

Customer Service Roundtable
SAILS- April 25, 2007
10:00 – Noon

In attendance: Kate Hibbert, Attleboro; Bonnie Mendes, Somerset; Connie Preston, Acushnet; Anne Klegraeffe, Seekonk; Mary O'Connell, Bridgewater; Kathy Benvie, Pembroke; Debbie Batson, Plympton; Mary Tynan, Mansfield; Chris Dargelis, Middleboro; Any Sheperdson, Carver; Donna Ohlman, Marion, Denise Briody, Norton, Jean, Donald and Karen, Hanson; Laurie Lessner and Robert Demanche, SAILS.

Laurie explained that this meeting was an informal discussion of customer service issues and a time for questions and answers.

Laurie showed us the new Overdrive Music collection. This is funded by a grant from Eastern Bank and includes a core collection of classical and world music (200 titles). Many of these titles are in the public domain and there are fewer restrictions on the downloading of the music. Try the guided tour, found directly on the first page of the website.

Laurie also reminded us about the trial period for TumbleBooks (she demonstrated it later in the meeting). This is a wonderful program highlighting children's storybooks and classics which is very interactive. Try it and fill out the survey. (It's fun)

Instructions for signing up for email lists was demonstrated.

Virtual Cat was discussed – some issues with the program timing out were addressed. There is a users meeting on April 26th – more information will be available then.

The availability of databases provided by SEMLS were discussed as were optional electronic databases available to libraries such as Heritage Quest and Novelist. High praise for Novelist from meeting participants. Visit the Novelist support page for bookmarks, and downloads.

Questions and answers regarding Envisionware were discussed. Again high praise from those libraries represented that use the product.

Internet issues – we discussed the use of games and My Space, etc. A reminder: the Google search on iBistro can be blocked on your OPACS

Laurie demonstrated Wonderdesk as a way to contact SAILS for support
The URL is www.sailsinc.org/support/pcsupport.htm

We investigated shadowed items via WorkFlows. Just a reminder, items such as lost, missing, mending, VC and ILL titles are shadowed and will not display via iBistro.

The suspend holds option was discussed. Patrons are still confused over this option despite the fact that the wording has been changed. There is a patron survey coming up and this can be added to the questionnaire.

Patron messages. The patron must delete their messages from iBistro.

SAILS will be purging patron library card records which are expired over three years ago. Emails have been sent regarding this process.

Laurie showed us the Assignment Alert Form that can be put on your website for teachers and the patron registration form that can be used. Contact Laurie if you are interested.