SAILS Network News

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Executive Director's Report

At the end of each fiscal year I review our network activities to determine if we have met our Strategic Plan goals and our Guaranteed Service Levels. FY13 was an extremely busy year for SAILS but probably one of the most successful in terms of our accomplishments.

The Patron Notification project is complete and functioning with few problems. SAILS staff members are monitoring the delivery of notices and notifying libraries if a patron record isn't set up properly to receive notices. The network has used Ready Talk to develop 33 web based training sessions which were conducted both live and in recorded format. SAILS staff members conducted 30 training sessions at the SAILS office and 18 training opportunities at individual libraries. Nine of our 20 K-12 members took advantage of our offer to conduct on-site training during in-service days.

Our 3 mobile publicity displays were borrowed 3 times by member libraries. An advisory committee working with the assistance of Kristin Slater and Ginny Berube held a very successful legislative breakfast hosted by the Lakeville Public Library. Despite a pending blizzard more than 60 people attended the breakfast.

In January 2013 SAILS migrated to the latest version of Director Station. In addition to 2 web based training sessions offered by SirsiDynix, Ben Phinney has been holding onsite training for library directors and staff interested in using this tool to develop management statistic reports. SAILS uses Directors Station extensively to produce weeding reports, usage reports, and charts for libraries.

A major goal in the network's strategic plan has been to expand and improve online discovery tools for patrons to enhance their online user experience and open up all the resources available to them. SAILS migrated to the new Overdrive Discovery Site in early 2013. This offers a more attractive interface for users and includes a collection of eBooks to be that can be read using a computer browser thereby eliminating many of the problems involved with downloading books to an ereader. Since the migration to the new Overdrive interface, usage has increased by 20% and the number of page views doubled.

In July 2012 the network membership decided to move from e-Catalog to Enterprise. This decision was made because Enterprise offers patrons features that they had been requesting for years. Enterprise has a superior search engine

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compared to e-Catalog. Web training sessions for staff were held in January, Enterprise was launched as Beta in February, and links from the SAILS site were all changed to Enterprise in June.   Two libraries have begun using Enterprise as their website and several more libraries plan on making that migration in FY14. E-catalog will be completely discontinued in mid-summer 2013.

An ecommerce advisory committee recommended that the network begin offering patrons the option of paying fines and fees with credit/debit card. The network has contracted with Comprise Technologies for their SmartPay payment portal. This has been tested by the Lakeville and Norfolk Public Libraries and has been opened to all interested public libraries.

The Bibliographic Services Department has never been busier. The department loaded 78,187 MARC records in FY13, responding to 70,066 cataloging request. These figures are almost twice what had been done 2 years ago and reflect an increase in the number of electronic titles being loaded into the system in batch. Even if records are batch loaded they still require manual updating by SAILS staff. Academic and K-12 members are increasingly focused on moving from print to electronic format for new acquisitions. Public libraries are also beginning to follow that trend. The department has continued to work with libraries wanting to contribute to the SAILS Digital Historical Collection. The Digital Collections is hosted by Omeka, contains 21 collections submitted by libraries, and is now harvested by the Digital Commonwealth. The Digital Collections site had more than 3,000 visits and 16,500 page views in the past 12 months.

PC Support Services closed 280 service calls in FY13, a 25% increase over FY12 and the highest number on record for the department. Jorj visited 72 sites installing equipment, repairing equipment and providing spare equipment. In FY14 he will be moving the PC Support inventory from Tech Atlas to Spiceworks and will begin investigating how Windows 8 fits into our service model.

In both the Strategic Plan and Guaranteed Service levels the SAILS Administration is charged with the prudent management of network funds. An advisory committee appointed by the SAILS Board President recommended that SAILS reduce it operating expenses by moving to a new office. At the same time SirsiDynix presented the Board with a proposal for moving the SAILS locally hosted servers to their server farm in Atlanta. Combining both of these ideas into a single project will result in a significant reduction in the network's ongoing expenses and reduces the need for periodic expensive hardware upgrades. At the same time the network adopted a new investment policy emphasizing diversification of its investments. The network has taken steps to insure its ongoing financial stability.

Everything that has been accomplished this year is the result of the hard work of the SAILS staff and the willingness of our member libraries to provide feedback and participate in advisory committees.

New Board Members

The following are the SAILS Board of Directors for FY14:

2014 New Bedford High School, Ann O'Leary, B K-12

2014 Bridgewater Public Library, Sean Daley, P County

2014 Plumb Library Rochester, Gail Roberts, P Under 10,000

2014 Hanson Public Library, Nancy Cappellini, B 10,000-25,000 Secretary

2014 Raynham Public Library, Eden Fergusson, B 10,000-25,000

2015 Massachusetts Maritime Academy, Susan Berteaux, B Academic

2015 Plympton Public Library, Debbie Batson, P Under 10,000

2015 Richards Memorial Library North Attleborough, Frank Ward, B Over 25,000 President

2015 Boyden Library Foxborough, Jerry Cirillo, N County

2015 Dartmouth Town Libraries, Lynn Antunes, B Over 25,000 VP

2016 Carver Public Library, Carole Julius, P 10,000-25,000 Treasurer

2016 The Millicent Library Fairhaven, Carolyn Longworth, B 10,000-25,000

2016 Dighton Public Library, Jocelyn Tavares, B Under 10,000

2016 Holmes Public Library Halifax, Laurie Cavanaugh, P Member at large

2016 Russell Memorial Library Acushnet, Jayme Viveiros, B County

New Committee Members

The following are the committees and committee members for FY14:

Budget

Carole Julius (Chair) - Carver (10,000-24,999)

Stephen Fulchino - New Bedford (over 25,000)

Debbie Batson - Plympton (under 10,000)

Circulation Policy

Susanne Duquette - Taunton

Laura Bennett - Rehoboth

Karen Stefanik - Wilks

Joan Roan - Easton

Planning

Frank Ward - North Attleboro (Chair)

Carrie Tucker - Ebwater Jr./Sr. High

Bill Schneller - Berkley

Carolyn Longworth - Fairhaven

PubPac

Lee Parker - Norton

Bill Schneller - Berkley

Laura Bennett - Rehoboth

Molly Discoll - Middleboro

Daisy Delano - Taunton

Leslieann Costello - Norton

Personnel

Debbie Wall - Pembroke (Chair)

Stephen Fulchino - New Bedford

Robin Glasser - Norfolk

Bonnie Mendes - Somerset

Overdrive

Jocelyn Tavares - Dighton

Laurie Cavanaugh - Halifax

Libby O'Neill - Marion

Cindy St. Amour - Swansea

Lynne Antunes - Dartmouth

Amanda Viana - Norton

Libby Fox - Middleboro

Amy Tull - Halifax

Amy Sheperdson - Carver

Nominating

Carole Julius - Carver

Legislative Breakfast

Jocelyn Tavares - Dighton

Laurie Cavanaugh - Halifax

Nancy Cappellini - Hanson

Sue Branco - Westport

New Technology

Lee Parker - Norton

Liz Novak - MMA

Long Range Planning and Director's Station

The Seekonk Public Library has released a long-range plan that will facilitate the delivery of library services in town through June 30, 2017.

The plan details how the library will address the growing and changing demand for library services over the next four years. The plan establishes goals and strategic objectives for providing services, using technology, community outreach, and the development of library resources.

The plan is the result of a year-long effort by the board of library trustees, the library staff and the library's patrons. According to Director Peter Fuller, "Director's Station proved to be a useful tool when we were doing the research for SPL's long-range planning committee. We used it to develop a detailed profile of SPL current services. We did several analysis of our circulation, for example, by item type, by month and day of the week, and by user types. We also did an analysis of circulation ratios to see where we were getting the best return in terms of circulation for the amount invested. We did a an analysis of our users by age and place of residence. We were also able to do crude comparisons of sets of users based on the frequency of their use. We discovered, for example, that of the 8,700 registered borrowers that SPL reported in ARIS that only about 45% have used their card in the last year. This info has lead subsequently to our targeting those likely users among the remaining 55%. Using Director's Station also re-enforced for us the need to input accurate data. SPL is now making an effort to fill-in in some of the missing demographic data on its users such as date of birth. "
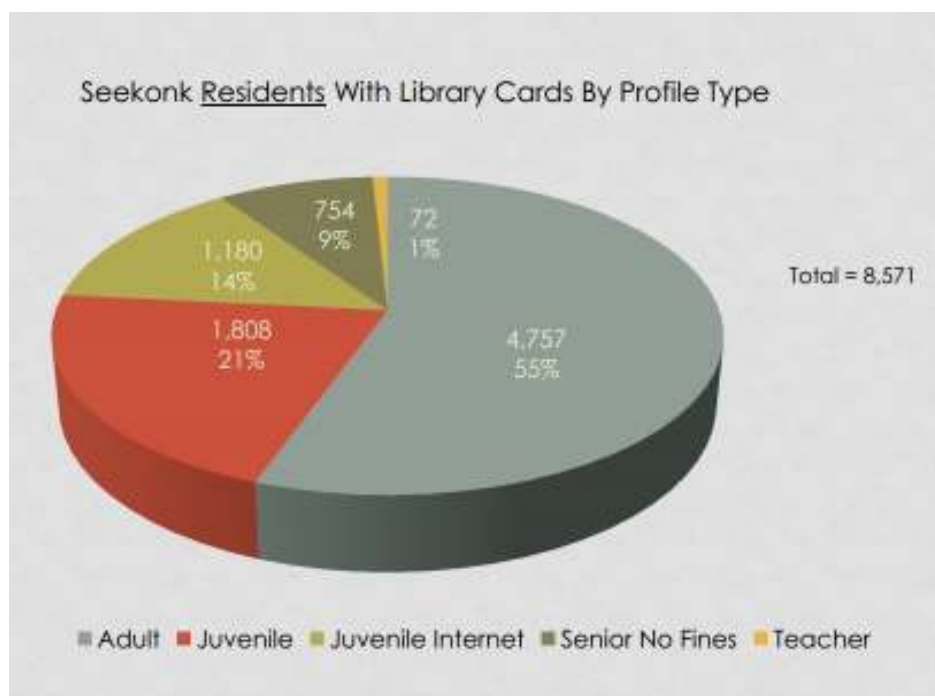

This chart is an example of the kind of information Seekonk was able to gather from Director's Station. Has your library found innovative ways to use the data available through Directors Station? Share your experience by emailing support@sailsinc.org.

Can I Sort in Gmail?

Unfortunately, sorting is not something gmail does. Google being a company founded on a search engine, it instead maximizes that strength and searches your mail rather than sorting it in the conventional sense. These are a few ways you can search/sort/organize your mail in gmail:

Oldest to Newest/Newest to Oldest: Hover over the number range that indicates the size of your inbox in the upper right and select which you want displayed first: Oldest or Newest.
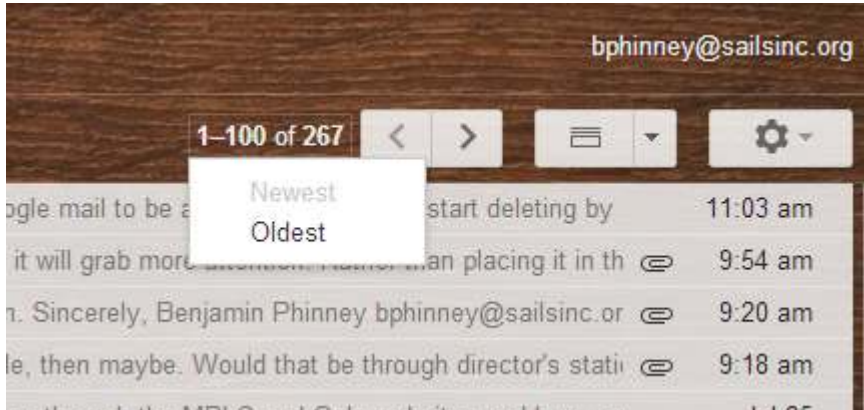
You can search by sender: hover over a sender in your inbox, you will see a link for emails. Click this to search for emails to and from this person's address.
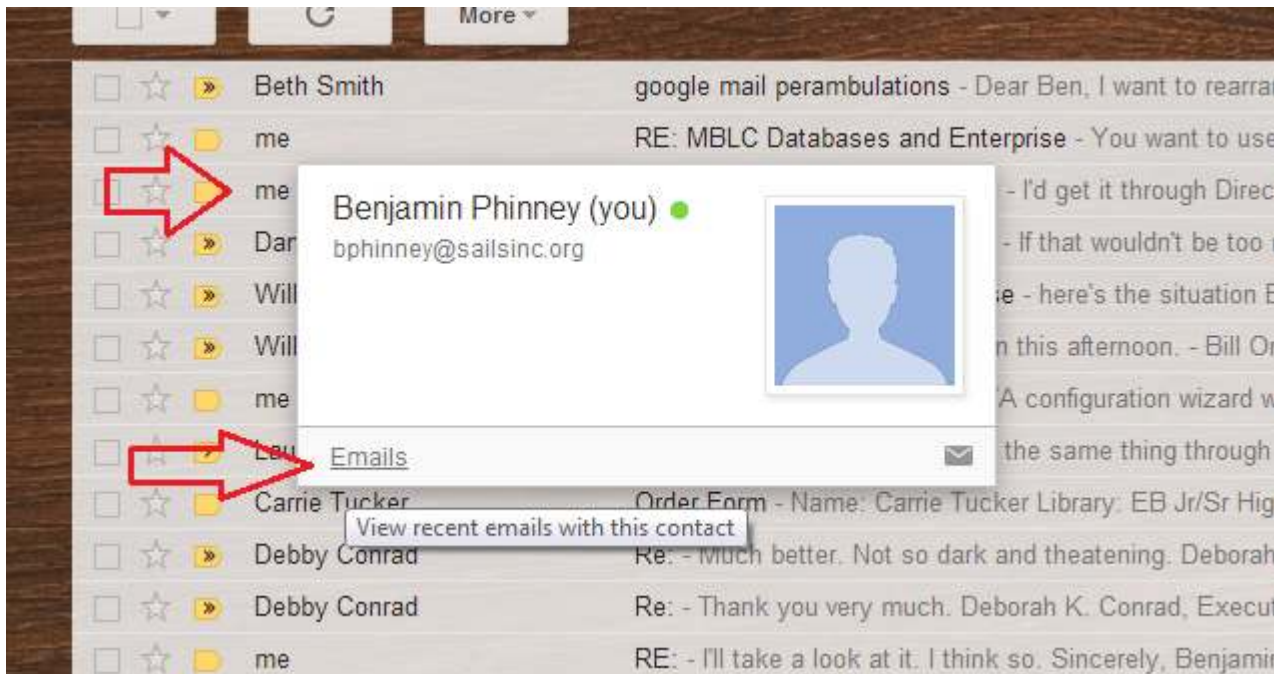
Or, you can simply use the search bar or the advanced search by clicking the small down arrow on the right of the search box. This document from Google gives more suggestion as well:

https://docs.google.com/a/sailsinc.org/document/
z/1_P8RGG1WXTlu9W8qpaT3Vw82HzgwVNLr3DSqBCosFdw/edit

LSTA Awards

Congratulations to the Attleboro Public Library, Lakeville Public Library, Plainville Public Library, Raynham Public Library, and the West Bridgewater Public Library for being awarded LSTA awards by the Massachusetts Board of Library Commissioners. There were many more applications than funds this year so it is a credit to the hard work of these libraries that their applications stood above the crowd. SAILS also received LSTA funding to underwrite some of the software licensing costs involved with migrating to the new Shareit Virtual Catalog.

Issues with SIP2—Important!

When SAILS moves its servers to SirsiDynix's SaaS hosting, the IP addresses on the servers will be changing. If you're using SIP2 to authenticate patrons for a database or service provided by your library, you may need to change how you're connecting to the SIP2 service. If a service you use authenticates patrons using SIP2, please send the service/vendor name and contact information to support@sailsinc.org so we can alert them of the change and make sure they have our most current information on how to connect to us.

Just like your vpn clients needed to be updated in preparation for the move to SaaS and our offices to Lakeville, so will any products at your library that use SIP2 to query our database. Some known products that will require attention are the OverDrive Download Station, OneStop self check, Envisionware PC Management and/or LPTOne. These will need to be updated to point to a url (web address) rather than a static IP address, if they aren't already.

If you have a product like one of those mentioned above, and it is set up to go to 96.252.75.212 for the SIP2 patron authentication, it needs to be updated. to:

salp.sailsinc.org

If it is already using the salp.sailsinc.org url, then you are all set and don't need to do anything.

The same problem will occur if you use a vpn client and haven't updated that address yet. You will not be able to log into Workflows. If you still need to update your vpn, just a reminder to change the host address to vpn.sailsinc.org. If you have any questions regarding either issue, please contact us at: support@sailsinc.org, and we will be more than happy to help.

Reminder When Submitting Requests to SAILS

This is just a reminder than when you submit any kind of request to SAILS, be sure to include as much information as you have regarding the issue, and any steps you've taken to resolve it on your own. The more information we have about your problem the faster and more effectively we can give you a response. Otherwise, if it turns out we don't have enough information, we will need to spent time going back and forth until we have all the necessary data that could have been better spent researching the actual problem. These are just a few examples, your specific situation could involve many more pieces of information:

Circ—patron barcodes, item ids, times and dates something occurred

Cataloging—item ids, title control numbers

PC Support—computer IPs, log me in or PC Anywhere, the computer's name on either software

Also, be sure to use the correct email address when contacting us. Your email will be sent to the right person eventually, but it will need to be forwarded around until the right person has it, if not sent to the right place first. This is just more wasted time.

If you subscribe to PC Support and have a pc issue, use WonderDesk via the SAILS Staff Site:

http://www.sailsinc.org/cgi-bin/wonderdesk/wonderdesk.cgi

Or, email pcsupport@sailsinc.org.

For cataloging use catsupport@sailsinc.org.

All other issue use Support@sailsinc.org.

Facebook Stream Widget

For those looking to add social content to their web presence, Facebook now has the option to create a "stream" inside of a like box. This allows the posts from your page to be broadcast in a news feed via a facebook widget. Setting one up is rather simple, all you need is the url from your facebook page. Then visit this page on creating a like box:

 http://developers.facebook.com/docs/reference/plugins/like-box/

Follow the instructions, and be sure to check the "stream" box. A preview of the widget will appear to the right. Click get code. Probably the simplest option is the iframe code. Just copy and paste the provided code into your web page's html to add a little social media flare into your website.

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Network Statistics

	June '13	June '12	Total FY'13
Total Intranetwork Loans	**62,919**	56,717	**705,821**
Total Items Circulated	**332,607**	370,707	**4,295,063**
Gutenberg	**83**	138	**2,861**
OverDrive Circulation	**11,351**	8,569	**120,467**
All Formats Circulated	**406,960**	390,447	**4,418,391**
VirtCat Items Borrowed	**824**	949	**9,660**
VirtCat Items Loaned	**441**	374	**6,425**
Cataloging Requests	**5,819**	2,922	**70,066**
MARC Records Added	**5,273**	3,836	**79,187**
Patrons Added	**2,649**	3,400	**40,608**
Patron placed holds	**55,365**	60,274	**686,680**
Total MARC	**1,186,759**	1,140,048	
Total Holdings	**3,673,032**	3,753,048	
Total Patron	**470,486**	469,944	
Total Uptime	**n/a**	99.41	

Upcoming Events

View the full event calendar

- **8/21—Membership Meeting**
  10 AM—12 PM, Lakeville Public Library

- **8/22—K-12 Membership Meeting**
  8:30 AM—12 PM, SAILS Meeting Room