

Inside this issue:

Annual President's Report	1
Annual Executive Director's Report	2,3
Monthly Trivia Winner & Answers	3
UserCat 2 Reminder	3
Voice Notification	4
Meet Claudette	4
Ad-Aware Problem	4
Overdrive Training Month	5
Network Stats & Events	6

Annual President's Report

Robin Glasser's report was read at the SAILS Annual Meeting on July 6, 2011.

Greetings from somewhere in the Baltic Sea!

In my absence this morning, Debby has agreed to read my brief report. No worries Manny ---I didn't give a moment's thought to try and rise to the standard you set last year for the most informative and entertaining annual report ever!

So here's the good news: The Network weathered another difficult financial year for many of its member libraries. At year's end SAILS is stable and fiscally sound. For the most part this year was relatively unremarkable yet there is an impressive list of accomplishments. Highlights include:

- Switching from OCLC to Sky River for MARC records to effect a cost savings
- Utilizing Distance Learning and Conference Calls for workshops and meetings since so many libraries are minimally staffed and travel to a central meeting site is increasingly difficult
- Adopting the Strategic Plan
- Revising the Personnel Handbook and moving to a new compensation plan and
- Migrating to a new server and test server

I would like to recognize Debby, Laurie, Kristen and all the SAILS staff for their dedication and hard work in responding to our library and patron needs and for keeping us in the forefront of technology. We are fortunate to have such a capable and outstanding team working on our behalf.

Congratulations to the incoming officers for FY'12.

Respectfully submitted,

Robin Glasser

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Trivia Question #1

? What are the user
 ? category 1 and item
 ? category 1 used for? Why
 ? are these important?
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Executive Director's Annual Report

In the past twelve month the network attained stability – both in terms of operations and finance. While obvious changes were not made to the SirsiDynix software many things were accomplished that will provide a framework to begin achieving the goals laid out in the new Strategic Plan.

- The year was completed with a surplus of funds and the network will not have to draw on reserve funds to cover expenses in July and August. This means SAILS is building an operating reserves so that it can be prepared to upgrade the system when needed and relocate the network offices when the 5 year lease expires.
- The production and test servers were replaced with more robust and reliable Oracle/Sun servers, purchased with grant funds awarded by the Massachusetts Board of Library Commissioners. Not only are the new servers more reliable, they also provide SAILS with a 3 year window without hardware maintenance, since the maintenance was included in the hardware purchase.
- The network replaced a 15 year old UPS with a newer model that includes an intelligent interface that communicates to staff when there are power fluctuations. Combined with software that can shut down the servers if a power outage is extended, the network should be able to avoid hardware component damage in emergency situations.
- Funds were transferred to the Overdrive acquisitions budget to try to meet the exploding demand for eBooks. Looking at statistics over the past months the downloadable collections are increasing in circulation. Circulation of eBooks is now higher than circulation of downloadable audio books. A number of SAILS libraries began to offer patrons in-library Download Stations for audio books. These stations make it much easier for patrons to use the Overdrive collection on their portable devices.
- Cataloging Services successfully moved from OCLC to SkyRiver for cataloging except for titles purchase through Overdrive. This has reduced our operating expenses for cataloging services.
- The demand for cataloging records for eCollections by our K-12 and academic members greatly expanded. This highlights the shift in materials acquisitions from print to e-ink.
- SAILS negotiated significant discounts for self-check software and units from Envisionware. Four libraries took advantage of those discounts.
- The new 3 year strategic plan was adopted. The new plan is focused on projects to be completed each year of the plan.

The network adopted guaranteed service levels for each of the service programs provided by SAILS. These levels will not change from year to year and will provide network staff with an on-going tool with which they can measure the quality of the service provided by them.

Those are some of the things accomplished in FY11. Now we are looking forward to FY12. The theme for the year will be “Connecting you to your library” and network efforts will be focused on improving the public interface. There will be significant changes made to the online catalog the first quarter of the fiscal year when SAILS migrates from iBistro to eLibrary. By January 2012 SAILS will be offering patrons a mobile interface they can use to access the catalog, place holds, and view their account. A new assessment formula has been adopted by the membership that will increase libraries’ contributions to the Overdrive collection. Work will begin to develop a plan to move the digital collections to a platform where the

(Continued on page 3)

Executive Director’s Annual Report

contents can be harvested by the Massachusetts Digital Commonwealth. Network PR materials are being updated and improved so that patrons can easily find out what services are available to them through their library’s membership in SAILS.

SAILS staff won’t be losing focus on the need to provide quality support and training to our members. One goal is to ensure that by the end of the year every public library will have been trained and is comfortable running basic reports using Director’s station. Our plan is to discontinue running reports on the production server that can be more efficiently run on Directors Station. Steps will be taken clean up the database by removing old LOST items but still have the outstanding bills reflected in the patrons’ records. There are too many inactive records that should be removed. SAILS staff will be working in consultation with directors to develop a network wiki that will contain system configuration information for each library and can also be used by each library to tell other members about services/programs they provide. Recognizing that many libraries do not have enough staff to allow people to attend training and meetings, SAILS will continue to offer web-based learning and options to attend meetings via conference call. A very important project will be developing a disaster/contingency plan to ensure continuity of service in case of damage to the central site offices or computers.

The network’s primary mission is to ensure that all of its members can provide their patrons with the most current technology no matter what type or size library. Everything project undertaken in FY12 will have that as its underlying theme.

Monthly Trivia—Congratulations Ellen Casaccio from Richard’s Memorial!

Ellen Casaccio, from North Attleboro, is our July trivia contest winner. We had entries from Acushnet, Carver, Middleboro, North Attleboro, Seekonk, and Somerset. The library with the most entries was North Attleboro!

The Answers:

1. What is GoodSearch?

Goodsearch is an online service from Yahoo! that raises money for your selected non-profit, when you search the Internet or shop online through their website; www.goodsearch.com.

2. How do you request training, for you or your library, from SAILS?

There are a number of correct answers because the main idea is to just ask! There is a consultation request form available on the <http://sailsinc.org/ce> page of our site for directors to fill out, but if you want training, ask for it and sometime can be arranged.

3. Name two Tumblebooks titles that have word search games. For extra credit, play one and tell your score.

To find games associated with Tumblebooks titles, you can search for the type of game, or you can click on the Puzzles & Games button to view all the different types of games. The word search is under the “other” category. To log into Tumblebooks, go to <http://sailsinc.org/tumblebooks.htm> and click on your library.

Patron Registration Reminder

Please remember that USERCAT 2 is supposed to show the TOWN where the person lives not the library that the person is using. If a person moves it is important to update that information. We use USERCAT2 to show residency for the annual state reports that public library have to submit and it is very important that it is correct.

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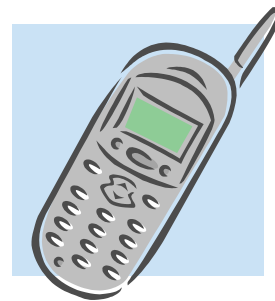
Trivia Question #2

How can a patron view their past checkouts in iBistro? What steps need to be performed?

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SAILS to Investigate Voice Notification

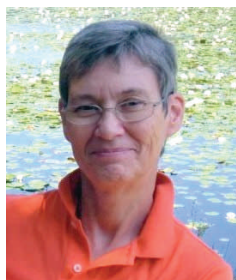
Beth Smith, the FY12 SAILS President, appointed a committee charged with evaluating voice notification products that could be used by the network to notify patrons about available holds and overdues. The committee members are Denise Medeiros (Wareham), Jayme Viveiros (Acushnet), Madeline Holt (Easton), and William Schneller (Berkley). The goal in moving to automated voice notification is to reduce network expenses for printing notices, reduce postage and handling costs for libraries that mail notices, and free up desk staff from having to handle printed notices and making calls. In a recent article that appeared in LibraryJournal.com the Johnson County Library system in Kansas saved \$72,000 moving to either email or voice notification.



SAILS will also be participating in a Strategic Partners Initiative being formed by SirsiDynix to investigate how SMS message (text messages) can be used for patron notification. SirsiDynix is beginning to investigate how this can be done without patrons having to pay for text messages.

The network does not intend to change the way K-12 libraries produce reports of items that are overdue. Voice notification and email are not options for their patrons.

Meet Claudette Tobin



So everyone is more familiar with our staff, we are going to introduce ourselves to you. This month you will learn more about Claudette Tobin.

I attended Bridgewater State College and started my adult working life in 1974 at the Acushnet Elementary School Library. In 1979 I went to the Russell Memorial Library, also in Acushnet, where I eventually became Assistant Director. I held this position until 2002. In 2000, I started working at SAILS part-time in the Technical Services Department as a Cataloging Assistant. I switched to the full-time position of Cataloging Associate in 2002. I do the majority of the daily copy cataloging using the Skyriver service.

On a personal note, I'm married, have 2 children and 6 grandchildren, ranging in age from 15 years to 2 months. In my next life I would like to be a world traveler, baker and/or a master gardener.

Ad-Aware

Advice from Jorj, our PC Support expert—

It has come to my attention that the latest version of Ad-Aware comes with its own anti-virus. Upgrading to this will cause conflict issues with Symantec and can/will reboot your PC during scans.

I strongly suggest that, if you are using this product and do get a message asking you to upgrade to the latest Ad-Aware version, that you **DO NOT UPGRADE**. Just say no! ;) Please notify all staff about this issue, so we can avoid a mass influx of anti-virus/anti-spyware conflict issues. I will be looking into this further to see if there's anything that can be done to fix or adjust the installations. We will post any findings in an upcoming newsletter.

OverDrive Central: Online Learning Center



OverDrive's Training Month 2011 September 12th - October 7th

Register now for OverDrive's Training Month 2011 ... a perfect opportunity to learn what's new for your OverDrive service, plus get a refresher on the basics. This program is free to staff members of OverDrive partners. No travel is required ... all you need is a computer (with headphones or speakers) to attend.

Our core courses will be available as anytime recordings, plus two new 'hot topic' courses will be presented live starting September 12th.

Live courses... SAILS is registering for these and will be happy to have anyone come join us to view together in the SAILS meeting room. Please see the network calendar for the confirmed dates.

- **eBook Explosion! Tools to help you meet the challenge.**
- **2011 OverDrive Experience: Sleek, simple ... smarter, faster.**

You can register at our newly revamped Training Center, now called OverDrive Central: Online Learning Center. Register on behalf of a group or as an individual on the Registration page.

OverDrive Central is divided into four areas...

View Now: Need training right away? View our core courses at your convenience ... plus pause, stop and fast forward to suit your learning style.

Register : Register here for live courses hosted by our Training team. These sessions focus on hot topics, and are open to staff members from OverDrive partners.

Resources: Spread the word about your OverDrive service through promotional and educational materials. All materials are free to our library and school partners.

Networking: Have questions, comments, or feedback? Connect with us and other partners through Facebook, Twitter, and our blog. For more specific questions, you can email us directly.

Prizes (really great prizes!) will be awarded to winners of our Download Discovery raffle, a trivia contest comprised of questions from each session. Each time you attend a course (live or recorded) you'll have another chance to enter.

Whether you're a repeat participant, or this will be your first year ... you're sure to learn something new at OverDrive's Training Month 2011. We look forward to meeting with you!

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Network Statistics

	June '11	June '10	Total FY'11
Total Intranetwork Loans	58,203	58,667	701917
Total Items Circulated	308,529	388,941	4454952
Gutenberg	696		5509
OverDrive Circulation	4,217	2,271	40841
TumbleBooks	13,551	14,422	155919
All Formats Circulated	326,993		4656449
VirtCat Items Borrowed	911	1,166	13472
VirtCat Items Loaned	466	646	6876
Cataloging Requests	2,521	3,426	53063
MARC Records Added	3,571	3,293	71768
Patrons Added	3,099	2,863	40569
Patron placed holds	50,287	50,995	597897
Total MARC	1,117,089	1,095,203	
Total Holdings	3,732,673	3,683,445	
Total Patron	462,309	453,401	
Total Uptime	99.99	99.56	99.98

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Upcoming Events

- **8/3—PubPac Meeting**
10 AM—noon, SAILS
- **8/12—SirsiDynix Voice Notification Meeting**
1 PM—3:30 PM, SAILS
- **8/17—Membership Meeting**
10 AM—noon, SAILS
- **8/24—Overdrive Advisory Committee Meeting**
1 PM—3 PM, SAILS

Trivia Question #3

Why is it important to update the profile for a patron who has a temporary online user card? This is the one they signed up for using the online user registration form.

Submit your answers to this month's questions at: <http://www.surveymonkey.com/s/augtrivia>