SAILS Network News

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Executive Director's Report

The SirsiDynix Consortia Special Interest Group held its 8th annual meeting in Detroit on November 1 and November 2. The meeting was well attended this year which might be an indication that funding for libraries is improving, with representatives from eleven states (including Alaska) and Canada in attendance. Three executives from SirsiDynix attended the meeting as well – Bill Davidson (Chief Executive Officer), Berit Nelson (Vice President of Library Relations), and John Perry (Director of Customer Support).

Every year the Consortia SIG follows the same format – the morning of the first full day the group compiles a list of issues that we want SirsiDynix to address. This year these focused on consortia pricing for products, help desk support that recognizes the complexity of consortia sites before attempting to solve software problems, product design that recognizes the needs of consortia, and the importance of developing client deployment techniques to make it easier for consortia to update staff clients at individual libraries.

During the second half of the day there were presentations from different sites about new services they have put in place for their members. The representative from the Wyoming State Library talked about their use of the SirsiDynix Portfolio Digital Asset Management platform to host the Wyoming Place site (http://wyld.sdp.sirsi.net/maps/). The user is presented with a map of Wyoming – click on a place and a pop-up window appears with the origin of the name and history of the place. I discussed the SAILS project to eliminate printed notices by moving to automated voice notification, Email, and SMS. Clevenet (in metropolitan Cleveland) discussed a joint project with Hewlett Packard called MyCloud. The Cleveland Public Library is providing HP mobile thin clients to enable patrons to create their own computing worlds, just as if they were using their own laptop or desktop computer. Patrons can surf the web, access library resources, and save files, bookmarks and preferences so they are available any time they visit the library. MyCloud also provides access to powerful software applications, such as photo-editing tools and business-management applications. This service will be expanded to other libraries in the network after the first year. Staff members from State Library in Delaware described their statewide initiative to automate every library including historical societies and museums. The Executive Director of Winnefox in Wisconsin talked about their implementation of VuFind, an open source Discovery Platform.

The final day of the meeting consisted of two sections – the SIG Group chair presented our list of concerns to the SirsiDynix executives giving them time to react. SirsiDynix committed to respond in writing to all issues at the group's next meeting which will be held in March at the SirsiDynix Users Group annual meeting in Salt Lake City. Once this was done SirsiDynix reported on the current state of the company, current level of staffing, number of sites, and product development initiatives. Between Symphony, Horizon, and Dynix sites SirsiDynix has 3600 customers worldwide. This number is a little misleading because each customer can represent multiple libraries, for example SAILS has 62 members in 75 locations. In the last calendar year SirsiDynix sold their system to 41 new customers which put the company in the top tier of library automation companies. The only other company with more new customer sales was Polaris.

SirsiDynix product development is focused on improving the customer experience, providing their customers with the tools to engage patrons through the social networking sites, and moving towards cloud based applications. While SirsiDynix currently maintains a server farm in Atlanta for their hosted services such as the SAILS Enterprise site, the company is experimenting with true cloud applications using the Amazon Cloud Service. The company is moving away from computer based staff clients towards web based clients eliminating the need for client software to be installed on each computer. The company is launching its web based cataloging client in early 2013. The best announcement in this development is that as the company moves away from pc based clients there will be no charge to existing customers to migrate to the web based client. Directors Station is being replaced by Analytics Station which should provide a more powerful business intelligence data analysis tool for libraries. E-resource Central is a new product still in development which will allow libraries to deliver e-resources seamlessly and cost-effectively while also handling traditional collections. It is intended to allow libraries to make e-books, e-journals, digitized collections and all types of e-resources available in a single, seamless, integrated experience for their users. SAILS has licensed this product and will be launching it as soon as it is tested and stable.

The meeting was very positive and informative. If SirsiDynix succeeds in moving the product line in the direction described it will certainly benefit the libraries in the SAILS Library Network. The meeting was also is a great opportunity to find out what other library consortium are doing and to talk about concerns of interest to all of us.

SVA Survey

Recently a survey was sent out to all of the public library directors on the completion of our Patron Notification Project. We have received 15 responses so far. If you are a director at a public library using the SVA service, we would really appreciate your input, if you haven't given it already. It is a relatively short survey and should only take a few minutes of your time. If you are a library not patricipating in the SVA service, some of the questions are regarding the SMS notifications only. If you have input on SMS notifications we would love your input as well. But please, skip over any questions relating to the automated calls. The results of the survey will be used in a final overview of the project at the January Membership Meeting.

Director's Station Status

Since September you have probably heard numerous communications from the SAILS office regarding Director's Station not working properly. We have all hoped these issues would be resolved by now. After many failed attempts by Sirsi at fixing the issues by trying to reload data various ways and even reinstalling the program, we will be seeking a different solution to permanently fix the problem. Our current server running Director's Station is over seven years old and there seems to be something irreparably wrong with the current version we are using. Because of this we will be purchasing a new server running a different release of the program.

We aren't sure when we will have this new system up and running, yet. Until it is functional we will have limited access to our current Director's Station software. We do not want anyone using the program until this issue has been resolved. During the interim period SAILS staff will be able to assist you in getting any data you might need. We will use Director's Station if we can. If not, we will get your reports out of Workflows.

We really appreciate everyone's patience with this issue. It has been a really frustrating three months dealing with these issues and we look forward to having them resolved. This version of Director's Station we are told has the same interface as our current version. What it wont be able to do is transfer any existing profiles or templates that have been made on our current system. Sirsi has recommended that staff using Director's Station log in and open each template that they wish to remake in this newer version and take screen shots of each to make the process of recreating them faster. If needed you can contact us to have us make a spreadsheet of your templates. If you have any questions at all please email support@sailsinc.org.

E-book Media & Communications Toolkit, free resource from ALA

For librarians asking what they can do to advocate for fair e-book lending practices and to help libraries in informing the public about e-book lending practices, ALA is offering the free "ALA E-book Media & Communications Toolkit." These resources at www.ala.org/ebooktoolkit support librarians in taking action in their communities.

Developed by the ALA's Digital Content and Libraries Working Group (DCWG), the toolkit includes op-ed and press release templates for library supporters interested in informing the public of the role that libraries play in building literate and knowledgeable communities. Additionally, the toolkit provides guidance on ways to use the media templates, as well as ALA talking points, e-book data, and public service announcement scripts.

The Digital Content & Libraries Working Group, a representative group made up of 27 ALA members from various types of libraries, advises the Association on issues related to libraries and digital content, and the provision of equitable access to digital content for all. The group has developed a number of other resources about e-books, including the report "Ebook Business Models for Public Libraries," a digital rights management "Tip Sheet (PDF)," and an E-Content supplement to American Libraries magazine.

To view the communications toolkit, visit www.ala.org/ebooktoolkit. All questions about the media toolkit should be sent to Jazzy Wright, press officer of the ALA Washington Office, at jwright@alawash.org.

Gmail

Since we've been collecting post migration survey responses, several minor problems have been addressed. I wanted to send the problems and the solutions out to everyone in case any of these were questions you yourself hadn't thought to ask.

How do I close out of my gmail account?

While in gmail or any of the google apps products, go to the upper right corner of the screen where it shows your email address. There is a little down arrow next to it. Click it and select "Sign Out" in the popup.

Where are my distribution lists from WorldClient?

Distribution lists don't migrate with normal contacts. We have to import them using a different method. If you had lists that didn't transfer and you would like them in your gmail account. Email eservices@sailsinc.org and we will get them imported for you.

Email has a tiered look. It groups conversations and I find it confusing.

Gmail defaults to what they call "conversation view." To shut it off, go to the gear icon and select settings. Under general, you will see options for conversation view. Disable this feature and each individual email will display without the tiered look. Click Save.

Why did my folder names change?

Folders import as a path rather than keeping how you named them. So you might have named a folder questions but gmail interpreted the folder path instead as inbox/patrons/questions. You can go in and change any folder (what gmail calls labels) when this occurs. To fix it, hover over the label on the left side of your inbox. You will see a small down arrow. Click it and select edit. A popup will appear that lets you change a label's name.

How do I remove ads?

Go to the gear icon on the right and select settings. Select the Webclips tab. Deselect show my Webclips above the inbox.

How do I learn more about Gmail's features?

Gmail has great help pages. This is the home page for their help section: http://support.google.com/mail/?hl=en. It is very easy to explore and it is searchable if you don't have the time to poke around.

Why can I still log into WorldClient?

WorldClient still exists as a safety net and for those who haven't moved over to Gmail yet. If you find yourself logging into WorldClient by accident, remove any shortcuts or bookmarks to it. If you feel everything hasn't moved over to Gmail, please let us know so we can address the issue.

SPAM

One thing you must keep in mind is that Gmail has a very aggressive SPAM filter. You should get into the habit of checking your SPAM folder regularly. Gmail should be able to "learn" over time what you consider SPAM and what you don't. When looking at a message marked as SPAM, you will see a button at the very top of the message called "Not SPAM." Doing this on wrongly SPAM'd messages should teach GMail what is SPAM and what is not.

Trash Label

Another aspect of Gmail you should be aware of is the trash label. While labels and folder can generally have an identical relationship, the trash label is one place where they do not. Labels allow you to essentially have one message "live" in as many folders as you need. Since trash is also a label, you can accidentally have a trash label on a message you don't want deleted. If you move an item out of the trash label, make sure you do so by removing the trash label and not just by moving the message like you would from one folder to another. If just moved, it will retain the trash label and be deleted on the same schedule with the rest of your trash.

How do I get a less cluttered display?

Go to Settings (Gear Icon in top right of the screen)>

> **Display density>** Select comfortable

> **Under Settings>General Tab >**

>> Turn Conversation view off

>> Desktop Notifications > chat notification & mail notification - turn off

>> Button labels > select text

>> People widget > Hide the people widget

>> Personal level indicators > no indicators

> **Labels tab >**Hide any folder that you don't look in - you can always see these at the way bottom of the list of folders/labels

> **Inbox tab >**

>> Inbox type - select classic

>> Importance markers - no markers

> **Chat tab >**Turn off chat

> **Web clips tab>** Uncheck "Show my web clips above the Inbox"

> **Theme tab>** Try high contrast or a light color, not a pattern

New free streaming video broadcasts, AL Live

AL Live, the new free streaming video broadcast from American Libraries, launches this Friday, November 16, at 1:00 pm Central time (2:00pm Eastern, 11:00am Mountain, 10:00am Pacific) with "Library 2017: Tech at Warp Speed."

In this first episode, author and ALA TechSource columnist Jason Griffey moderates a discussion on libraries in the near future, with an expert panel including Marshall Breeding (independent consultant, speaker, and author), Nina McHale (Web Developer at the Arapahoe Library District, Englewood, CO), and Rebecca K. Miller (College Librarian for Science, Life Sciences, and Engineering at Virginia Tech).

You can view AL Live from anywhere--your home, library or favorite wi-fi spot—and watch broadcasts about library issues and trends in real time as you interact with hosts via a live chat, offering immediate answers to your questions. With the help of real-time technology, it's like having your own experts on hand. The programs are easy to view; you can find out more, including how to catch Friday's first episode, at http://www.americanlibrarieslive.org/

Future broadcasts include:

- Nov. 16: Library 2017: Tech at Warp Speed

- Jan. 10: Landing Your Ideal Library Job

- Feb. 14: Mobile Services: The Library in Your Pocket

- March 14: Library Safety and Security

- April 11: The Present and Future of Ebooks

- May 9: Library Learning Goes Online

- June 6: New Technologies in Library Equipment

- July 30: Discovery Services: The Future of Library Systems

- Sept. 12: Digging into New Databases

We hope you'll take advantage of, and enjoy, this new free way to stay updated on the issues.

MLA Meet & Greet (Trivia Night)

Thursday, December 13, 2012 at 6:00pm @ Hajjar's Bar & Grille in Weymouth
https://www.facebook.com/events/280535265383168/
Come have a fun evening out and a break from the holiday chaos by joining us and other MA library folk for some food, drink and trivia! If you aren't on Facebook you can send your RSVP to Laurie (llessner@sailsinc.org) or Jocelyn (jtavares@sailsinc.org). We can also answer any questions you may have.—Laurie & Jocelyn, MLA PR Committee Chairs

Network Statistics

	October '12	October '11	Total FY'13
Total Intranetwork Loans	**58,901**	56,788	**242,707**
Total Items Circulated	**373,496**	373,451	**1,554,499**
Gutenberg	**155**	190	**874**
OverDrive Circulation	**8,801**	6,186	**35,893**
All Formats Circulated	**441,353**	395,592	**1,591,266**
VirtCat Items Borrowed	**937**	1,143	**2,636**
VirtCat Items Loaned	**569**	655	**1,877**
Cataloging Requests	**3,414**	3,140	**16,439**
MARC Records Added	**4,375**	5,513	**25,144**
Patrons Added	**3,732**	3,855	**19,115**
Patron placed holds	**57,696**	46,935	**240,703**
Total MARC	**1,152,597**	1,125,197	
Total Holdings	**3,784,658**	3,761,497	
Total Patron	**465,239**	465,328	
Total Uptime	**99.76**	99.5	

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Upcoming Events

View the full event calendar

- **No upcoming events are currently scheduled in December. Have a happy holiday!**