

SAILS Network News

August, 2018



Membership Meeting

August's Membership Meeting will be held on the 15th, at 10:00 a.m, at the Mansfield Public Library. Berit Nelson, Chief Product Officer at SirsiDynix, will be talking about product development and the product Roadmap at SirsiDynix. The meeting is open to all Library Directors and staff who might be appropriate.

[Register Now](#)



Berit Nelson

Statewide Overdrive Project is Expanding!



SAILS patrons now have access to the CLAMS and CW/Mars Overdrive collections using their SAILS barcode and pin. This Reciprocal Borrowing Project now includes all of CLAMS, CW/Mars, Minuteman, Old Colony Library Network (OCLN) and SAILS. Merrimack Valley Library Consortium (MVLC) and North of Boston Library Exchange (NOBLE) should be joining the project soon. We do not have information about the incorporation of the Boston Public Library's collection yet.

Patrons can access these collections in several ways. If logging in from the website, the patron clicks on the links that appear on the bottom of the page (please note that the limited time language should be removed soon).

For a limited time, check out titles from [CLAMS](#), [CW MARS](#), [Minuteman Library Network](#), and [Old Colony Library Network](#) with your existing library card!

After clicking on one of the other networks, the patron will be asked to log in again. Select the SAILS Library Network, enter the barcode and pin and the patron can then borrow materials from the other collection.



English ▾



Sign in with your library card

SELECT YOUR LIBRARY FROM THE LIST BELOW:

▼

CW MARS Patrons
CLAMS, Inc. Patrons
College of Our Lady of the Elms Patrons
MassCat Library Patrons
Minuteman Library Patrons
Old Colony Library Patrons
SAILS Library Patrons
Worcester State University Patrons

OR



Sign in with OverDrive

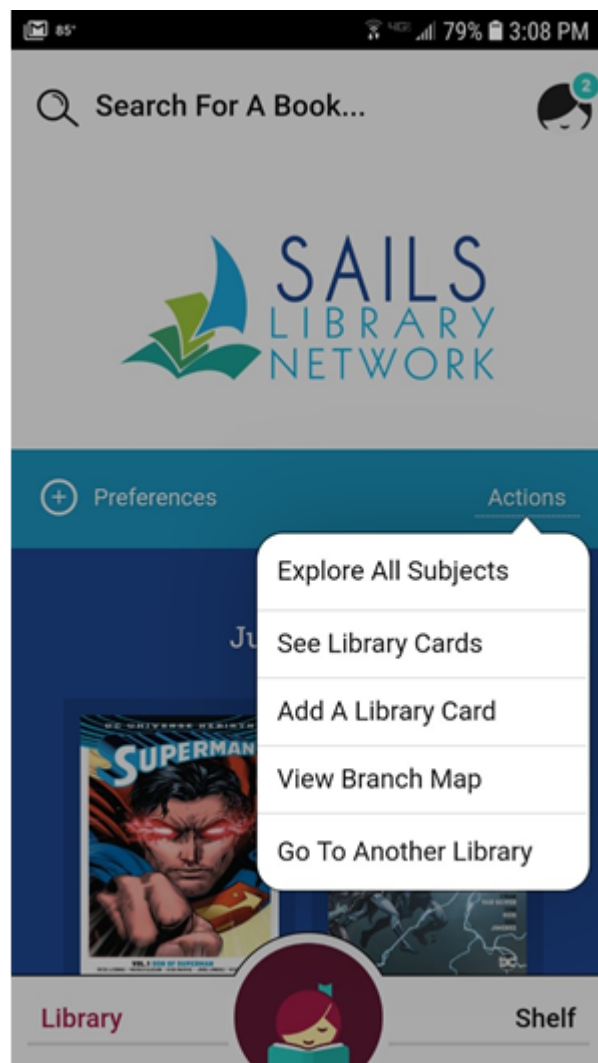


Sign in with Facebook

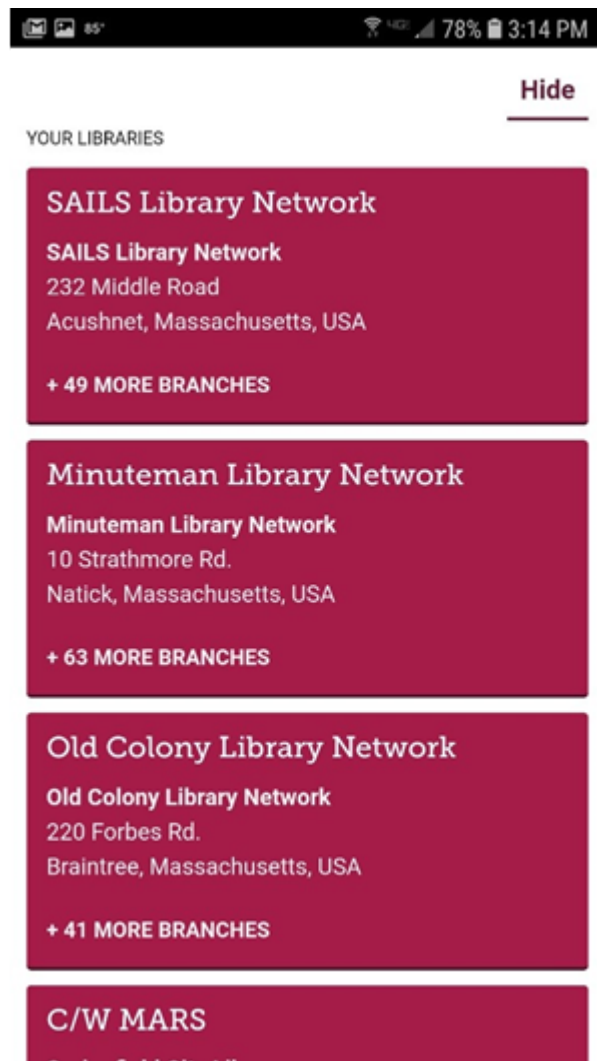
Why should I choose one of these options?

These options allow you to sign into the OverDrive app and new OverDrive websites using the same email address or Facebook account.

If the patron is using the Libby app, they can get to the other collections by clicking on Actions and selecting Go To Another Library.



The patron searches for one of the other networks, selects his/her home network, enters the barcode and pin and then can borrow items from the other network. The patron does not have to select a specific library in each network.



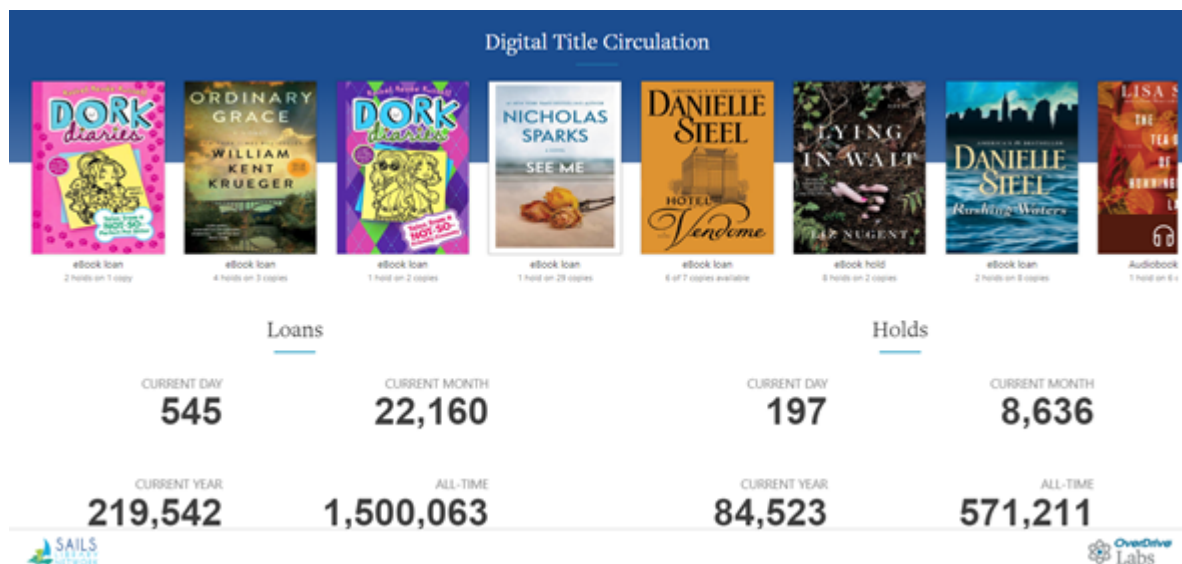
This option also works in the standard Overdrive App – Click on Add a Library, search by the network, select a library in the network and then follow the steps to log in.

The number of checkouts and holds follows the rules for each network so for example a patron could have 10 checkouts in each network and 10 holds and not have it affect the SAILS limits.

If you haven't done so already, we recommend that you try this new service so you can answer your patrons' questions. This project is eliminating the barriers that prevented patrons from accessing collections owned by other networks and is a replacement for the Commonwealth EBook Collection project (note – there will be a different platform for K-12 media centers).

Snapshot of SAILS Overdrive Usage

The Overdrive Software Development team have added a new feature to the SAILS Overdrive website that allows users (and library staff) to get an up to the second visualization of usage of the SAILS Overdrive Collection.



The link to this appears at the bottom of the SAILS Overdrive page but it can also be accessed by going directly to the link -

<https://insights.overdrive.com/dashboards/4782eb3fc20140c3a5618975471aef6f>

Circulation counts and the book carousel are updated every time an item is checked out or a hold is placed. Libraries are welcome to include a link to this anywhere they think would be useful.

Have you Gone Mobile Yet?

Earlier in July, the SAILS Mobile app was made available in the Google Play (<https://play.google.com/store/apps/details...>) and Apple (<https://itunes.apple.com/us/app/sails-mobile/id928540707...>) stores!

We've had very positive feedback and if you haven't tried it yet, please take the few minutes to download it now. You'll be able to:

- Search the SAILS' catalog: Search for items by title, author, subject, or general keyword and place holds on interesting items.
- Manage your account: Keep track of your account - view your checked-out items, holds, fines, and account information. Bill pay should be coming in September.
- Link accounts to manage your family's checkouts and holds, all in the same place.
- Have your user id/barcode automatically available to scan at checkout..
- Search by barcode: Use your device's camera to scan the barcode on a book, CD, DVD, or other item at a friend's house or bookstore and search for available copies in the SAILS' Network.

We've had almost 750 app installations. There are over 400 library staff in the network. Are you one of these app users or are they all patrons? We find the libraries who have an announcement on their websites have the most usage. Not a big surprise, but it does work! And the Seekonk Library has a number of patrons who have downloaded the app, so I asked Ben Phinney what they do to get so many patrons using it and he responded, "We've been talking it up when the opportunity arises, but nothing too organized or aggressive. We do have the promo cards at our self-checkout and circ desk so a lot of people may be grabbing them.

I've also found the cards to be easy conversation starters." Of course you have to be familiar with using the app before you can talk it up to patrons, so if you haven't already, please download it today!

It really is to your patrons' advantage to use this app because it is so much better than BookMyne, and the library information is more accurate. So please try it, use it, tell your patrons about it!



Is it time for a checkout?

Institutional memories fade and your library may have circulation rules and no one remembers why. Schedule an on site appointment and a SAILS staff member will visit your library and review your library's circulation map, report settings, item types and codes, etc. While there are some network wide policies regarding circulation, a lot of parameters are library specific and can be modified.

Just go to <https://www.sailsinc.org/training-opportunities/> and click on the option to Request Specialized Training for My Library. Select Symphony – Rules for My Library.



BLUEcloud Analytics - Run Your Own Reports!

SAILS is ready to move forward with getting library staff using BLUEcloud Analytics to run reports. We will have online training sessions available in the fall if anyone is interested in learning how to run your own weeding and collection development reports. These are the reports currently available, but if you have another need, let us know and we'll work with you. This is just to get everyone started.



Average cost per circ

Lost items with holds - your library as the pickup library

Popular DVDs - your library as the pickup library

Weeding report - based on home location

The training is done through SirsiDynix's Mentor training site and there is a very good self-paced training on how to run a report in BC Analytics. Since it is also hands on, we can have five people take the training at a time. If you're interested, please email support@sailsinc.org to let us know and we'll get you set up.

Detailed Cash Reports

The Symphony software includes the ability to run a daily, weekly or monthly detailed cash report that is output in Excel format. This report provides considerably more detail than the cash reports many libraries are using. Below is a sample of a summary sheet. In the Excel Workbook this is followed by a breakdown of transactions by workstation. This will work even if your library is not using named workstations.



Situation: When going to My Account for a specific user, patrons receive an unexpected error like:-

Unexpected Error

The system encountered an error while processing the following request:

/en_US/default/search/account

Error Summary

Render queue error in BeginRender[search/Account:personalinfo.ilswsaddress.if]: Failure reading parameter 'test' of component search/Account:personalinfo.ilswsaddress.if: org.apache.tapestry5.ioc.internal.util.TapestryException

SOLUTION: This can happen if a user record is deleted, and the barcode is re-used for a different user record (possible for the same physical person). Contact SAILS with the barcode/pin of the user with the error and we can have SirsiDynix delete the old entry out of the enterprise database.

Example: The patron loses or misplaces their card and their patron account is updated with a new barcode. The patron then finds the old card and the original barcode is put back into their record.

Executive Director Search Committee Update

The search committee is happy to announce we have three candidates who will be interviewed in August for the position of Executive Director. The committee is also going to be asking library staff for questions to ask the final two candidates at a forum to be held on September 5th at the Bridgewater Public Library. More details will be coming soon!

Good Luck!

Good Luck to Michael Carlozzi and Ginny Johnson



The SAILS Library Network extends best wishes to Michael Carlozzi, director of the Wareham Free Library, and Ginny Johnson, Director of the East Bridgewater Public Library as they are both leaving the network for new positions. Michael has been appointed director of the East Providence Public Library and Ginny has been appointed director of the Hanover Public Library. Both directors were valuable members of SAILS and will be missed. Kathy Murphy will be serving as Interim in Wareham and Janice Allman has been appointed Interim in East Bridgewater.

Network Stats

Circulation:

Total Items Circulated: 279,435
Items Loaned between SAILS
Libraries: 58,201

OverDrive Circulation:

Ebook: 20,692
Audio Book: 9,201
Video: 75

Database Size:

Titles: 1,347,761
Items: 4,770,428
Total Patrons: 463,312



SAILS

10 Riverside Dr.
Lakeville, Massachusetts 02347
508-946-8600

www.sailsinc.org