SAILS Network News

Library Network

President's Report

This is the report that was presented at the SAILS Annual Meeting in July.

Jerry M. Cirillo, SAILS FY'08 President
I am pleased to report on an exciting and innovative year for SAILS. The network achieved remarkable growth, introduced new services, and enhanced existing ones. At the same time, the network made significant progress toward our goal of providing stable and dependable services to our members, maintaining an average 99.59 % availability. This represents 8747 hours of availability over the past 12 months.

The outstanding accomplishment for the SAILS library network in fiscal 2008 was the launch of the new Unicorn staff Java client.   The network's goal is to help staff members work as efficiently as possible while providing the highest level of customer service. By June 30, 2008 51 of the 52 libraries scheduled to use the Java client had moved from Classic Unicorn to the new Java client. This transition to a new staff client was enhanced by the installation, in June 2008, of Symphony Workflows, which provides streamlined functionality.

SAILS launched a new Staff website in mid- FY08. It includes enhanced searching, a simpler lay out, and redesigned documentation. A new Public website is slated for FY 09.

The purchase and installation of Directors Station allowed the network to significantly enhance its ability to provide member libraries with accurate and comprehensive management statistics. Since its installation, Directors Station has logged 1121 sessions. Nine libraries have received training in its use, with many more scheduled for early FY09.
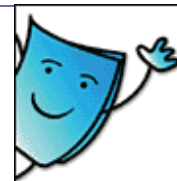
Total participation in the SAILS library network as of June 30, 2008 grew to 73 libraries in 39 communities The SAILS community of libraries represents a combined collection of 1,042,344 titles and 3,

TumbleBooks— Big Service, Little Effort!

For those of you who have children coming into the library, consider setting up an Internet computer for them to use with headphones, speakers, and a link to Tumble-Books on the desktop. This great service uses Flash, a free browser add-on that is probably already installed on your computers, to give kids a great learning experience. They don't even know they're learning while they view great picture

President's Report

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567,602 individual items. The total value of the collection exceeds $79,000,000. The collection continues to grow every year – in the past 12 months SAILS libraries added 79,366 new titles to the collection.

There are 428,512 registered users in SAILS, a number equal to 57% of residents of the communities served by SAILS. SAILS libraries circulated 4,373,914 items to those users. In addition users borrowed more than 30,000 titles available in downloadable or electronic format. Intranetwork traffic totaled 718,129 items sent through delivery to fill patron requests. In a patron survey conducted in January 2008, 92.8% of the 2657 respondents were satisfied with the online services available through SAILS.

As SAILS begins its 14th year, the network is on the threshold of significantly increasing its value to members and the communities they serve with the advent of our next-generation, Web-based services. During the next 12 months SAILS will be upgrading the online experience for users, improving access for its K-12 members, and enriching its electronic collections. SAILS continues to generate new possibilities for both its members and their users.

Workflows Speed—factors to keep in mind

To improve speed, last month SAILS changed the way we access the Internet. This only effects computers that use SAILS for Internet access. When you go to any Internet location outside the SAILS offices, you will be coming to our office in Middleboro, then going out over a Comcast line to your destination. Examples of these sites include Tixkeeper, the Gale databases, YouTube, Overdrive, etc.

If you are going to a location within SAILS, such as any Web site hosted by SAILS, iBistro, SAILS' email, Workflows, you will come to our office in Middleboro on the SAILS line, then back to your library. We currently have the Packetshaper still working to prioritize these services, though that's not the best use of the device and will be moved to the outside, Comcast line later this month.

After hearing back from a number of you, we're discovering that there are several issues that can be affecting the speed of Workflows. If you have not seen an improvement to your Internet speed or Workflows, please read below for some possible reasons.
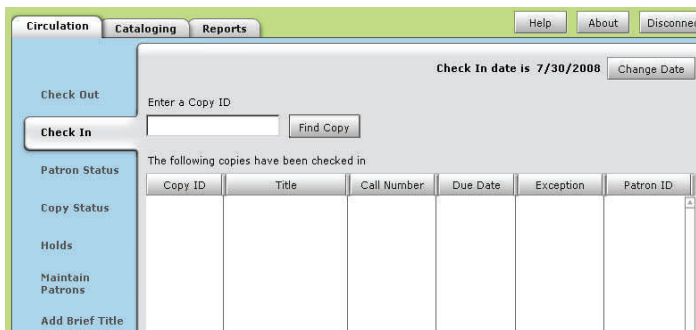
The age of your computers - if you have an old computer where you were just able to upgrade to the minimum memory (512 MB), don't expect it to be fast. If you are only running the one program - Workflows, it will work, but if you start opening up other program, like a Web browser, Word, etc. it will be considerably slower. On workstations running the WorkFlows JavaTM client that will simultaneously run additional applications other than a browser, SirsiDynix strongly suggests that the workstation be configured with at least 1 gbyte of RAM.

Virtual Memory - SirsiDynix recommends setting the virtual memory association to equal twice the amount of physical memory, at minimum. To check this, open the Control Panel (Start button > Control Panel). Open "Performance and Maintenance". Open "System". Go to the Advanced tab > Performance > click the Settings button. Click the Advanced tab and then look to the bottom to see the Virtual memory. If you want to change this, click the change button.

Packetshaper - afternoons may feel slower because we still need to move the Packetshaper over to the Comcast side to control the Internet. This will be done mid-August, the earliest date Atrion has available.

New Staff Web for Schools

The "Staff Web" client, which replaces the defunct "C" client, should be available for the beginning of the school year. The schools have been patient getting into Workflows using the VPN client, which requires extra logins and an additional piece of

software running on the computer. We're hopeful that this new web-based client will eliminate that need.

Friday, August 1st, we will be installing the client to do some real-world testing and find out for sure if it will work without the VPN client. We also need to make sure there are no performance issues. At the required meeting later this month, representatives from the schools will learn how to use the new client. We will also explain the different logins and their limits, for those schools who will be using students and parents to help check out books. Schools still on our Internet line will continue to use the Java Client.
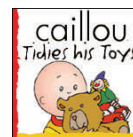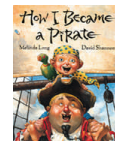
TumbleBooks

books with narration, full-color pages, and the words from the story, highlighted as they are read.

There are several titles in Spanish and French, for those learning another language. If you have ESL patrons, consider using the manual feature that lets the viewer advance the pages on their own. With the sound off, they can read the pages themselves, at their own pace.

All titles have Accelerated Reader information, reviews, and reading level. Some have "word helper" which, in manual mode, lets you click on specific vocabulary words to hear them sounded out. Several offer puzzles and games based on the books.

For the schools, classroom activities are provided, such as printable book reports, online book reports in multiple languages, quizzes for all the books with scoring at the end, and more.

If you haven't seen Tumblebooks lately, take a look today! They're great fun and a terrific way to teach reading and a love of books.

Seminar Review

Some forty people, including Bob Demanche, came away with better communication skills following a July 23 SkillPath Seminars workshop on *How to Become a Better Communicator*. Leesa Kellam, a dynamic and engaging presenter, provided entertaining examples interspersed with group activities which put into practice such principles as making a good first impression and feeling at ease during networking situations.

Other topics included assertive communication, handling put-downs, dealing with confidential material, reacting to criticism in front of other people, and coping with troubling co-workers. Ms. Kellam also offered strategies for working with four types of people, whom she referred to as relaters, initiators, drivers, and analyzers.

The accompanying workbook is simple and to-the-point and was a welcome addition to the workshop. For more information, see www.skillpath.com.

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Upcoming Meetings

Membership Meeting
08/20/2008
10 am to noon, SAILS

SAILS K-12 Members
08/20/2008
9:30 pm to 1 pm, SAILS

SAILS K-12 Members
08/22/2008
9:30 pm to 1 pm, SAILS

SAILS Network Statistics

	June '08	May '08	April '08	March '08	Feb '08	Total FY08
Total Intranetwork Loans	58,540	61,233	59,301	63,346	60,401	368,036
Total Items Circulated	359,404	361,374	365,037	383,990	364,232	2,218,671
OverDrive Circulation	924	874	837	880	814	5,188
VirtCat Items Borrowed	649	1,135	1,020	1,187	1,196	6,279
VirtCat Items Loaned	436	578	612	607	550	3,436
Cataloging Requests	4,795	4,571	4,449	4,023	3,388	24,733
WebDewey Sessions	93	118	105	134	94	632
MARC Records Added	4,352	39,194	4,001	4,980	3,092	58,751
Patrons Added	3,563	2,707	3,003	2,973	3,388	18,764
Holds	49,557	47,349	47,493	50,901	49,686	298,234
Total MARC	1,042,339	1,039,784	1,001,459	999,980	1,001,329	
Total Holdings	3,567,611	3,555,105	3,509,703	3,502,540	3,507,076	
Total Patron	427,797	417,174	415,610	418,728	417,977	
Total Uptime	99.84	99.99	99.99	99.84	99.41	
TumbleBooks	1,624	2,349	1,692	1,709	2,012	11,851