SAILS Network News

Executive Director's Report

During the past 4 weeks we have been focused on improving the patron interface through updates in iBistro and evaluating the possibilities we have for moving to a Web 2.0 User Discovery platform. On February 23, we migrated to the latest version of iBistro now referred to as ELibrary. This is the first major software enhancement to our OPAC in several years and it includes more than just a new look and feel for patrons. Probably the most significant improvement is the inclusion of a "Did You Mean" feature. This is more than a spell check feature because it incorporates smart search suggestions based on usage of words and phrases. It also determines the context of a search term to provide intelligent search alternatives. To test the effectiveness of this service, we entered search terms that SAILS users had entered with zero results. We reentered the search terms and a significant number now offered the patron a did you mean option. A good example of how this is working is the patron looking for the movie Brokeback Mountain but s/he entered Breakback Mountain. The software now asks if the person meant Brokeback Mountain. This results in a higher success rate for searching which should also result in a more positive experience for the patron.

The My Account feature has been greatly enhanced. Patrons may now view where they are on the holds queue, a feature that has been requested for years. We have also added the ability to link to full details from titles listed under My Account. Patrons who have opted in may view past checkouts.   Items listed under My Account tabs now include the Item Type Information.

While these are significant improvements, we are continuing to evaluate the next generation of User Discovery products to determine if they are appropriate for our users. On March 4th we invited 3 vendors to demonstrate their products to a group of staff members from SAILS' libraries. We are scheduling a series of focus groups to collect patron feedback on the options available to us. The Opac Selection Committee will be meeting in early April to review all of the vendor proposals and evaluations so that they can make a recommendation on what our next steps should be.

Kristin, Laurie and I have been attending Open Source Integrated Library System vendor demonstrations that are being conducted for representatives from all the networks in Massachusetts. CW/Mars, NOBLE, and MVLC have submitted an LSTA

Overdrive—Most popular titles

The Friday Night Knitting Club, 11 checkouts

Death Qualified, 7 checkouts

Twilight, 7 checkouts

Absolute Certainty, 6 checkouts

Body Parts, 6 checkouts

Cold Case, 6 checkouts

Cranefly Orchid Murders, 5 checkouts

Deadly Nightshade, 5 checkouts

The Deepest Water , 5 checkouts

Lifeguard, 5 checkouts

The Age of Innocence, 4 checkouts

The Appeal, 4 checkouts

The Associate, 4 checkouts

The Brass Verdict, 4 checkouts

Breaking Dawn, 4 checkouts

OPACs Reviewed by Focus Groups

Last month SAILS hit the road and conducted six focus groups. In our last patron survey we asked for those interested in bring part of a focus group enter their contact information. From this list, we selected active patrons and sent them out invitations. We had over 60 people participate. They looked at demos using these sites:

- Aquabrowser:
  http://wfpl.aquabrowser.com/
  www.ocln.org

- Encore (III):
  http://nplencore.library.nashville.org/iii/encore/app

- Enterprise (SirsiDynix)
  http://enterprisedemo.sirsidynix.com:8080/vse/app

- iBistro (Configured by SAILS)
  http://salt.sailsinc.org/uhtbin/webcat

- SOPAC (The Social OPAC—based on open source software)
  http://www.darienlibrary.org/catalog

Executive Directors Report

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grant to evaluate these products to determine their cost-effectiveness and usability. SAILS does not intent to migrate to another software package but we are participating as advisors on the project.

I attended the Massachusetts Library Trustees Symposium on March 7 in Boxborough. While there I met several people from SAILS libraries. I also had an opportunity to discuss library funding and the future of library networks with a commissioner from the MBLC. The theme of the meeting was funding and there were speakers from several libraries discussing fundraising and establishing library foundations. It was very interesting to talk to trustees about their concerns and to give them an overview of how networks function.

On March 18th I represented library networks in the annual House Ways and Means Hearing on the Massachusetts Board of Library Commissioners budget request. On March 23rd seven people from SAILS attended a one day statewide planning meeting to discuss the future of how service is provided to libraries in Massachusetts. Laurie, Kristin and I are also participating in various statewide delivery study committees. Combined with Kristin's participation on the Digital Commonwealth's Executive Board, and Laurie's membership on the MLA board the SAILS libraries are well represented at the statewide level.

During the month of April we will be finalizing our plans for the enhancements to the patron interface, steps we are taking to ensure the confidentiality of patron information, and moves we are taking to reduce printing and postage costs in FY10. We have also installed a software patch that fixed the problem of suspended holds appearing on the RHA.

Please feel free to take a look and play with the different implementations. The OPAC Selection Committee is meeting early in April to discuss the results from the focus groups, last month's vendor demos, and the original patron survey. We'll put it all together and see what our next step will be. Stay tuned!

Overdrive Press Release

Share the most popular Overdrive titles for your community with a press release created by the Overdrive team. Below is the release distributed to their national media contacts last month. It was the February list of the 'Most Downloaded Books from the Library', compiled from circulation data from all OverDrive-powered libraries, including yours.

This is a great opportunity for you to reach out to your local media and raise awareness about your download service. Below is a customizable template of the "Most Downloaded Books from the Library" release that you can send to your local media outlets. If you would like a list of downloads specific to your library, email a request to eservices@sailsinc.org.

Most Downloaded Books from the [Library Name] in February include "The Associate" and "Plum Spooky"

High demand for audiobooks and eBooks from Stephenie Meyer continues at OverDrive-powered libraries

[City, State], [Month, Date, Year] – [Library name] today announced the 'Most Downloaded Books from the Library' for February 2009 from their downloadable media collection, powered by OverDrive. John Grisham's "The Associate" and Janet Evanovich's "Plum Spooky" jumped ahead of Stephenie Meyer's "The Host" to take the number one and number two spots on the Most Downloaded fiction audiobooks list. Audiobook and eBook titles by Malcolm Gladwell, James Patterson, Barack Obama, and Neil Gaiman were also among the most popular downloads from Over-Drive-powered libraries last month.

The 'Most Downloaded Books from the Library' lists are organized by subject and format, and compiled based on activity at 8,500 libraries in the OverDrive global network. Complete lists for audiobooks and eBooks in adult fiction, adult nonfiction, juvenile fiction and juvenile nonfiction are available at http://www.overdrive.com/mostdownloaded.

Most Downloaded Audiobooks from the Library – Adult Fiction (March 2009)

"Friday Night Knitting Club" moved past "Death Qualified" to become the Most Downloaded audiobook for the month of March. "Lifeguard" is the Most Downloaded fiction eBook, while "100 Simple Secrets of the Best Half of Life" is at the top of the eBook nonfiction list. Novels from Stephenie Meyer's "Twilight" series again topped both the audiobook and eBook juvenile fiction lists. March continues to see many new people discovering the service each day and new titles are arriving weekly!

[Library name], through its SAILS Network membership, partners with OverDrive, Inc., a leading provider of download media catalogs at 8,500 libraries worldwide, including institutions in New York, Singapore, Boston, and Toronto. 'Most Downloaded Books from the Library' lists are developed based on a formula that includes books checked out and/or on a waiting list at OverDrive-powered libraries.

About [Library name]
About OverDrive
OverDrive is a leading full-service digital distributor of eBooks, audiobooks, music, and video. We deliver secure management, DRM protection, and download fulfillment services for hundreds of publishers and thousands of libraries, schools, and retailers serving millions of end users. Founded in 1986, OverDrive is based in Cleveland, OH. www.overdrive.com

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Upcoming Events

- 4/1/2009 **OPAC Selection Committee**
  10 am to 12 pm

- 4/2/2009 **Circulation Roundtable**
  10 am to noon, Pembroke Public Library

- 4/2/2009 **Library Legislative Day**
  Statehouse Boston

- 4/22/2009 **Cataloging Roundtable**
  10 am to noon, Norton Public Library

- 4/23/2009 **Cataloging Roundtable**
  10 am to noon, Acushnet Public Library

- 4/28/2009 **Non-print materials discussion:**
  Video Games & CDROMs
  10 am to noon, SAILS

Detailed descriptions and workshop registration information, are available on the
SAILS website

Network Statistics

	February '08	February '09	Total FY'09
Total Intranetwork Loans	64,682	58,308	475,271
Total Items Circulated	380,486	375,083	3,021,287
OverDrive Circulation	859	1,174	8,014
Tumblebooks	2,284	3,438	22,236
VirtCat Items Borrowed	1,092	1,202	8,932
VirtCat Items Loaned	653	529	4,481
Cataloging Requests	3,507	4,165	35,340
WebDewey Sessions	88		
MARC Records Added	3,132	3,452	26,549
Patrons Added	3,130	3,426	31,352
Patron placed holds	53,248	48,260	389,266
Total MARC	999,147	1,062,788	1,059,672
Total Holdings	3,509,471	3,608,646	3,444,362
Total Patron	430,980	434,149	432,785
Total Uptime	98.94	81.71	

April 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		