

Executive Director's Report

Several key projects that were completed this month. Steve completed installation of the Envisionware PC Reservation clients at member libraries and began to successfully install the Print Management software. I have spoken to Sirsi about our interest in expanding this program next year and I am happy to say we will once again be sponsoring a regional demonstration will allow us to offer our members this product at a steeply discounted price. Laurie, Kristin and Steve provided assistance to Norfolk as it moved from temporary quarters to their newly remodeled building. Steve and I met with a group from Mattapoisett to discuss the logistics of their move to a temporary site and have begun taking the steps necessary.

The Cataloging Services Department has been focusing on streamlining their procedures and reducing the number of titles that need to be handled more than once. Kristin has developed a new procedure for handling acquisitions requests which will be presented to the Acquisitions Users on December 6th. We met to discuss the types of problems that most frequently result in items taking time to be cataloged and we are developing some strategies to reduce that number. Our goal is to reduce the number of items requiring special handling by 50% by this time next year.

Laurie will be working with members of the Overdrive Committee to develop some new promotional materials and will be making some revisions to the SAILS public homepage based on recommendations from the PubPac Committee. She completed the design for libraries to use if they want to be identified as a WiFi hotspot. Her new iBistro workshop was well received and she looks forward to offering it again.

I have submitted all the necessary plans and paperwork to the MBLC so we can apply for the next Erate and LSTA grant rounds. I attended the annual Customers of Dynix conference in Minneapolis and participated in some joint UUGI Executive Board and CODI Executive Board meetings as we explore the possibilities of conducting a joint conference sometime in the future. I am also conducting some surveys to develop a strategic plan for UUGI – something that has never been done.

Our main excitement was the disk drive that failed Sunday, November 12. We don't know what caused the problem but since we have mirrored drives we were able to stay on-line until it could be replaced. It did take us about a week to get things back to normal but we didn't lose any data and the authority project was completed successfully.

Next month we are going to begin testing GL 3.0 so we can begin developing training materials. In the

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middle of December SAILS will begin beta testing GL 3.1 for its consortia friendly features.

Several libraries have undergone changes over the past month. Normandin Middle School and Greene School are both circulating. Mattapoissett Free Library is closed until early January – none of its materials are available to fill holds and the library is closed to the public. Woods School in Plainville has completed its data conversion and should begin circulating after the winter holidays. Central School in East Bridgewater will begin adding its collection in early 2006. Please note that the following libraries are not filling holds and are not valid pick-up destinations:

- Ahern Middle School and Foxborough High School
- Borden, Greene, and Silvia Schools in Fall River
- Normandin Middle School in New Bedford
- Wood School in Plainville
- Central School in East Bridgewater

We expect Ahern, Foxborough High, Greene and Normandin to begin after January 1, 2006.

Don't forget to check our monthly calendar regularly – it lists all major system events and workshops. As the holidays are fast approaching, the calendar includes when we will be closed.

Mattapoissett Update

Mattapoissett Free Public Library is currently closed. They are in the process of moving to temporary quarters. SAILS has been updating their patrons' pickup locations to the Millicent Library in Fairhaven. If patrons wish to renew Mattapoissett items you may do so (even with an override) provided there are no holds on the items.

OverDrive Collection

Now that OCLN, C/W MARS, and the BPL are offering the OverDrive collection to its patrons, SAILS directors have voted to open our collection to all patrons with a SAILS library card. They will still need to be in good standing in the system, so no bills, over dues or expired cards. This should save everyone a lot of time answering questions about why can't someone use the system.

Library Elf

Library Elf is a Web-based, free service for patrons to access all their library account information in one place. It allows people to:

- link multiple cards
- receive overdue, reminder notices & hold pick-up notices to email or a cell phone
- check their accounts online, all on one page

All of this is in real-time. People who want to see their entire family's account in iBistro can do so using Library Elf.

Though Library Elf claims that it is not effected by the Patriot Act since it's in Canada, or that it will not sell personal information, there are no guarantees. There are also no guarantees that the service will remain free, so this service is not endorsed by SAILS, but we have been using it with our patron accounts and are enjoying it.

MLA Hall of Fame Award

The MLA Public Relations Committee is currently soliciting nominations for inductees to the Massachusetts Library Association's Hall of Fame in 2006. Nominations must be received by January 13, 2006 in order to be considered. Nominations will be evaluated by the MLA Public Relations Committee and recommendations to name awardees will be submitted to the MLA Executive Board for final approval. The nomination form is available in MS Word or PDF format, along with further details on [the MLA Website](#).

Massachusetts Library Association Hall of Fame inductees are practicing or retired librarians who have made a substantial, sustained contribution to advancing the cause of Massachusetts librarians or librarianship over a career of at least ten years. Inductees' contributions may be in the fields of public service, education, advocacy, mentoring, service to the profession, or other areas. Inductees may work or have worked in school, public, special, or academic libraries, in library education, agencies, or associations. The Massachusetts Library Association recognizes the exceptional contributions to the profession made by members of the Hall of Fame. This recognition by the state's professional association demonstrates the respect and gratitude that those working in libraries feel toward members.

A lovely note from one of your patrons

The following email was sent to us in response to a communication between SAILS and a patron over connecting to the Over-Drive service while we were having our hardware problems last month.

“...my sister with whom I live is retired, on a fixed income, and recovering from recent hip replacement surgery. I am on disability hopefully recovering from cancer. Between the two of us, we don't leave the house very often, and although we've always enjoyed audio books, they have become even more special to us now. Again, we are so thankful for this service.”

Minuteman Lending Update

MLN sent out the following announcement earlier this month.

The Minuteman Library Network has resumed lending of audio-visual materials with the exception of new feature film video materials. To be more specific, Minuteman libraries are NOT lending any feature film video material (VHS, DVD or VCD) acquired by the library within the last 12 months.



The libraries ARE once again providing access to most of the rest of their collections, including older feature film videos. For additional information as posted for Minuteman patrons, see:

http://www.mln.lib.ma.us/catalog/av_restored.htm

Remote Patron Authentication at Boston Public Library

The following email was sent to the Regional Email List by Kenneth J. Peterson of the BPL.

Dear Regional Members:

We recently corrected a long overdue error with the implementation of our Remote Patron Authentication system by limiting the use of the online resources to the correct patron borrower types.

We discovered that many users are accessing our electronic databases with the use of their corporate or institutional library card. These cards are designed to facilitate the lending/borrowing of materials from the library but not intended to be full service cards. Our license agreements are based on individual users and not by institution. As a reminder, these cards are for the institution to use for Inter-Library Loan, and are not to be given to patrons.



As part of this correction, the Boston Public Library will be initiating a new online borrower registration process in the spring of 2006. Your staff, faculty, students and patrons will then have the ability to register for and receive via the mail a full service Boston Public Library card. This will enable immediate remote access to the BPL electronic resources.

Please contact me if there are further questions regarding the use of the institutional card.

Kind Regards,
Ken

Kenneth J. Peterson
Coordinator of Services to
Libraries
Boston Regional Library
System

Internet Usage Among Adults

Sixty-eight percent of American adults, or about 137 million people, use the Internet, up from 63% one year ago. Thirty-two percent of American adults, or about 65 million people, do not go online, and it is not always by choice. Certain groups continue to lag in their Internet adoption. For example:

- 26% of Americans age 65 and older go online, compared with 67% of those age 50-64, 80% of those age 30-49, and 84% of those age 18-29.
- 57% of African-Americans go online, compared with 70% of whites.
- 29% of those who have not graduated from high school have access, compared with 61% of high school graduates and 89% of college graduates.
- 60% of American adults who do not have a child living at home go online, compared with 83% of parents of minor children.

Those who are currently offline have had varying levels of exposure to the online world. According to the Pew Internet and American Life Project's May-June 2005 survey, one in five American adults (22%) say they have never used the Internet or email and do not live in an Internet-connected household. These truly disconnected adults occupy essentially the same percentage of the population as in 2002, when 23% of American adults said they have never used the Internet and do not live with anyone who has access.

"Americans who are over the age of 65 or who have less education are the most likely to be completely disconnected from the Internet," said Susannah Fox, associate director of the Pew Internet Project. "If they needed to get information from a Web site or other online source, they probably could not easily do so."

Fifty-three percent of Internet users now have a high-speed connection at home, up from 21% of Internet users in 2002. Not surprisingly, the groups who were initially most likely to lag in adopting the Internet now lag in access speeds. Those with less education, those with lower household incomes, and Americans age 65 and older are less likely to have embraced broadband than those who are younger and have higher socio-economic status.

Previously, Pew Internet and American Life Project surveys showed that Internet experience - the number of years a person had been online - was a major predictor of both the frequency of Internet use and the activities pursued online. Now that a majority of the Internet's heaviest users have upgraded from dial-up to high-speed access at home, broadband access is becoming a stronger predictor of online behavior than a user's level of experience.

"There are three degrees of Internet access - cold, tepid, and hot," said Fox. "There is a group of Americans for whom the Internet remains a mystery. They live lives far removed from the online world. Then there is the larger group of dial-up and intermittent users who are connected, but are not necessarily daily users. Finally, there is the broadband elite who are likely to go online every day and be devoted to their online pursuits."

More findings from PEW/Internet

- *about 60 million American adults are using search engines on a typical day.*
- *the number of those using search engines on an average day jumped from roughly 38 million in June 2004 to about 59 million in September 2005 - an increase of about 55%*
- *the use of search engines is edging up on email as a primary internet activity on any given day.*
- *On any given day, about 52% of American internet users are sending and receiving email, up from 45% in June of 2004*

MLA's 21st Century Literacy Conference - "Handheld and Mobile: Libraries on the Go"

"Handheld and Mobile: Libraries on the Go" was a quick look into a possible future of small gadgets and gizmos, which left me wanting to head to the nearest Best Buy. We first learned the difference between a PDA and a handheld; basically a PDA handles personal information, such as an address book, to do list, etc. while a handheld is a broader term and these days may include Internet access, a phone, camera, MP3 player, etc. So what can be done with this new technology and why do libraries need to think about it at all?

One place to look is at e-books. We can see how popular they are by looking at the OverDrive service. If you don't commute using public transportation, you may not see their popularity first-hand, but if you do, you can understand the benefit of not having to carry around a print book. Reference content is also available, many free of charge. Go to Tucows.com and take a look at some of their offerings at: Windows Downloads > PDA > Palm OS > Docs. Some are even free. Megan gave an example of people at a baseball game having years' worth of stats right on their Palm, readily available. You don't have to compete against this technology, but if you're aware that this information is available, let your patrons know about it. Then you'll be the one providing the information tool.

On many college campuses it is common to have mobile services available to students. Some teachers are making downloadable audio files of their lectures. There are mobile search engines, designed to give quick answers to people's questions. She also brought up the shopping services now available to mobile users and with the holiday season here, gave a scenario of waiting in line to pay for an item and checking with YahooShopping to see if there is a better price at another store.

Some ILS vendors, including SirsiDynix, have products which work on a wireless device. PocketCirc is from SirsiDynix. Though expensive for a consortium, it does allow you to perform inventory and circulation functions away from the normal circulation desk. We're still trying to see the advantage to this vs. using Workflows on a laptop with a wireless connection.

She then went on to talk about Multimedia on portable devices. A cool service is Audible Air, which will allow you to purchase and download an Audible title wirelessly. You can also get e-books & test prep titles for your iPod, since an iPod is just a large hard-drive. Not to mention the availability of PodCasts, audio files, and live TV & radio on your phone!

One of the most relevant and useful bits of information I got out of the presentation is having Websites available in a format that is viewable in these small devices. It's fairly easy for us to put up a Website with our hours, give logins to the catalog, provide virtual reference, all available online to people with a mobile device, but if they can't read the webpage or it takes too long to download, what's the point? Megan gave some nice examples of libraries that have a secondary set of pages on their Websites formatted for mobile devices, all available in her slideshow.

The session ended with most of us really excited about upcoming hardware, such as flexible screens which are similar to actual paper, and rolling screens that expand and contract depending on user needs, such as fully expanded for reading a book, vs. rolled up for using the phone. The slideshow from Megan's presentation is available at http://web.simmons.edu/~fox/acrl_mla_05_fox.pdf



