

ComCat

Current Status :MVLC, CW/MARS, MBLN, and NOBLE are all live on ComCat.

ComCat Tip - If you received an item in the delivery from ComCat and the request was cancelled before you had a chance to receive it in ComCat, it will have the status of "Cancel Shipped Request". If you have any requests with this status, you should set them to a status of "Returned" then send them back through delivery. This is the only way the owning library can "Complete" the request.

Save the Date!

The MLA/MSLA Annual Legislative Day is scheduled for Tuesday, March 8, 2016, at the State House in Boston. More information to follow.



Save the Date

Please join us for the 2016 Southeastern Massachusetts Libraries Legislative Breakfast!

Friday, January 29, 2016
8:00 AM - 10:00 AM
Lakeville Public Library, 4 Precinct Street, Lakeville
(Snow Date is Friday, February 5th)

Our featured speaker is Senator Michael Rodrigues

Our mailing address is:

Legislative Breakfast Committee
c/o SAILS Library Network
10 Riverside Drive, Suite 102
Lakeville, MA 02347
email: legbreakfast@sailsinc.org

Welcome Virginia!



Please join us in welcoming Virginia “Ginny” Johnson to SAILS. She will be the new library director at the East Bridgewater Public Library. Ginny comes from the Weymouth Public Library. You may already know her as the "basket lady" at the Mass. Library Assoc. annual conference! We look forward to working with Ginny and know she'll be an asset to the network.

Automated Voice Notification

SAILS has been offering its members the option of receiving an automated telephone call for hold and overdue notices for some time but it has been awhile since we reminded staff members how this service

works. There is no fee to individual libraries for this service. It is particularly useful for those patrons who don't have an email account or don't check email regularly.

Patrons who opt in for this type of notification need to have VOICE in usercat3 and the telephone number needs to be in Address 1. The SirsiDynix software calls patrons between the hours of 9 a.m. and 8 p.m. There are 8 outbound telephone lines associated with this service – 508-946-0298, 508-946-6980, 508-946-6981, 508-946-6982, 508-946-6983, 508-946-6984, 508-946-6985, 509-946-6986. The call id is SAILS. The message begins - Hello from the library. Then the message tells the patron where the item is being held or where it is overdue. For example - ***“You have one or more items overdue from the Attleboro Public Library. Please call the library at (508) 222-0157 if you have any questions.”*** In order to protect patron privacy the name of the title being held or overdue is not included in the message.

When the message is delivered it is repeated twice in case the line is picked up in mid-call. The service will leave a message on most answering machines. The system will attempt to call the patron three times. Once the message has been successfully delivered, the notice count is updated in the patron record. If the call fails then a notice is generated which will be emailed to the patron if they have an email in their record. The library will need to contact the patron directly if there is no email in their record. The failed call reports are accessed in Workflows with the RHA login to or you can request to be subscribed to received the report via email. If a patron reports not receiving calls, it is possible for SAILS staff to look at the activity log and determine if the call wasn't answered, if the call went to an answering machine, or if someone picked up the line.

Russell Memorial Library – Acushnet Public Library

On December 5 the Russell Memorial Library will be closing its doors for the last time. When it reopens on December 21st at its new location on Middle Road in Acushnet its name will be the Acushnet Public Library. You will notice that the library staff has been re-barcoding the collection to reflect the name change. The code in Workflows will stay the same. We are waiting notification from MLS that the name change should be reflected on transit slips.

The library will be closed from December 6 through December 20. Their collection will be closed for holds. Acushnet patrons will have their holds rerouted to The Millicent Library in Fairhaven.

We wish the staff in Acushnet good luck in their move and we look forward to being able to hold network meetings in their new meeting room.

Managing Damaged Items

The network has a policy that items that are too damaged for use should not be sent in delivery to fill a hold and in fact should be given an unholdable item type. Occasionally an item has some minor damage that doesn't prevent it from being used. In a case like this libraries are asked to enter a CIRCNOTE that states clearly what the damage is - for example “minor water damage”. If the item is then sent to fill

another library's hold the staff at the borrowing library will then know that the damage wasn't caused by their patron on its return.

If there is no CIRCNOTE and a borrowing library notices that something is damaged it should immediately be returned to the owning library. The Borrowing Library should place a copy specific hold using the Owing Library's Circ Patron. (Library Code plus circ) e.g. foxborocirc. When placing the hold add a hold comment that the item is damaged. Be specific. Use the "check item status" wizard to be prompted to put the item intransit to the owning library. The Owing Library should check the item out to Mending or Discard when it is received from delivery. If there is no history of the item having been damaged before, the Owing Library may request that the last patron be billed for damage.

Paying for a School's Lost Item

You may not be aware of this but the K-12 members cannot view public library patron records and therefore process payments for lost items in Workflows. If one of your patrons is paying for a lost or damaged item that belongs to one of our K-12 members have them make out the check the way it is listed on our website (<http://www.sailsinc.org/circ/lostpayment.pdf>) and record the payment on the patron's record. I realize this might result in your cash reports not balancing properly but make a note of this. You should then send the payment to the owning library.

The easiest way is to encourage your patrons to pay for these items using a credit card in Enterprise. The patron's record gets cleared and SAILS manages the payments. Your daily cash reports are not affected at all. - Debby

Wireless Access Points

In early 2015 many of the SAILS public libraries had the old Cisco Switches replaced with Juniper Gigabit switches. These new switches came with "POE" or Power Over Ethernet ports. These ports allow libraries to install a Wireless Access Point in the library with a category 5 cable and the power for the Access Point comes from the switch itself. The SAILS policy is that public Wi-Fi traffic can't go over the network's Comcast lines. The new switches can support a Virtual Local Area Network so that traffic that should go over the public lines can be routed through the SAILS switch to the library's second Internet line. This means that your library can add new Access Points at a relatively low cost and that you can take advantage of the capacity of the new SAILS switch.

This work would be done in consultation with FTG and there would be some local costs involved but if you are interested in exploring whether this might be a good solution for your library contact Debby Conrad at SAILS (dconrad@sailsinc.org)

Library Card Update Request for Overdrive

Library staff can now use our [Overdrive Card Replacement](#) form to request SAILS move Overdrive holds and account activity from an old library card to the new one. You can find the form on the right navigation on the [SAILS staff site](#).

Upcoming Events

Tuesday December 1, 2015

10:00 AM - 12:00 PM **Website Communications Skills**

Contact: Deborah Conrad 508-946-8600 x211 dconrad@sailsinc.org

This workshop will focus on ways to improve communication on websites. Topics include overall strategies, how to write for the web, what to think about when using images and how to take advantage of the technology that is par tof any website's content management system. The workshop will include time to to critique each attendee's homepage with participants contributing suggestions based on what they have just learned. Participants are limited to 6 and more than one person from a single library may attend. Workshop Presenter - Robert Levers of Levers Advertising and Design.

Location: SAILS Meeting Room

Wednesday December 9, 2015

10:00 AM - 12:00 PM **Searching for Circulation**

Contact: Laurie Lessner 508-946-8600 x214 llessner@sailsinc.org

Do you ever need to search for a title when placing a hold for a patron? Do you find what you're looking for right after they leave? Make it happen less frequently by learning to search for performing circulation tasks in WorkFlows. This is a hands-on workshop. Please bring examples of problem searches to the class.

- Find specific formats: videos, audio books, downloadables, etc.
- Setting up a search strategy
- Keyword, Browse or Exact?
- Learn to search for a specific author, title in a series, even song!
- Overview of Specialized Searches
- What is shadowed & when

Location: SAILS Meeting Room

Thursday December 10, 2015

1:00 PM - 3:00 PM **Searching for Circulation**

Contact: Laurie Lessner 508-946-8600 x214 llessner@sailsinc.org

Do you ever need to search for a title when placing a hold for a patron? Do you find what you're looking for right after they leave? Make it happen less frequently by learning to search for performing circulation tasks in WorkFlows. This is a hands-on workshop. Please bring examples of problem searches to the class.

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- Overview of Specialized Searches
- What is shadowed & when

Location: SAILS Meeting Room

Tuesday December 15, 2015

10:00 AM - 12:00 PM Website Communications Skills

Contact: Deborah Conrad 508-946-8600 x211 dconrad@sailsinc.org

This workshop will focus on ways to improve communication on websites. Topics include overall strategies, how to write for the web, what to think about when using images and how to take advantage of the technology that is par tof any website's content management system. The workshop will include time to to critique each attendee's homepage with participants contributing suggestions based on what they have just learned. Participants are limited to 6 and more than one person from a single library may attend. Workshop Presenter - Robert Levers of Levers Advertising and Design.

[Register for this workshop](#)

Location: SAILS Meeting Room

Wednesday December 16, 2015

Barcode Order

Contact: Deborah Conrad 508-946-8600 x211 dconrad@sailsinc.org

Last day to submit barcode order

Wednesday January 6, 2016

1:00 PM - 3:00 PM Searching for Circulation

Contact: Laurie Lessner 508-946-8600 x214 llessner@sailsinc.org

Do you ever need to search for a title when placing a hold for a patron? Do you find what you're looking for right after they leave? Make it happen less frequently by learning to search for performing circulation tasks in WorkFlows. This is a hands-on workshop. Please bring examples of problem searches to the class.

- Find specific formats: videos, audio books, downloadables, etc.
- Setting up a search strategy
- Keyword, Browse or Exact?
- Learn to search for a specific author, title in a series, even song!
- Overview of Specialized Searches
- What is shadowed & when

[Register for this workshop](#)

Location: SAILS Meeting Room

Thursday January 7, 2016

10:00 AM - 12:00 PM **Searching for Circulation**

Contact: Laurie Lessner 508-946-8600 x214 llessner@sailsinc.org

Do you ever need to search for a title when placing a hold for a patron? Do you find what you're looking for right after they leave? Make it happen less frequently by learning to search for performing circulation tasks in WorkFlows. This is a hands-on workshop. Please bring examples of problem searches to the class.

- Find specific formats: videos, audio books, downloadables, etc.
- Setting up a search strategy
- Keyword, Browse or Exact?
- Learn to search for a specific author, title in a series, even song!
- Overview of Specialized Searches
- What is shadowed & when

[Register for this workshop](#)

Location: SAILS Meeting Room

Wednesday January 13, 2016

10:00 AM - 12:00 PM **Cataloging Roundtable**

Contact: Kristin Slater 508-946-8600 catsupport@sailsinc.org

Location: Attleboro Public Library

Wednesday January 20, 2016

10:00 AM - 12:00 PM **Membership Meeting**

Contact: Deborah Conrad 508-946-8600 x211 dconrad@sailsinc.org

Location: SAILS Meeting Room

Thursday January 21, 2016

9:00 AM - 11:30 AM **Beginning Cataloging Training**

Contact: Jennifer Michuad 508-946-8600 x215 catsupport@sailsinc.org

Overview Provides an overview of the basic date entry procedures new staff. his workshop will only cover print materials.

This workshop is for Adding records using the Workflows Java Client

Attaching Call Number and copies records

This is a hands on workshop

[Register for this workshop](#)

Location: SAILS Meeting Room

Wednesday January 27, 2016

10:00 AM - 12:00 PM

Snow Date Cataloging Roundtable

Contact: Kristin Slater 508-946-8600 catsupport@sailsinc.org

Location: Attleboro Public Library

Thursday January 28, 2016

9:00 AM - 11:30 AM

Snow date Beginning Cataloging Training

Contact: Jennifer Michuad 508-946-8600 x215 catsupport@sailsinc.org

Overview Provides an overview of the basic date entry procedures new staff. his workshop will only cover print materials.

This workshop is for Adding records using the Workflows Java Client

Attaching Call Number and copies records

This is a hands on workshop

Location: SAILS Meeting Room

Friday January 29, 2016

8:00 AM - 10:00 AM

Legislative Breakfast

Contact: breakfast@sailsinc.org

Location: Lakeville Public Library

Network Stats

September 2015

Circulation:

Total Items Circulated: 319,643 (+8,741 from Sept.)

Gutenberg: 38

OverDrive Circ: 16,436 (-710 from Sept.)

Tumblebooks Circ: 15,188 (+7,562 from Sept.)

All Formats Circ: 351,305 (-15,579 from Sept.)

Resource Sharing:

CommCat Items Borrowed: 926 (+22 from Sept.)

CommCat Items Loaned: 263 (+26 from Sept.)

Total Intranetwork Loans: 67,675 (-2,906 from Sept.)

Patron placed holds: 50,741 (-581 from Sept.)

Overdrive holds: 7,376 (Avg. wait for a hold is 22 days)

Holdings:

Cataloging Requests: 4,839

MARC Records Added: 4,547

Overdrive Holdings: 11,911

Patrons Added: 3,063

Total MARC: 1,123,271

Total Holdings: 3,669,790

Total Patron: 465,130



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