SAILS Network News

Library Network

Executive Director's Report

With the successful launch of the Java client, we are ready to focus on some projects that have had to be postponed. The staff web site is now live but we are still adding content. The links have changed from the old site but navigation is organized by task. If you can't find something you are looking for or used to access send email to support@sailsinc.org.

Bob Demanche and Kristin Slater attended a Webinar on Directors Station on March 26. In his capacity of Member Services Librarian, Bob will be working to develop our training program once he becomes familiar with the product. We will follow the model developed when we launched the Java client so training will be provided at the library for those interested in using the product. Some basic report templates will be prepared for each library as we bring them online with Directors Station. There will be one log in per library. Because we only have 3 simultaneous users we are only going to train library directors who want to generate their own reports. SAILS staff will use Directors Station to run reports for those libraries requesting them.

The next version of Unicorn (now called Symphony) is in general release. Bob is preparing documentation that will be available before we upgrade to this release. We will schedule the installation once SirsiDynix has released its first set of software patches. While this product has a new name, it uses the Java Client. The release only includes new features and does not require the amount of training that moving to the new client required.

We have scheduled a mandatory meeting of K-12 members for August 26, 2008. Each school building will be required to send one representative. We plan to launch the K-12 web based client for all but 3 schools this fall and this meeting will be the time when training on the client will be provided. Follow-up training will be available on

Executive Director's Report

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site but only to those schools that send staff to our August meeting. Our support for the C client at the schools will end January 1, 2009.

Packet shaping of our Internet traffic has been fully implemented. We still experience network congestion in the middle of the day but we are investigating alternatives to move some of our traffic off our main lines to improve thru put. Our budget won't allow us to add more bandwidth to the main service so we are going to have to use what is available as wisely as possible. We are going to develop best practice suggestions for scheduling Windows and Symantec updates and will be determining if it would be appropriate to load Symantec updates locally to avoid the need for libraries to use the Internet for the latest virus updates. We are also meeting with our telecommunications consultant to see how we can move our VPN sites to another type of Internet access.

Laurie Lessner is going to be attending the annual Computers in Libraries in April. Her primary reason for attending is to obtain information about options available to SAILS when we replace iBistro next year but she will also be taking time to see what the newest trend in library automation is. I will be attending the annual Unicorn Users conference in early April. SirsiDynix has hinted about some major product announcements being made during the conference. I will also be attending the sessions on Directors Station and Web Client for K12 media centers. This is my final conference as a member of the UUGI Executive Committee and in fact next year's conference will be the first joint UUGI and CODI (Dynix) conference. SirsiDynix is merging the Unicorn and Horizon products into a single product called Symphony. This is based on the Java client but we can expect to see more consortium friendly features that were available in Horizon and perhaps the return of some capabilities we had with the hold classic Dynix product.

Circulation Notes, Tips & Changes

At last months Circulation Roundtables, we had several good discussions and many ideas were batted around. We've made some changes based on comments and questions. Here are several for you to look at and share with your staff.

- User Blocked override—this has been a problem at several libraries. To take the burden off the circ staff who are in a potentially confrontational situation with the patron, it was suggested we change the override so only the supervisor would be able to override a checkout to a blocked patron. On April 15th we will send email to directors telling the new override .

- Best Practice - DVD's—DVD's that have a graphic/picture on the face of the DVD may be cracked on the underside. If this is kept in the case, you don't know it's cracked until a patron brings it home and tries to play it. To avoid this situation, please remove the DVD from the case and take a look at the bottom to make sure it isn't damaged.

Circulation Notes, Tips & Changes

- Clean holds shelf report—remember that this report is run on days when you are closed. This report is not cumulative. You need to check this report every day to catch the items that are cancelled on a closed day.

- Missing intransit notice—when you receive a notice, don't forget to check your holds shelf as well!

- Claims returned form—use the form to notify a library of a claims returned. Don't call them or email them. Also know that the owning library can say they want you to remove the claims returned from the patron record.

- Problem shelf patron—this is a tip from Dartmouth. They have a patron card called "problem shelf" and is used for situations such as this:

    - A patron brings in an item that has a missing piece. The patron remembered they left it in the player and will bring it back in a few days.
    Rather than leave it on their record, they check the item in, then check it out to this problem patron. It's tracked and off the patron's record.

Holds Notice Changes

- SAILS will begin sending a hold notice reminder to people when they have 48 hours left to pick up their holds basically saying, "pick it up or it will be cancelled."

- Six months before a hold will expire, SAILS will send a notice asking people if they still want their hold. If not, it will say they can cancel in iBistro or contact their library. This is to take care of those who have gotten the title elsewhere or are no longer interested, and cut down on delivery and work for circ staff.

- 30 days before a hold will expire, patron are now receiving an email asking if they still want their hold. This is for those who may have holds on an on-order record and need to ask for an extension on their hold, or possibly need to go through the Virtual catalog or ILL.

- We've added the following to the top of the email notices, so the message is clearer to patrons. We still can't change the subject of "Library Notice".

    - — Hold Available —

    - — Hold Cancelled —

Decertification News

The Randolph Public Library has been recertified by the Mass Board of Library Commissioners. The patron profile of cardholders from Randolph from has been changed from Decertified back to what they were. We have also sent them an email telling them borrowing privileges have been fully restored in SAILS.

Top Ten Circulating Titles in 2008

1. Harry Potter and the Deathly Hallows
   checkouts & renewals: 1922, copies 318

2. Thousand Splendid Suns
   checkouts & renewals: 1786, copies 174

3. Lean Mean Thirteen
   checkouts & renewals: 1749, copies 142

4. Quickie A Novel
   checkouts & renewals: 1709, copies 136

5. Dora the Explorer, by Herles, Kathleen
   checkouts & renewals: 1680, copies 128

6. Dora the Explorer, by Walsh, Valerie
   checkouts & renewals: 1566, copies 142

7. Kite Runner
   checkouts & renewals: 1494, copies 223

8. I Heard That Song Before
   checkouts & renewals: 1484, copies 141

9. Cross
   checkouts & renewals: 1455, copies 167
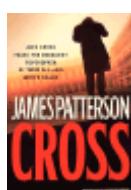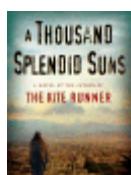
Jackson School

PL-Jackson is the code for the Anna Jackson School in Plainville. The school is circulating but not receiving delivery yet. Do not send things to PL-Jackson in the delivery.

OverDrive & iPods

For those of you who have requested, or have patron that requested, the OverDrive digital audio book & music service work on an iPod, your request will soon be granted! Not everything will be available at once, but it's a great start. You can read the full article on the Overdrive Web site or a related article in Library Journal.

What does this mean for SAILS? We'll have to see. If our usage goes up and there is more demand, we'll need to rethink loan rules, purchasing, promotion, etc. We also need to see what titles will be available. This may be a great development, but it's unclear how quickly the major publishers will allow their titles to go without rights management.

SAILS Off Hours Support

If you are unable to use Workflows call the SAILS office and leave a message on Ext 1. Be sure to leave your name, the name of your library, your call back phone number and a brief description of the problem. We are unable to respond to pcsupport issues or problems that only affect a few computers in the libraries. You should receive a call back within 30 minutes but we can't predict how long it may take to resolve the problem.

Spring Reference Roundtable

An opportunity for reference staff from all over SEMLS to get together and talk about our successes and tribulations. Bring ideas to share!

Lakeville Public Library
April 8, 2008
10-12 noon

Please be aware that access to the meeting room will only be available at 10:00 am when the building opens. Sign up on the SEMLS CE Form http://semls.org/what/ce/ceregform.asp or call them at Phone - 508-923-3531 to add your name to the list of attendees.

GoodSearch —Support SAILS While you Search!

SAILS is in the process of launching a fund-raising campaign using the GoodSearch.com search engine. For each search made though their engine, powered by Yahoo!, SAILS will earn a penny. That may not sound like a lot, but we can also raise money when people shop online through GoodShop. All proceeds will go to purchase OverDrive titles.

There are a number of ways we will be promoting this service.

1. Our newest batch of network bookmarks have info about GoodSearch on the bottom.

2. At the bottom of sailsinc.org email accounts, we will be adding, "I GoodSearch for SAILS. Raise money just by searching the Internet or shopping online with GoodSearch - www.goodsearch.com - powered by Yahoo!

3. We'll send out a notice to patrons telling how they can search for SAILS.

4. On the SAILS public site, we'll put instructions for adding the search to various browser toolbars; Internet Explorer 7, FireFox.

5. If you're on Facebook, join the GoodSearch group and invite others to add SAILS as their cause.

The way to make the most money is with their GoodShop. If you are planning on purchasing online, go to the http://www.goodsearch.com/goodshop.aspx site to see if you can buy it from a listed online store. If so, each purchase will give between .5% and 10% toward funding the Overdrive collection for your patrons.
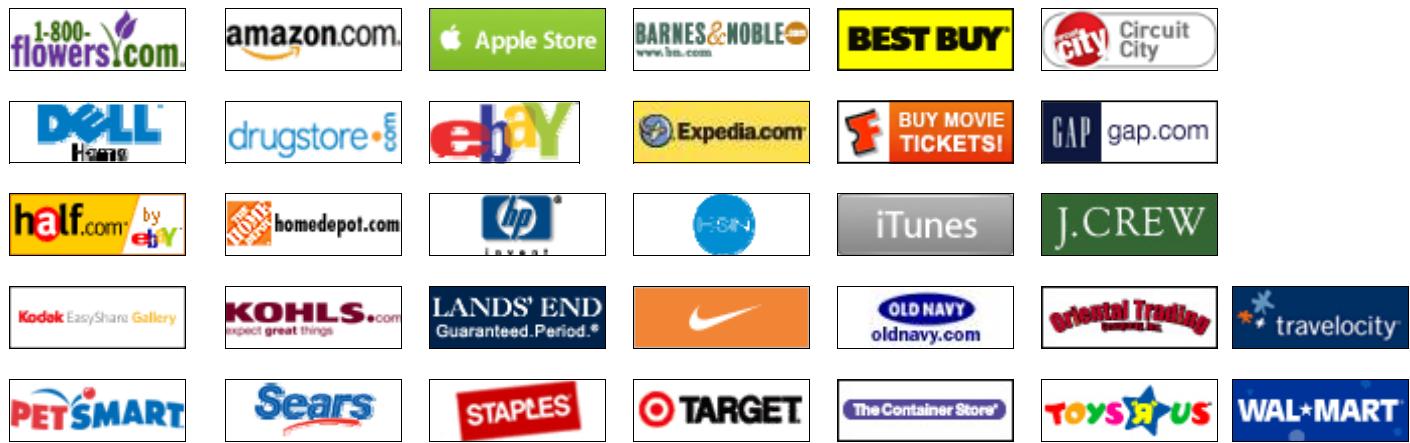
Shared Calendars in WorldClient

One of our libraries asked if a calendar could be set up in WorldClient for everyone on staff to access. The answer was yes, and a new service was created. If your library would like to set up a private, group calendar for staff planning—vacation schedules, work schedules, meetings, etc., please have your director contact us at: support@sailsinc.org. We'd be happy to create this for you.

We will be charging a $50/year fee, which covers set up and maintenance. Please let us know if you have any questions.

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Upcoming Training & Meetings

Upcoming Training
Detailed descriptions and registration information, are available on the SAILS website, including all the OverDrive sessions.

Upcoming Meetings & Events

Technical Services Roundtable
04/01/2008
10 am to noon, Carver Public Library

Technical Services Roundtable
05/01/2008
10 am to noon, Fiske Public Library, Wrentham

PubPac Meeting
05/03/2008
9:30 am to 11 am

SAILS Network Statistics

	Feb '08	Jan '08	Dec '07	Nov '07	Oct '07	Total FY08
Total Intranetwork Loans	60,401	64,682	56,012	54,082	58,884	475,176
Total Items Circulated	364,232	379,189	281,407	347,475	378,790	2,891,386
OverDrive Circulation	814	859	691	718	730	5,894
VirtCat Items Borrowed	1,196	1,092	897	1,079	1,334	8,631
VirtCat Items Loaned	550	653	460	515	655	4,657
Cataloging Requests	3,388	3,507	4,554	3,587	4,297	28,660
WebDewey Sessions		88		91	124	660
MARC Records Added	3,092	3,132	2,952	3,641	4,062	26,839
Patrons Added	3,388	3,130	2,325	3,263	3,766	31,473
Holds	49,686	53,248	37,163	43,526	45,848	370,077
Total MARC	1,001,329	999,147	996,407	994,287	992,043	
Total Holdings	3,507,076	3,509,471	3,511,522	3,515,188	3,508,705	
Total Patron	417,977	430,980	430,394	432,238	432,165	
Total Uptime	99.41	98.94	99.93	99.55	99.91	
TumbleBooks	2,012	2,284	1,842	2,764	2,025	14,130