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### Todd Mercer Joins SAILS Staff

We are pleased to announce the addition of Todd Mercer to the SAILS staff, replacing Ray Connetta as Systems Associate. Todd comes to SAILS after working as a Computer Technician at the Best Buy in North Dartmouth. Before that he was a social worker for the Massachusetts Department of Social Services. His familiarity with desktop computers and public service agencies makes him a great addition to the staff. His primary responsibility will be providing remote and on-site support to those libraries subscribing to the SAILS PC Support program but will also be working with Steve on general systems issues.

### Library Notices

Since SAILS is sending out library notices to your patrons for holds notification and reminders of items falling due, we have been getting email replies from your patrons. SAILS will pass these replies onto your circulation or holds contact. Often the patron requests the item be renewed or reply to let us/you know they are no longer interested in the hold.

We have gotten some nice responses to the service as well. For example:

“This is so great - your reminder. THANK YOU for your time.”

The newest release of the Unicorn software, installed over Veterans’ Day, allows us to specify a return address for replies. Now when we send out announcements from individual libraries, we are able to specify an email address, which the replies will be sent to. Unfortunately, the general notices, mentioned above, cannot be so specific and the replies go to <mailto:support@sailsinc.org>.



## LapTops In the Library

If your library is considering loaning laptops for in-library use, this program from the recent 2002 LITA National Forum might be of some interest.

The speaker was Barton Spencer, Head of Electronic Resources at [Cook Library](#), University of Southern Mississippi. His library already had a wireless network in place in the year 2000 (and four fulltime staff maintaining the network and its 300 PCs) when it purchased and configured ten Dell notebook computers for use within the library building.

Each notebook computer was given a wireless card, Microsoft Office Pro software, and Deep Freeze security software, and was given to the circulation desk to check out for three-hour periods. The total cost was \$2400. Printing was directed to a network printer.

The resulting program is very popular with students, who can move about the library with the notebook PCs, having the catalog on the screen while in the stacks and typing notes from wherever books and materials were found. None of the notebook computers has been lost or stolen; users have to show identification and

sign an agreement (including replacement and repair costs) every time they use one. The library has since added more notebook computers to the program because it is popular, solves space problems, and enhances service to the students.

Setting up the “Cook 'book” program was not as easy as it sounds. Initially the library tried to keep it simple—just check out a notebook PC. Batteries began to wear out quickly, so power cords were issued. Users found they needed sound, so headphones were also issued. Because the security did not allow ample storage, which the users needed, the library added zip drives. To carry all this, tote bags were needed; the speaker said hard shell cases would be better. The network cards break easily. Procedures to report maintenance problems had to be set up. Spencer recommends purchasing “complete care” warranties; most of the notebook computers have been repaired, as the students are hard on them. It also helps to develop a first name relationship with the technical service agents.

For more information about this program, go to <http://librarian.org/lita2/index.html>

## SAILS Cataloging Contact Information

SAILS Cataloging Department E-mail address has changed. If you have a Cataloging question or problem for Jennifer, Claudette, or Kristin please use <mailto:catsupport@sailsinc.org>

If you need to reach us by phone, the office number is 508-946-8600.

Jennifer is ext. 15 - Claudette is ext. 16 - Kristin is ext. 13.

You may also get in touch with **Technical Services Staff** at other libraries. You can use the Cataloging List ([cat@sailsinc.org](mailto:cat@sailsinc.org)) to ask questions, give helpful hints, etc. This list is open and available to any staff person who subscribes to it. Instructions for subscribing are available at <http://www.sailsinc.org/support/mdlist.asp>.

If you have a question about **serials** or want to ask how other libraries are using a publication pattern, etc. just send an email to <mailto:serials@sailsinc.org>. This list is also open and available to any staff person who subscribes to it. Instructions for subscribing are available at <http://www.sailsinc.org/support/mdlist.asp>.

## SAILS Network Statistics

<b>FY03 Overview</b>	<b>December</b>	<b>November</b>	<b>October</b>	<b>September</b>	<b>August</b>	<b>July</b>	<b>July-Dec</b>	<b>Total FY03</b>
Total Intranetwork Loans		40,425	43,866	40,397	44,283	43,292	212,263	212,263
Total Items Circulated		338,849	382,518	334,307	372,278	414,540	1,842,492	1,842,492
VirtCat Items Loaned		159	145	116	111	69	600	600
VirtCat Items Borrowed		436	566	556	365	218	2,141	2,141
Cataloging Requests		3,640	4,106	2,936	3,472	2,702	16,856	16,856
MARC Records Added		3,311	3,934	3,043	3,258	2,994	16,540	16,540
Patrons Added		3,106	3,986	5,671	4,406	3,355	20,524	20,524
Holds		21,526	21,057	20,699	21,331	20,887	105,500	105,500
Total MARC		865,570	862,473	857,982	854,671	842,960	865,570	865,570
Total Holdings		3,148,778	3,134,980	3,114,532	3,101,119	3,083,156	3,148,778	3,148,778
Total Patron		490,705	487,697	486,347	482,342	479,073	490,705	490,705

## Top Tip for Email Etiquette

Whenever you send an email, especially for professional purposes, you should always include a signature. A signature should consist of the following:

Name  
 Position  
 Email Address  
 Library/Name of Business

For example:

Bill Gates  
 Chairman; Chief Software Architect  
[bill@microsoft.com](mailto:bill@microsoft.com)  
 Microsoft Corporation



With so many people using email to communicate, when the recipient sees an email signed “Bill”, it becomes confusing, particularly if they know more than one Bill!

It is easy to create a signature in many email programs. To create one in WorldClient, simply log into WorldClient and do the following:

1. Click on “Options”
2. Click on “Compose”
3. At the bottom you’ll see a box to type in your signature. How you type it in the box is how it will appear in emails you compose and reply to.

**SAILS Library Network**  
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(508) 946-8600  
(508) 946-8605 (fax)  
email: [support@sailsinc.org](mailto:support@sailsinc.org)  
URL: <http://www.sailsinc.org/>

## **SAILS Staff**

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## **Upcoming Training**

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

### **Advanced Searching in Workflows & iBistro**

2/6/2003 9:30am to noon  
2/7/2003 9:30am to noon  
SAILS Training Room

### **Beginning Cataloging**

1/21/2003 9am to noon  
SAILS Training Room

### **Beginning Serials**

2/12/2003 9am to noon  
SAILS Training Room

### **Introduction to iBistro**

1/27/2003 10am to noon  
SAILS Training Room

### **Virtual Catalog Training**

01/27/2003 1pm to 3:30pm  
SAILS Meeting Room

## **Upcoming Meetings**

### **Borg & Circ Policy Meeting**

12/05/2002 10am to 11am  
SAILS Meeting Room

### **Board Meeting - Membership**

12/18/2002 10am  
SAILS Meeting Room

