

Executive Director's Report

Every year at the network's annual meeting I review the major events of the previous 12 months. One of the highlights of FY09 was the improvement to SAILS' public internet capacity with the addition of a Comcast business internet connection. This new connection increased our download speed to computers connected to the Internet through SAILS from 3 MB to 12 MB. It also proved to be very cost effective as the annual cost was 10% the cost of a single T1 line from the University of Massachusetts and we were able to disconnect one of our UMass lines. The new service has proven to be so successful that the network is now in the planning phase of a project that will replace Verizon lines with high speed Comcast lines at the local library. This will improve response time and reduce our monthly costs by 75 percent.

A major focus for this year was collecting information to allow us to develop new features that patrons want. FY09 began with SAILS soliciting comments from users about the importance of local library and network services. Within one week we received more than 250 responses from patrons which we also shared with the libraries that they used. Later in the fall we asked patrons to tell us what features they would like to see in a new user interface and this time we received more than 5,000 responses. In early spring we completed our data gathering by conducting a series of focus groups asking attendees to react to 4 products that we were considering as replacements to iBistro. After evaluating all of the data, the network membership voted to develop its own user interface based on an Open Source product called SoPac. This new interface should be ready for use by early 2010.

SirsiDynix released a new version of iBistro in mid-summer 2008. After installing a new iBistro server in October 2008, SAILS modified the new version to include features that were most often requested by patrons. These features include a spell checker, the ability to view where a patron is in a holds queue, and the ability to save and view a patron's reading history. We also included a new search option for parents and students that use the Accelerated Reader program so that they can find titles by the appropriate reading level.

Of course the network continued to enhance services available to member libraries and their staff. The staff of the Member Services department conducted a number of on-site training sessions on how to use Directors Station. The department completed Java Client training for all members with the exception of a few K-12 members. After extensive research and testing the Cataloging Services Department developed the procedures for libraries to download orders from Ingram's Ipages

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directly into SAILS. The Cataloging Department also developed a means for K-12 members to have book vendors send files of new acquisitions directly to SAILS for entry into the system.

FY09 was marked by great financial uncertainty and distress at the local level. By February 2009 SAILS had the dubious distinction of being the only network in the Commonwealth with 4 decertified members. Other member libraries experienced staffing shortages or funding cutbacks. Despite this, by the end of FY09 SAILS Libraries had circulated more items than ever before in its history as a network and a 5% increase over FY08. Use of the Tumblebooks Collection and Overdrive experienced double digit increases.

SAILS itself encountered a reduction in revenues. State funding to the networks was reduced by 7.65% and will be reduced yet again in FY10. Returns on our investments were 40% less than the previous year. However SAILS was able to negotiate significant reductions in its annual SirsiDynix maintenance and was just able to complete an agreement whereby the reduced maintenance will be frozen at the FY09 level for FY10 and FY11.

As the economy continues to stagnate library use will continue to remain high. SAILS is committed to providing its members with the services needed by them to respond to patron demand. The network will focus on providing these services in the most cost effective manner possible. Steps we have taken include using Open Source software as a solution for developing a new user interface, exploring less expensive means to provide connectivity to our member libraries, and working closely with our vendors to ensure services are provided at the lowest cost possible. FY10 may prove to be even more turbulent than FY09. It is our intention that SAILS will be a dependable and predictable partner working with all of our members.

Director's Station Tip–Calculator

One Director's Station tip, that member services librarian Robert Demanche picked up at the recent SirsiDynix Synergy conference, allows you to use the Calculator feature to create a custom entry out of several predefined entries in a long list of, say, User Profiles or User cat1 results.

For example, you may have created a report of the number of patrons per user profile for your library. There may be twenty different profiles listed in the results, but only a few that make up the majority of your patrons. You can use the calculator to create another user profile entry that adds up only those profiles you select.

The calculator is helpful when you want to get a handle on which User Profiles account for the greatest results in the bills, current checkouts, and user measures reports. For instructions, see the Director's Station Introduction (page 15) in the Documentation folder (To access it, click the gray bar on the left side of the Director's Station screen).

Remember, if someone at the library wants to receive training using Director's Station, just have your director email eservices@sailsinc.org to arrange a time.

User Profile	Patrons
LOST	
LOSTCARD	
MENDING	
MISSING	
NCOT	1
NOMASS	191
OUREG	
RESERVE	
RHA	
SEASONAL	1
SR	1
SRNOFINE	1,168
SRNOFINEDE	18
STAFF	36
SUMMER	
TEACHER	64
TEACHNOFIN	5
TECH	
TRMISSING	
VISITOR	2
WEBABOMAIN	
WEBSERVER	
WN_ABORO-M	
WN_ALL	
YA	9
All Adult	15,139

September is Overdrive Training Month

In September, Overdrive is having their training month and SAILS has registered for several of their online training classes. These are the classes that will be offered at SAILS for us to attend as a group.

1. **Browse, Check Out, and Download!**—Learn how to browse, check out, and download titles from a library's Virtual Branch website. Plus we'll cover required software, portable devices, help resources, and new features and formats for 2009.
2. **Patron Assistance**—We'll help take your understanding of OverDrive download media to the next level so you can share your knowledge through support and training. We'll review frequently asked questions, support tips, and online help resources.
3. **Community Outreach**—In this session we'll share creative, easy, and cost-effective ideas for introducing new patrons to your OverDrive download library.
4. **OverDrive's 2009 Partner Update**—Learn what's new and coming soon for your OverDrive download library.

Register at: <http://sailsinc.org/ce>

In between the sessions you will learn some features of the SAILS download site and get practice installing the software, downloading titles and transferring to a player. Register for as many sessions as you like. We will be limiting the number of seats to six each, so everyone is able to get hand's on use. If you want to participate in a class at your library, or even at home, you can register at the Overdrive Training Site - <http://www.overdrive.com/ducts/dlr/training>.

FY '10 SAILS' Board of Directors

Term	Library	Rep	County	Category
2010	Somerset Public Library	Bonnie Mendes, Secretary	B	County
2010	Raynham Public Library	Eden Fergusson	B	10,000-25,000
2010	Russell Memorial Library	Jayne Viveiros	B	10,000-25,2000
2010	Rochester - Plumb Memorial Library	Gail Roberts	B	Under 10,000
2010	The Millicent Library	Carolyn Longworth	B	Member at large
2011	East Bridgewater Public Library	Manny Leite, President	P	10,000-25,000
2011	Middleboro Public Library	Danielle Bowker	P	10,000-25,000
2011	Plympton Public Library	Debbie Batson	P	Under 10,000
2011	East Bridgewater High School	Carrie Tucker	P	School
2011	Carver Public Library	Carole Julius, Treasurer	P	County
2012	Bristol Community College	Sai Chinnaswamy	B	Academic
2012	Taunton Public Library	Susanne Duquette	B	Over 25,000
2012	New Bedford	Stephen Fulchino	B	Over 25,000
2012	West Bridgewater	Beth Roll Smith	P	Under 10,000
2012	Norfolk Public Library	Robin Glasser, President Elect	N	County

iBistro–New Features

Though this isn't a delivered option of iBistro but one that many people have been wanting. With a little fiddling, we were able to add in the "pickup by" date under the holds tab in the patron account.

This is what it looks like:

Account Summary				
Checkouts		Past Checkouts		Holds
Ready for Pickup				
Title	Availability	Pickup at		
W. [videorecording] Details DVD	Available Pickup at: SAILS Pickup by: 6/8/2009	-- Please Select --		
Naked mole rat gets dressed Details Book	Available Pickup at: SAILS Pickup by: 6/8/2009	-- Please Select --		

The other problem people have reported is with printing from iBistro. This is now fixed. The only thing that will print in a user account is the active tab. On a hit list, just the list of items and jacket covers will print. None of the boxes included on the page or any other information prints.

With the upcoming switch to SOPAC, we don't want to spend too much time further customizing iBistro, but fixing the printing was simple (used another site's code) and the method to display the pickup date can be carried over to SOPAC.

New PC Purchase Opportunity

SAILS has purchased a number of off-lease Dell Optiplex GX620s. These all come with a 3-year warranty and are loaded with Windows XP Pro, have 1 GB RAM, 80 GB hard drive, a combo DVD/CD-RW drive, keyboard/mouse, and a 17" LCD monitor. The cost is \$422.50 each. We will be adding this to the order form.

As always, if you want to have SAILS install these for you, it is an extra \$30. Installation includes loading software (Office, Workflows, Adobe reader, etc.), configuring the network card, and physical set-up.

We will have 10 available right away, since this company sells in lots of 10. If we get a lot of orders, we'll purchase more as needed.

9XX Explained

What is 9xx ordering?

9xx ordering is the ability to download bibliographic records from a vendor with your order information in a 900 tag. Any tag from 900 to 999 can be used for this so it is referred to as 9xx. A brief bibliographic record is automatically created if there isn't one already in the system. If there is, your copy is added to the existing record.

Why use 9xx?

Patrons are able to see what you have on-order and place holds without you needing to use Acquisitions. You only need to update a few fields to the loaded record instead of creating one from scratch. At this time, 9xx ordering is only available through Ingram's ipage.

How to start using 9xx—Contact Kristin Slater at kslater@sailsinc.org to discuss training options.



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Network Statistics

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	June '08	June '09	Total FY'09
Total Intranetwork Loans	58,540	59,236	708,729
Total Items Circulated	359,404	409,040	4,587,186
OverDrive Circulation	924	1,249	12,991
TumbleBooks	1,624	2,498	35,791
VirtCat Items Borrowed	649	1,269	13,741
VirtCat Items Loaned	436	542	6,738
Cataloging Requests	4,795	3,865	51,795
WebDewey Sessions	93	87	1,182
MARC Records Added	4,352	3,362	48,799
Patrons Added	3,563	3,185	43,858
Patron placed holds	49,557	52,092	588,494
Total MARC	1,042,339	1,071,064	
Total Holdings	3,567,611	3,645,420	
Total Patron	427,797	439,029	
Total Uptime	99.84	99.99	

Upcoming Events

- 8/19/2009 SAILS Membership Meeting
 10 am to noon, SAILS

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

At this month's membership meeting, we will have a representative from i-tiva for libraries, the telephone notification system that works with Symphony. This is the type of system many school districts and doctor's offices use to notify people of appointments, etc. We will learn how it can work for us in a consortia setting. More information will follow.

August 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	31					