

SAILS

Annual Circulation Users Meeting

5/10/2011

Libraries Attended:

Attleboro Public Library	New Bedford Public Library
Berkley Public Library	Norfolk Public Library
Bridgewater Public Library	North Attleboro – Richards Memorial
Bristol Community College	Norton Public Library
Carver Public Library	Pembroke Public Library
Dartmouth Libraries	Plainville Public Library
Dighton Public Library	Plympton Public Library
East Bridgewater Public Library	Rehoboth – Blanding Library
Easton – Ames Free Library	Rochester – Plumb Library
Fairhaven – Millicent Library	Somerset Public Library
Fall River Public Library	Swansea Public Library
Foxboro – Boyden Library	Taunton Public Library
Halifax – Holmes Library	Wareham Free Library
Lakeville Public Library	West Bridgewater Public Library
Mansfield Public Library	Wrentham – Fiske Library
Marion – Elizabeth Taber Library	
Middleborough Public Library	

Introductions

- New Member Services Assistant at SAILS Ben Phinney
 - will be taking on more responsibilities and you'll be seeing more communication from him

Notices

- Problem with the 3 part notices being unreadable
 - no other option with current printer
 - only other option is different notices through a laser printer
 - New notices would have to be folded, which is slightly more work
 - Current ones are very expensive
 - If the current one is not working, we need an alternative
- What do we use top-sheet for?
 - Check to see if book has already been returned
- We can do the same with the laser printed notice because it comes unfolded
- New notices would also still fit in our current notice envelope
- Not making any changes right away
 - though, cost of new printer and new notice paper is significantly cheaper
- There was a concern with this affecting the reports that libraries receive
 - SAILS can always run reports for the libraries
 - The only change would be the paper used for notices

-Unfortunately, no other Sirsi site is using this kind of paper so SAILS has to figure out the proper format of the notices, which there hasn't been enough time for

Email notices/ Library Elf

- SAILS has no control over patron's
 - wrong email addresses
 - Notices going in their SPAM folder
 - Or, patron's not reading their email
- Library Elf is free and gives numerous options for e-notices
 - email
 - text messages
 - online viewing
- Patrons can manage their accounts online, and receive real-time information
- Can attach multiple cards to the account
- The advantage of this service is it gives account summaries and is more visually appealing to the patrons
- It is reliable, but not many patrons are using it
- It adds another level of service
- It is customizable
- Plainville has made a flier to advertise the service
- It needs to be advertised to our patrons

Online Registration

- Patrons can register online
 - Temporary record is created
 - Can have up to 5 holds
 - Card expires in 3 weeks
- They have to come in to the library to change their profile to a permanent status
 - OUREG is the temp profile
- Patron picks their library, fills out online form, and then clicks register
- At library, you must Modify the User
 - Same rules apply as registering a New Patron
- Properties must be then extended
 - Properties > Privilege > Profile Modify Auto-Extend
 - Otherwise, this must be done manually
- SAILS has problems with duplicate records being created, rather than the temporary OUREG accounts being updated
- SAILS needs to know about any Overdrive holds that were placed under the OUREG profile
 - These holds won't automatically transfer when the profile is updated
- SAILS needs to be notified if a record needs to be deleted immediately—in this case, duplication.
 - A work around is to set the duplicate record to expire and it will be routinely cleaned out.

Other issues

– patron record

- Date of Birth is critical to ensure that duplicate records aren't created
 - This data is only used for identification purposes
 - Statuses of Juvenile, Adult, and Senior are not generated from the DOB data field, except for a few libraries who have arranged for this with SAILS.

-missing items

- A question was raised about missing items. One library had two missing patrons
 - Use the missing item wizard, don't check items out to a missing patron manually. This will minimize human error when processing missing items.
 - Set up your missing patron's barcode in the missing wizard property.
- If notices are undeliverable, update the patron's record to reflect that
 - Date comments to reflect which library made the comment
 - Notes are invisible to the patron
 - Don't put noemail in the email field. Delete the field (don't use backspace)

Virtual Catalog

- The current product is dead
- The State has brought in consultants to evaluate future options
- The current goal is to have a new product in 18 months
- The current product still works, but support for it could end
- Also looking into the Open Source product that Ohio is using

eBooks and eReaders

- SAILS has a Sony Reader that the libraries can use to familiarize themselves with eReaders
 - Kindles don't work on Overdrive (this is an Amazon issue, not Overdrive)
 - Supposedly, the Kindle issue will be resolved by the end of the year
 - If an eBook title is purchased, and the publisher later decides to no longer sell to libraries, there is nothing we can do to get the title
 - All of the SAILS Network shares the Overdrive collection
 - Libraries can purchase their own eBooks, but, policies need to be in place at the library to make it happen and to differentiate between network and library eBooks
 - nooks and Sonys can be purchased, loaded with titles and checked out, Kindles cannot
 - There is an MLS workshop Thursday (5/12) on eReaders
 - The patron expectation is much higher than we can currently provide with eBooks and readers
 - There is a help form on Overdrive for questions
 - It's under the Help tab
 - There is also a FAQish section for common problems
- (<https://sites.google.com/site/ebooks4libs/>)
 - And news feeds
 - Staff needs to be familiar with how eReaders work
 - Shorter loan periods are encouraged on Overdrive

Our Next Release

- SAILS doesn't know when it will happen

- We have been encountering problems with the new release
- It appears to have many bugs
- Because of these problem we have backed out of the current release
- When we do go ahead with the next release it will have
 - More right-click features
 - Fixed custom tool bar problems
- There will be Ready Talk webinars for training

Delivery – Sort to Light

- Contact Optima for delivery issues
 - Such as constantly getting items for the wrong location or branch
- If it is a SAILS Network delivery, make sure to use the preprinted slips
 - Otherwise, it could end up at the wrong library
- Sort to Light needs the barcode on the outside of the item

Scanning Library Cards on Phones

- This is going to be another expected service
- It will only work with multiline scanners (\$160)
- Even airlines are performing this service now
- The App is called Keyring

Mobile App

- We don't have one yet
- We should have one by the end of the month
- It is called BookMyne, it is from SirsiDynix
- There is an issue with correctly placing holds that we are waiting to be fixed
- It may be linked to Good Reads
- SAILS will send out info as soon as it's available

Missing In-transit Reports

- Make sure our Circ contact is correct – <http://sailsinc.org/network/contacts-circ.asp>
- Make sure someone on staff is diligent about responding to this email account
- We don't want people waiting for long periods of time for titles that aren't going to ever arrive
 - Items could end up being automatically marked missing (by SAILS) if this email isn't responded to

Calendars

- Many libraries have to change their hours for the summer
 - Go into the calendar and make the library closed for the dates that will be affected (must be logged in as your tech user)
 - Workflows > Special > Library Calendar
 - Use gadget to assign days closed
 - Add, then click ok, then save
 - Click help if there are problems

Question regarding the wording of unavailable items on iBistro

- Seems to always says available at ___ library, even if it has been checkout
- Can the language be changed to say “owned by ___ library?”
 - No
- Can the front screen show item availability?
 - Yes, if there is only one item showing as available. If there is more than one, will show just the libraries and the number available, not the location.

Question about adding more patron info to the holds form for quicker checkout

- Yes, Laurie will be adding a field for user ID

Suggestion was made about changing the language on the iBistro place hold form

- Patrons suspend hold accidentally
- Language might need to be changed for clarity

Next Year

- Possible Switch to conference call
 - It is getting harder for people to leave the library for these meetings
- Suggestion was made to hold a live meeting, then later have a phone meeting
 - Webinar could also be added and put on the web for later viewing