

Long Range Planning—Environmental Scans

SAILS is in the process of gathering data from patrons, SAILS member library staff, library directors, and even SAILS staff. This is all for our upcoming Technology and Strategic plan, which is due at the MBLC by October 2005. The plans will include the years 2007 – 2011.

So far, we have had the patron survey up for a week and have already received over 350 responses. We also have gotten over 70 responses from the staff survey, which is available on the SAILS Staff page, or by following this link:

<http://sailsinc.org/network/lrpstaff.htm>.

We encourage all library staff to fill out this anonymous questionnaire. Issues being assessed include network support and services, meeting & training schedules and methods.

Results will be posted—so stay tuned!

User Services Meeting—April 5th

The next User Services Meeting is a required meeting. Topics will include a demonstration of the Overdrive—eAudio & eBook service. This is coming to participating communities by the end of April. Even though this service is intended for home use only, your patrons' will still have questions, so be prepared by attending this meeting! We'll download sample audio books and show how to burn to disc and copy for listening on an MP3 player.

The Overdrive Committee has been working hard setting up the service and putting policies in place. The SAILS Board will be appointing a selection committee, using a formula similar to the makeup of the budget committee.

We'll also be handing out the materials for the iBistro tutorials from the Interactive Library Learning grant, awarded to SAILS from the MBLC. You will receive a packet containing 2 CD-ROMS, bookmarks for teens, plastic book bags for adults, and posters. SAILS will have the CD-ROMS cataloged in the system, and your library will need to attach your copies to the record. This are for circulation and use by staff. Complete details will be available at the meeting.

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Get on the Bus!

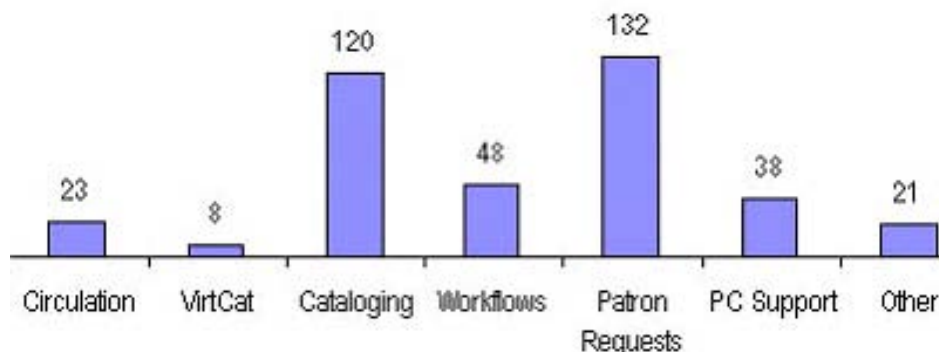
Somerset Friends are donating a Bus to the State House for Library Legislative Day April 6th
Contact [Sally Evans](#) for details.

Did You Know??

- A national Kaiser Family Foundation survey of older Americans found that as the Internet becomes an increasingly important resource for informing decisions about health and health care options, less than a third (31%) of seniors (age 65 and older) have ever gone online, but that more than two-thirds (70%) of the next generation of seniors (50-64 year-olds) have done so. The differences among seniors and 50-64 year-olds are striking and indicate that online resources for health information may soon play a much larger role among older Americans. Twenty-one percent of seniors have gone online to look for health information compared to 53% of 50-64 year-olds; 8% of seniors get "a lot" of health information online compared to 24% of 50-64 year-olds; the Internet is 5th on a list of media sources of health information for seniors compared to first among 50-64 year-olds; and 26% of seniors trust the Internet "a lot" or "some" to provide accurate health information, compared to 58% of 50-64 year-olds.

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How SAILS staff spent the month of February



It's often confusing to library staff just what SAILS staff does all day. We do send out a lot of emails, but there are other activities as well. Here's an idea of what happened in February.

We visited 38 libraries, with 32 specifically for pc support issues. Solved 238 help desk issues, and attended 10 professional meetings. We also maintained a web site which had 184,421 pages viewed. The chart to the left shows how some of the service areas breakdown.

Quick Tip for Home Users of Infotrac—Firewall Issue

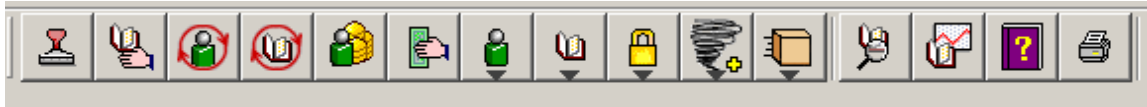
This is relayed, on behalf of Marlene Heroux, from the MBLC.

“I just had a call from a patron whose local library was not able to help them troubleshoot a common problem that home users are encountering when they try to use our Statewide Licensed Databases from Home. In this case, her Massachusetts library card number was not allowing her access into the Statewide Licensed Databases from InfoTrac. It turns out that she had installed a personal firewall on her home PC and the settings on her firewall software (cookie custom control button for Zone Alarm Pro, trusted website information for Symantec) needed to be changed. Please remember this situation if your patrons call you. Also, this information is on the help screen that users can see when they click on the help button under the library barcode number box. The direct URL to this help screen is: <http://mblc.state.ma.us/books/magazine/help.php>”

Workflows Java Client

Sirsi has released a new Java based workflows client that is more Windows-like than the existing product. SAILS loaded the software when we went to Release 2003.1.4. and we have just begun to review it.

The icons have all changed. The change was made to make them more consistent between functions and to be ADA compliant. For example, this is the circulation toolbar.



Basic functionality remains the same. Each wizard has a set of properties associated with it and the properties can be set by right-clicking on the wizard.

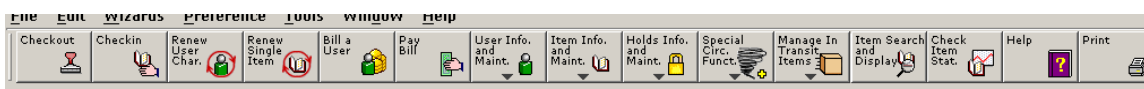
The information is more clearly displayed. Listed below is a sample screen showing a patron's holds. Please note that if you click on a column heading, you can sort by that column such as when the hold was placed.

Summary Addresses Extended Info Bills Checkouts Holds Routings Bookings Suspension								
Total holds:13								
Title	Item ID	Level	Status	Placed	Expires	Suspended	Unuspended	
Fire sale	1157841-1001	TITLE	(unavailable)	2/14/2005				
The serpent on ...	32873000748691	TITLE	(unavailable)	2/14/2005				
The singularity i...	1161348-1001	TITLE	(unavailable)	3/6/2005				
In the company ...	1161964-1001	TITLE	(unavailable)	3/21/2005				
At the villa of re...	33678001538556	TITLE	(unavailable)	3/25/2005				
The finer points ...	31656001919218	TITLE	(unavailable)	3/25/2005				
Finding Neverla...	32034001977710	TITLE	(unavailable)	3/25/2005				
Guardians of th...	33577000239655	TITLE	(unavailable)	3/28/2005				
King of the Murg...	31609001257733	TITLE	(unavailable)	3/28/2005				
Demon lord of K...	33575000085813	TITLE	(unavailable)	3/28/2005				

Also, the scroll bars work so that you can move up and down and side to side more easily. The windows also open in the middle of the screen instead of floating from the far right or left.

With this version there is no multi-field searching. The binocular search is not included and item search and display works as it does now. Sirsi has promised that this functionality will be available in GL 3.0 and we don't plan to install this version of Workflows until that functionality is available.

It is possible to customize the size of the font on the screen and to use "Big Icons" so if the print is too small for your screen now you may find this easier to use.



This version doesn't have full functionality so right now SAILS Staff are just playing with it and trying to break it. As it becomes more stable we will be asking for volunteers to try it out too, so it can be fully tested before we go "live".

Did You Know??

(Continued from page 2)

- Internet users are extremely positive about search engines and the experiences they have when searching the Internet. But these same satisfied Internet users are generally unsophisticated about why and how they use search engines. They are also strikingly unaware of how search engines operate and how they present their results. Only 1 in 6 Internet search engine users can tell the difference between unbiased results and paid search advertisements. This finding is ironic, since nearly half of all users say they would stop using search engines if they thought engines were not being clear about how they presented paid results. (http://www.pewinternet.org/PPF/r/146/report_display.asp)
- Among demographic groups at home, children ages 2-11 years lead the growth in Web page consumption. Their consumption was up 36% from last year to 264 Web pages per month in October 2004. The average for all ages is 911 Web pages per month, up 11% from last year. (NielsenNetRatings. "Kids ages 2-11 lead growth in Web page consumption," November 17, 2004. http://www.nielsen-netratings.com/pr/pr_041118.pdf. November 26, 2004.
- *The "Multi-media" generation* A national Kaiser Family Foundation survey found children and teens are spending an increasing amount of time using "new media" like computers, the Internet and video games, without cutting back on the time they spend with "old" media like TV, print and music. Instead, because of the amount of time they spend using more than one medium at a time (for example, going online while watching TV), they're managing to pack increasing amounts of media content into the same amount of time each day.
- On a typical day at the end of 2004, some 70 million American adults logged onto the Internet to use email, get news, access government information, check out health and medical information, participate in auctions, book travel reservations, research their genealogy, gamble, seek out romantic partners, and engage in countless other activities. That represents a 37 percent increase from the 51 million Americans who were online on an average day in 2000 when the Pew Internet & American Life Project began its study of online life.

Literary Birthdays

Aside from being great writers, what do William Shakespeare, William Wordsworth, Charles-Pierre Baudelaire, Samuel Beckett, Thornton Wilder, Charlotte Bronte, Henry Fielding, Robert Penn Warren, and Alice B. Toklas have in common? They all share April birthdays! Check out these websites for more information:

Shakespeare homepage [web site] Shakespeare Birthplace Trust.
<http://www.shakespeare.org.uk/main/1>

The Samuel Beckett on-line resources and links pages [web site]
<http://www.Samuel-Beckett.net>

Charlotte Bronte [web site] Landow, George P.
<http://www.postcolonialweb.org/victorian/authors/bronte/cbronte/bronteov.htm>

Robert Penn Warren, 1905-1989 [web site]
<http://www.robertpennwarren.com/>

Websites were selected by Bonnie Mendes (Somerset) from our online database iBistro.

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Upcoming Training & Meetings

Detailed descriptions and registration information for classes, are available on the [SAILS website](#).

Beginning Cataloging Training

05/03/2005

9am—noon SAILS Training Room

Holds Summit

04/12/2005

10am—11:30am SAILS Meeting Room

MLA Legislative Day

04/06/2005

10am—noon State House, Boston

SAILS Executive Board Meeting

04/14/2005

10am—10:30 SAILS Meeting Room

Long Range Planning Committee

04/14/2005

10:30am—11:30 SAILS Meeting Room

SAILS Network Statistics							
FY05 Overview	December	November	October	September	August	July	
Total Intranetwork Loans	44,159	45,803	48,089	47,448	50,527	49,759	
Total Items Circulated	297,887	364,857	356,078	343,798	382,040	411,373	
VirtCat Items Borrowed	729	777	815	752	835	518	
VirtCat Items Loaned	334	432	397	396	352	236	
Cataloging Requests	2,079	2,607	2,552	2,713	2,975	2,631	
MARC Records Added	2,494	2,982	2,798	3,425	3,176	3,249	
Patrons Added	1,773	2,763	4,888	5,607	3,588	3,068	
Holds	27,477	30,682	30,026	30,587	31,423	32,361	
Total MARC	940,464	937,282	934,055	930,684	928,240	922,507	
Total Holdings	3,338,063	3,335,761	3,325,130	3,311,845	3,299,129	3,289,160	
Total Patron	514,716	513,580		510,834	508,854	509,384	
FY05 Overview	June	May	April	March	February	January	Total FY05
Total Intranetwork Loans					48,529	47,555	381,869
Total Items Circulated					366,160	343,014	2,865,207
VirtCat Items Borrowed					1,039	811	6,460
VirtCat Items Loaned					450	383	2,980
Cataloging Requests					2,352	2,212	20,121
MARC Records Added					2,958	2,547	24,348
Patrons Added					2,676	2,283	26,646
Holds					32,428	36,550	251,534
Total MARC					945,149	942,560	940,464
Total Holdings					3,340,278	3,336,262	3,340,278
Total Patron					518,209	515,916	518,209