

SAILS Network News

April, 2019



Symphony Workflows - 3.6 Installing April 2nd

April 2nd, we'll be installing the newest version of Symphony Workflows. There is one enhancement that should make everyone's lives easier. It's the "Manage Hold Shelf wizard". The Manage Hold Shelf wizard will be added to the Circulation toolbar. This wizard is used to view and process holds currently on the hold shelf.

Here is a video you can watch that shows how it works:

<https://vimeo.com/315746491/c355f04e5e>

Document on how to use the Hold Shelf Wizard

- <https://docs.google.com/document/d/14Wfu6ond35FGfB1fk2SFW5ezbK5GVMBP7BmA0aHP9w/edit?usp=sharing>

Installing the new version will work as it has in the past. You will need to have administrative access to your computer, so if you're in a school or your library is not allowed to install software without IT support, be sure to keep them in the loop that this is coming.

Installation Instructions - for upgrading and installing Workflows for the first time:

<https://drive.google.com/a/sailsinc.org/file/d/1KbwEaagsjrAi1XfdfsWiPNpz961EKUusg/edit?usp=sharing>

libraryAware™

Want an easy way to promote
your library's programs and collection?

The answer is LibraryAware, provided to you by
SAILS Library Network

LibraryAware is an incredible online program for creating flyers, bookmarks, book lists, signage and much more. **It was made specifically for libraries to make your job easier and save you time.** With our new "drag and drop" style editor and fresh designs, you'll be amazed at what you can create without being a designer!

And of course as you get ready for Summer Reading there are fabulous templates and we have downloaded the images from your collaborative for you to use.

Even if it's easy, I'm really busy!!

Don't have time to get creative?

We have dozens of items that are ready-to-go [like this sign](#) to let patrons know you're closed on Labor Day. Just choose a closing sign, book display sign or other item, save and print! You can also easily create event flyers, book flyers and bookmarks.

Want to learn more?



Pam Jaskot
LibraryAware Trainer

Join me for a live informational webinar

Tuesday, April 9 at 10am

or

Thursday, April 11 at 2pm

[Click here to join the session.](#)



It's coming to town - Framingham, that is!

We invite you to join us for the annual conference featuring:

- **Three full days** of engaging keynote sessions and workshops
- An exhibit hall on Monday and Tuesday boasting a wide variety of service providers you'll want to meet
- After-hours events to connect with peers and colleagues
- **New for 2019!** *Your registration now includes lunch!*

We look forward to seeing you there!

REGISTER >



Sheraton Hotel and Conference Center
1657 Worcester Road
Framingham, MA 01701

Book your room today to obtain the special conference rate [here!](#)
Note: Special rate is valid until April 19

SAILS Support Tips



Providing libraries with the support they need with a quick turnaround time is a goal for everyone who works in the SAILS office. Here are some tips for submitting support requests that will help us help you to the best of our ability.

- Please send all questions to support@sailsinc.org, catsupport@sailsinc.org, or pcsupport@sailsinc.org. If in doubt about which email address to use, go with the main support@sailsinc.org email. Contacting a SAILS staff person directly could result in a delayed response if they are on vacation or in a meeting. Multiple people are monitoring the generic support email addresses from 8:00 a.m. to 4:30 p.m. Monday through Friday, guaranteeing that you will get a quick response.
- Please let us know which library you are with, especially if this information is not in your email signature. With new staff in the office, we may not always know where you are from.
- Use reply-all when responding to our follow-up questions. A reply-all helps all of our support staff follow the case, allowing somebody else to jump in if it is required.
- Never hesitate to contact us with your questions. Everyone working in the SAILS office does so because they love helping libraries. We're always happy to get your questions and help you solve a problem!

According to the SAILS Guaranteed Service Levels, all service requests will be acknowledged within two business hours of receipt and filled within 24 hours of receipt. If you do not hear back from us in a timely manner, please let us know.

Circulation Tip: Missing in Transit Reminder

After finding those missing in transit items on your library's shelves, don't forget to discharge the item before placing it in your delivery bin. The discharge will update the transit date, which will remove it from the owning library's report.

Creativebug Trial



Creativebug is a new electronic resource from JOANN Fabric and Craft Stores with content focusing on Arts and Crafts.

A free two week trial is available to allow library staff to take a look and see if it might be a good resource for your patrons.

You can access the site here: <https://www.creativebug.com/>

Username: welcome@creativebug.com

Password: Trial2019

Overdrive Curated Collections for Advantage Libraries



Overdrive Curated Collections are the collections of materials that display in the sliders on Overdrive's main page.

SAILS maintains a set of curated collections that your patrons see when using the Overdrive collection. However, Advantage libraries can also maintain their own curated collections that only show when patrons from their own library log into Overdrive.

There is a slight problem with the Advantage curated collections, though. When libraries first enable the option to use their own customized collection, Overdrive will copy all of the existing SAILS network-wide curated collections into the Advantage library's collections. However, those collections will not update with any subsequent changes made to the SAILS curated lists.

This situation may work well for Advantage libraries actively updating their own curated collections to keep content fresh for patrons. However, other libraries may want to periodically refresh their collections with the content from the SAILS collections. To do so, an Advantage library will need to toggle off the option to customize their collections and then toggle it back on again.

To do so:

1. Go to the Curate tab.
2. Save a draft of your Advantage collections that you want to keep.
3. Select Main site > Home page in the left sidebar.
4. There is a toggle action to "Customize Advantage collections".



5. Toggle this option to No. Let the page update with the current consortium collections.
6. Toggle this option back to Yes.
7. Publish the draft collections that you saved in step 2.

Overdrive Magazines Are Here!

Magazines are now available through the SAILS Overdrive collection. SAILS subscribed to 25 titles through Overdrive for the first year of the subscription. The titles were selected with input from the SAILS Overdrive Committee.

Overdrive magazines are one-year subscriptions with a simultaneous use license. These issues are always available for your users, even if others are reading it at the same time. After just six days with the new format, magazines had already seen nearly 500 checkouts by SAILS users.

Overdrive Magazine FAQ

Where can I access Overdrive magazines?

Readers can access magazines in the same platforms where they access e-books and audiobooks. Magazines are available in the [Libby app](#), in the Overdrive app, and through the browser on the Overdrive site. Users can also download magazines for offline use in Libby.

Do I need to place holds to read an issue if somebody else is already reading it?

No, these titles are always available. There is no waiting list to read a magazine, and they will not count against a reader's checkout limit.

Will purchased magazine issues continue to be available after a subscription expires?

Yes, the library will keep all issues that have been purchased even after the subscription expires.

Magazines now available!
ebooks, audiobooks & magazines all in one app!

Libby.
The one-tap reading app
from your local library

Highlights from the March SAILS Board Meeting



- The Board approved the job description for the new Manager of Bibliographic and Digital Services position. Advertising for this position started immediately after the Board meeting, with a preferred application deadline of April 22.

- Upon the recommendation of the Overdrive Advisory Committee, the Board approved a one-year subscription to 25 magazine titles through Overdrive. The cost of this subscription for the first and second years will mostly be covered by funds originally allocated for the Overdrive hosting fee. Those funds are being reimbursed by MLS and the MBLC. About \$3,000 was also reallocated from funds originally budgeted for Overdrive e-book, audiobook and video purchases.
- The Board voted to approve a contract with Treeful, Damaso, Aniceto (TDA) CPAs to perform auditing services for the network. The previous SAILS auditor is no longer performing audits.
- The Board approved a SirsiDynix quote for eResource Central. This service, which was presented at the January Members meeting, will allow users to see the availability of Overdrive and Hoopla items from Enterprise and to see their eResource checkouts and holds in their Enterprise accounts. It will also save SAILS staff time in loading the records for these resources into the catalog. The new service is not scheduled to be implemented until the summer, but the Board approved the quote earlier to take advantage of a steep discount being offered by SirsiDynix.
- The Board approved a recommendation to Membership that the eCommerce processing fee be raised to \$0.85. The fee represents the average cost of eCommerce credit card transactions. The proposal to raise the fee will go before Membership at its April meeting.

Upcoming Events



Workflows (Symphony) upgrade to 3.6

Tuesday, April 2 10:00 AM

Beginning Cataloging Workshop

Wednesday, April 3 9:00 - 11:30

Prerequisite - Attendee must know how to use Workflows either through taking Mentor introduction to Workflows or in house training.

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

[Register Now](#)

LibraryAware Refresher & New Features

Tuesday, April 9 10:00 AM & Thursday, April 11 2:00 PM

See description and sign up link above

Membership Meeting

Wednesday, April 10 10:00 - 12:00

Network Stats

Circulation (no Overdrive):

Total Items Circulated: 328,362

Items Loaned between SAILS Libraries: 70,666

OverDrive Circulation to SAILS patrons:

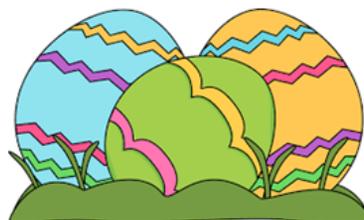
Ebook: 23,730

Audio Book: 11,999

Video: 81

Database Size:

Titles: 1,211,169



Items: 4,591,520
Total Patrons: 467,729

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