security settings. We don't want to make patrons change their browser's security settings, so instead we put in a link to the Gale site.

Search Interface Update to CommCat

Monday, August 31st, Autographics is updating the ShareIT system, which is the software used by the Commonwealth Catalog. These are the changes.

Search Summary

We have made a screen modification to make better use of space on the Results screen. As you can see in the screen below, we moved the *Results Summary*, *Total Results Number*, and *Progress Bar* ("barber pole") to display in the left column just above the filtered terms. With this improvement, the user can see his/her search terms and the filters that have been applied, at a glance.

Smarter "Breadcrumb" Navigation

Breadcrumbs or a breadcrumb trail is a navigation aid that allows users to keep track of their place within the results set. With the addition of smarter facets, we determined the need for better breadcrumb navigation and the ability to manipulate the facets more easily. We have changed how breadcrumbs display so that the user can now more easily navigate, add and delete facets.

In the example below, the original search was "*john grisham,"* and the decision was to filter with the two facets shown (A time to kill and Large Print). Note that each of the facets chosen has a small X after it. If the user clicks on the X, the facet is removed and the totals shown on the facet list are updated. A "Clear All" option is available to remove all filters and reset to the original search results in one step.

You can see an example of this new breadcrumb navigation below:

Efficiency Improvements in OPAC Results

We have heard several comments that the control of the number of records returned as a search result should be controlled at the user level and not at the system level. Therefore, we are changing the default number of records shown on the results screen to twenty. The option to select a different 'number of records per page' has been removed from the results screen.

A-G reviewed all of the current library UX Admin settings before deciding to make this change; our analysis showed that the vast majority of our SHAREit libraries are actually already using the 20 results per page, so most of your libraries will not see any big difference.

SHAREit - 17391 total libraries	
20 results per page	17,036 libraries
30 results per page	85
40 results per page	5
50 results per page	255

We realize that some staff and patrons may like to, or need to, work with larger sets and want the flexibility to change the number of records per screen. This is a good idea and in an upcoming release, we will add a user preference to set that in My Account / My Preferences.

Reminder - holds on CommCat items

If you have a patron or are a staff member who would like to place a hold on a title that comes in through CommCat, do not place the item on hold but place a new request in CommCat. After you return the item through CommCat, you can contact the owning library and ask if they'll be able to complete the request, then fill the new one, so it doesn't have to physically be shipped back. This way you are still using the CommCat system to manage the requesting.

Items that are borrowed from other networks are are shadowed, but the item itself is holdable so we can place them on hold in our system for the patron. Please contact support@sailsinc.org if you have any questions.