

## Executive Director's Report

At the end of each fiscal year, we review the goals set for the past 12 months to determine whether those goals had been reached. The theme to the goals for FY07 was to improve system stability and performance. One of the most important benchmarks of system stability was to reach and maintain 99% uptime. During this year we installed a major software release and replaced our telecommunications network from the ground up. Despite the outages that took place during these events we attained an average uptime of 98%. We were able to attain this level by developing and following a weekly schedule of system monitoring and maintenance to ensure the SirsiDynix hardware and software work properly. We replaced our failing email server and installed a new backup system for the email and web servers to allow for rapid replacement of data in case of hardware failure. We expanded our monitoring service to include both the iBistro server and email server. This service is provided by a 3<sup>rd</sup> party vendor and it alerts SAILS staff if either computer stops functioning.

A very important goal was to make sure that member libraries can effectively use the SirsiDynix system. We added a new position of Member Services Librarian and welcomed Bob Demanche to the staff in that capacity. He rewrote the circulation documentation to reflect the changes in the new Java client. Bob is also providing on site training and support by spending time with library staff as they bring up the Java client for circulation. The Cataloging Services Department has rewritten the manuals for Acquisitions and Kristin has been working with libraries as they go live with the new Java client in that module.

Network staff has never been so busy. We responded to 1,000 more help desk calls in FY07 than we had in FY06. The SAILS website had 100,000 more views than in the prior year. Staff members made 401 library visits either to provide on site training or pc support services. We ordered a record breaking number of desktop computers in May and June and we are working to get those units delivered and installed as quickly as possible without neglecting PC Support requests for assistance.

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## Executive Director's Report

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We still have many goals to achieve in the coming fiscal year. The new staff website should be unveiled in the fall. The new website is not just a cosmetic redesign of the current site but will have improved navigation, searching, and documentation. We are confident that we can reach and maintain a level of 99% uptime in FY08. We will be providing more on-site training and consulting opportunities for our libraries. We will be purchasing software to provide library managers with statistical reports that assist them in their decision making process. We also will be completing our conversion to the newest staff clients. We look forward to being a beta test partner for the web-based client. This testing will begin the first week of August and our plan is to use this for our K-12 members. Eventually this may be an option for our public and academic members as well but the initial design by SirsiDynix is specifically for the K-12 market. We have been selected to be a beta test partner for Symphony GL 3.2. As we have in the past we will be asking for volunteers from the libraries to come to network headquarters to take the new release for a "test drive."

I expect that once our efforts at upgrading staff capabilities are complete, we will begin to direct our focus towards patron services with an eye towards improving the usability of the online catalog and portal to electronic services. This is an area of library automation that is on the verge of major changes and we don't want SAILS to fall behind. As we work on all of these projects the network will be dependent upon its members to provide guidance and feedback so that network services are the best that they can be.



Tech Soup—Donated Software for your Library

Is your library in need of low-cost software and technology products? Many of the products in the TechSoup Stock catalog can help you serve your communities:

The [Microsoft Public Libraries Software Donation Program](#) contains Microsoft titles specifically chosen to complement the library environment. These titles are available to U.S. public libraries that have 501(c)(3) status or are listed in the U.S. National Center of Education Statistics (NCES) database and to Canadian public libraries whose names appear on a list collected for us by the Public Library Services Branch, Ministry of Education in British Columbia.

The following programs make products available to U.S. public libraries that have 501(c)(3) status or are listed in the U.S. National Center of Education Statistics (NCES) database and to Canadian public libraries whose names appear on a list collected for us by the Public Library Services Branch, Ministry of Education in British Columbia:

- [GrantStation](#)
- [Intuit](#)
- [Mailshell](#)

If you are unsure of your library's NCES code you can search <http://nces.ed.gov/surveys/libraries/librarysearch/>

For information about Tech Soup Public Library program go to <http://www.techsoup.org/stock/libraries/default.asp?cg=searchterms&sg=libraries> .

## Overdrive & TumbleBooks Marketing Campaign — Beginning Soon!

We picked a couple of great companies to do business with. Both have provided the network with free publicity materials to promote their services. Overdrive has given us \$500 worth of “business cards” and shelf talkers. The shelf talkers should be here soon, but we received the business cards last week and they look slick. All of these would be at home in the larger retail chains.

TumbleBooks sent a box of bookmarks for the network, but they are not customized with any login information. They said a few libraries have ordered customized versions. SAILS is having a large batch of colored bookmarks (see picture at right) printed up for the network. The public libraries say “Our Library”, while the schools say, “Our School”. The back side points people to the page on our site with the list of libraries to select, so you can get your stats. See the black & white picture below. TumbleBooks has also sent a number of posters for us to distribute.

When we get all of the materials at the office, we’ll be putting together promo packages for each of your libraries. If anyone would like SAILS staff to come out to your library and do an Overdrive & TumbleBooks training, please let us know. We’ll be happy to do so!

Check out our

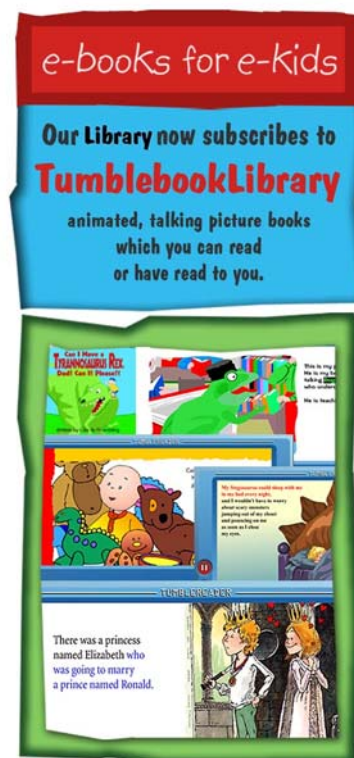
**TumbleBookLibrary** collection



[www.sailsinc.org/tumblebooks.htm](http://www.sailsinc.org/tumblebooks.htm)



TumbleBook  
Library



## Suggest to SAILS

**Suggestion:** When staff have to place a hold on a checked out book to add a sticker to the spine or change the home location, or fix some other small error (one for which there's no rush to get the book back), it would be nice if that hold could be placed in such a way that would allow the patron to renew the book and only fill the staff hold if the book was ready to be shelved.

**Answer:** The only way that this could be done is in Workflows. At the time of renewal the staff would have to review the hold and determine that it had been placed for in-house usage. There are no in-house vs. standard holds in the system. One option that is available in the Java client would be for staff to enter a check-in note to the item record indicating that the item was needed for further processing. This eliminates the need to place a hold thereby allowing the patron to renew the item but would flag the item at the time of discharge.

## Staff Survey Responses—FAQ's

The questions answered below were taken from the Staff Survey posted early this summer. We received 217 responses, with the majority of the respondents working circulation. Most of the replies spoke positively of the support you get from the Network, and a great number of you have commented upon the dissatisfaction in finding information on the SAILS web site. We are hoping that in the Fall many of these problems will be addressed with our new web site.

### How do I access the Workflows Tip of the Week?

When a new tip is posted, SAILS also sends out an email to everyone with an email account we have on file. Attached to the email is the actual .PDF file, so you can view it or print it from the email. We also give a link to the online tip. Posted on the site, in the scrolling headlines (problematic if Java isn't installed), is a link to the tip. Off the Sirsi Information page (<http://sailsinc.org/sirsi>) is a link at the top to the "Workflows Tip of the Week" Archive.

If people are unable to read a tip or other .PDF (Adobe Acrobat) files, please contact support so we can help you with installing or upgrading this free product.

In response to the question, "**Is there information that you would like to see on the website that isn't there now?**" someone responded, "directory of links to regional and other resources by topic, such as cataloging, web site design, etc." This type of information can be found at the regional level ([www.semls.org](http://www.semls.org)). We do have a list of links to the other Networks and Regions, as well as a couple of other State sites at: [www.sailsinc.org/library.asp](http://www.sailsinc.org/library.asp). Collecting and maintaining this type of list is the responsibility of the regional systems not the network.

To this same question, another person commented that they kept coming up with minutes from meetings, when using the search on the site. This isn't unusual, nor do we feel, a bad thing. There is much information passed along at the network meetings, which is why we post the minutes, make them searchable, and email them out for those who can't attend and also as a reference source.

Other things wanted on the web site:

"List of Monthly Library Book Sales" - this would be very nice and we encourage the directors to post their events for all to view on the public side of the site at: [www.sailsinc.org/libraryAnnouncements.asp](http://www.sailsinc.org/libraryAnnouncements.asp).

"More explicit directions on using the request forms. For example the weeding report function is also used to request other reports. This is a little confusing" - We've tried to figure out an easier way to do this and so far have renamed the report "Bibliographic Information Report" and added a note saying if you want an entire location, there is no need to enter the call number information as well.

As far as calls for support from SAILS, the responses were mostly favorable. We would like to comment on a couple of non-favorable ones. In response to, "**Explain why you were or were not satisfied with the response**":

"Thank you never crosses paths on emails or report forms. It's almost as if we are bothering you when we submit an error report form." - When we receive these reports, we will send out an acknowledgment of receipt, but don't have time to type words of thanks. For us to fix all the problems, sometimes we don't allow ourselves to chat as much as we would all like. Don't ever think it's a bother for us to

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## Staff Survey Responses—FAQ's

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get these reports. It's our job!

"Sometimes the response is quick, other times we feel like we have to wait for an answer or that SAILS doesn't always understand what we are writing about" - This may be true. We don't have all the answers and often need to do some research, or reply back with questions to clarify the problem. Sometimes we don't understand what you're writing about and need to get more information to fix things.

Another area of service we are working on improving is in training. We need to remind people that we will only offer training for the services we provide; Workflows, iBistro & searching, Virtual Catalog, OverDrive, and Tumblebooks. If you have a web site hosted by SAILS, we're more than happy to help you to get it up and running, and if possible, will even configure your software to point to our server. What we can't do is offer Dreamweaver, FrontPage, or other web design workshops. SEMLS does offer these types of classes.

The general sense we were getting of why people weren't attending workshops at SAILS all had to do with time/staff constraints. Some comments include, "not in the budget", "scheduling of personal time conflict", "I can't get the time out of the classroom", "Not enough staff", and "Staffing is a major issue".

SAILS wants to let everyone know we would love to come out and do on-site training. The condition is that the staff needs to have the time to focus on the training, which means someone else needs to run the circulation desk or you need to be closed. If you're in a school, we can coordinate training with your in-service days, and we are also a PDP provider. We have laptops with wireless connections, a projector, and screen. To take advantage of our mobile classroom, have your director contact us or fill out our consultation request at: [http://sailsinc.org/directors/CE\\_ConsultationRequest.asp](http://sailsinc.org/directors/CE_ConsultationRequest.asp).

For the question we asked, "**If there was one thing that SAILS could do to make your job easier what would it be?**" we received 44 responses. Here are some answers.

"Add the patron name to the unfillable holds notification form." - when creating the form, we took comments from circ staff and made it as simple as possible. Since the patron record needs to be looked up by the library receiving the notice, adding the name is another step the library filling out the form needs to take. It's double the work and may discourage people from using the form to begin with.

"Provide hold list by library so I know what my patrons are looking for" - This is available in iBistro under Library Info, called "Titles with Most Holds". You can also look at iBistro and see "What Others Are Reading", which shows the most popular checkouts in your library (logged in as your library). If you click on "More items", you'll get a list of the top 20 checkouts by title, author and subject.

"Continue to offer help to those of us who are not tech savvy as far as MP3 players, RSS feeds, instant messaging, etc." - We're often available to answer quick questions, for example, if you're trying to contact us by Instant Message and running into trouble, or if a patron has a problem with an MP3 player and OverDrive, but SEMLS is the organization that offers this type of training. Their continuing education list is available off their site: [www.semls.org](http://www.semls.org).

"Limiting downtime of Workflows to when we're not open (i.e. Sundays or overnight)..." If we are per-

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## Staff Survey Responses—FAQ's

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forming a software upgrade, we always do this on a Sunday or a long weekend, so there is as little downtime as possible. We reboot the servers once a month, as recommended by our vendor, and we try to do this before 8 AM. Hardware upgrades are scheduled according to our service agreement with SUN, which is M-F during business hours. There are times when we are not in control of when we are down. This obviously can't be taken into account.

"computers quicker to connect and search" - SAILS would be happy to come out and evaluate your hardware to help find where the slowness is happening. We have also purchased a hardware appliance that will prioritize certain Internet traffic over others, so iBistro searching will have priority over someone downloading music from Kazaa.

"...events/meetings designed more to foster a sense of community among member libraries than for any other purpose - perhaps something like the reference roundtable, but for other subsets of librarians (children's, tech srv, techies, etc.)" - SAILS holds roundtables for areas within our scope of responsibility. SEMLS offers several others, children's services being one.

A comment or two about delivery that we won't go into detail about, but this is just a reminder that delivery is managed by SEMLS, not SAILS, and we conform to their policies.

"Explain technical problems to staff more thoroughly after they are solved." - If the problem is something that you could fix in the future, if given the steps to do so, we'd be happy to explain in detail. When it's something that you wouldn't be able to do, such as an item database error, we just fix it and let you know it's fixed. Generally we like staff to know how to take care of problems and understand how they happen.

"Includes "copy & paste" as one of the tools will be very helpful" - this is available in the Java client.

"To encourage new staff to attend an intro to SAILS meeting." - we have tried to hold this in the past, but didn't have enough attendance to continue.

..."I am still often frustrated by the inaccuracy of keyword and subject searching, when items I'm SURE we must have don't come up in searches. I often end up going to Amazon.com, where entering the same keywords IMMEDIATELY brings up the titles I need, then searching by title. Virtual Catalog, too, is especially frustrating to search and needs a more flexible search interface." - If this happens, we try to encourage people to send us their search so we can help. We even have a search problem form on the web site at: <http://sailsinc.org/opac/form/SearchProblem1.asp>, that walks you through re-creating the search. As far as the Virtual Catalog, the search was created with the assumption the searcher was looking for a known item, either an ISBN or specific title. This isn't intended to be used as a browsing tool. We often hear frustrations with searching iBistro and agree that it should be easier. Public OPACs are really changing now (becoming more like Amazon) and we will be looking into alternatives to iBistro in the near future.

"Provide a better online catalog than iBistro ... Make the search and hold process streamlined. Show the location (Dewey number for nonfiction, for example) in the search results, instead of in the full description. I've had many patrons confused by that. - We're not sure how the search and hold process

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## Staff Survey Responses—FAQ's

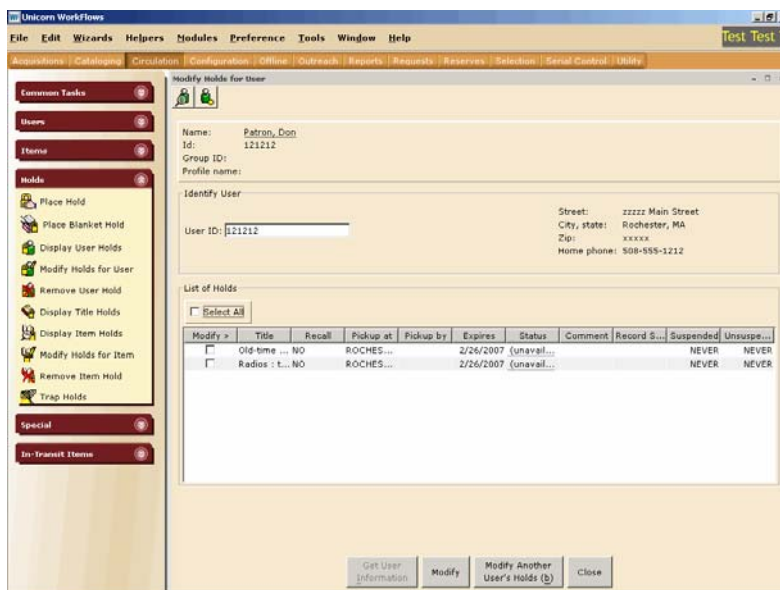
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could be streamlined. The newest version made the hold button available on the hit list page and if a person is logged in at home, they don't need to log in each time to place a hold. For the call number issue, the problem we've always had was if you're searching one library, if the library doesn't own the item, another library's call number would display. This would be more confusing to the patron.

"To have a SAILS policy that all libraries require patrons to provide their library card for any transaction with the library." - Though it would be nice to have every library use the same policy, this is a trustee driven policy and up to the individual library.

"There are two areas I feel I could use more knowledge about: serials control and how best to use Sirsi for collection development/circulation statistics. I'd love to have a class on either of these topics." - When Director's Station comes, we'll have training. This is a web based product that gives beautiful graphs of your library, and/or the network's statistics.

"Make Workflows capable of modifying holds all at once, rather than individually." - Patrons can do this now in iBistro and staff is able to do this in the Java client.



Workflows Java Client

## Time Saving Changes for Cataloging

The Cataloging Department has decided to make some changes to their procedures in order to free up time for both library and SAILS staff.

White cataloging slips will no longer be sent back to the libraries. This is to reduce the number of items put in the delivery, as suggested by the Statewide best practices document. We found the majority of the slips sent out didn't have any significant information on them, other than to indicate that we had overlaid the record. This change also frees up SAILS staff from having to sort the slips, which was not a good use of the department's time.

If we have questions about cataloging requests that have been entered, we will place the item on hold or send e-mail requesting information about the title.

Beginning August 1st, use the MARC-OO template to enter records for paperbacks. All Fiction Paperbacks will now get full cataloging records that will include subject headings or genre headings. This decision was made in the hope that data entry will now be easier for you. With a change OCLC has made in their pricing, it is now something the network can afford to do.

## SAILS Library Network

547 West Grove Street

Middleboro, MA 02346

(800) 331-3764 (508) 946-8600 fax: (508) 946-8605

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## Upcoming Training & Meetings

### Upcoming Training

Detailed descriptions and registration information, are available on the [SAILS website](http://www.sailsinc.org).

### *Virtual Catalog Training*

08/28/2007

9:30 am to noon, SAILS Meeting Room

### Upcoming Meetings & Events

### *Java Circ Users Roundtable*

08/02/2007

10 am to noon, SAILS Meeting Room

### *SAILS Board Meeting*

08/15/2007

10 am to noon, SAILS Meeting Room

### *Children's Services Roundtable*

09/18/2007

10 am to noon, SAILS Meeting Room

## SAILS Network Statistics

FY06-07 Overview	June '07	May '07	April '07	March '07	Feb '07	Jan '07	Total FY07
Total Intranetwork Loans	64,501	59,434	56,905	68,449	59,306	62,515	710,176
Total Items Circulated	320,163	351,803	361,106	412,832	362,964	421,959	4,443,550
OverDrive Circulation	439	623	666	618	590	661	6,918
VirtCat Items Borrowed	1,089	1,194	1,105	1,319	1,258	1,364	14,184
VirtCat Items Loaned	541	602	566	696	638	581	6,843
Cataloging Requests	NA	2,677	2,290	2,606	2,361	2,399	28,910
WebDewey Sessions	NA	107	127		112	124	1,158
MARC Records Added	NA	3,799	3,823	3,608	3,701	3,408	42,314
Patrons Added	3,026	2,838	2,680	2,726	2,593	2,814	39,726
Holds	46,387	43,965	45,565	51,666	45,365	51,356	536,085
Total MARC	983,171	980,734	978,287	976,662	974,631	972,186	
Total Holdings	NA	3,466,358	3,460,153	3,449,406	3,443,737	546,498	
Total Patron	NA	449,348	552,148				
Total Uptime	97.36	99.98	99.98	99.23	99.2	99.72	98%