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### SAILS Email Information

If you have an email address from SAILS then you are automatically protected against potential Viruses and SPAM. Our SPAM-Blocker rejects all messages from blacklisted sites on the Internet, which in turn reduces the amount of email you may receive from undesirable sources. While these features are extremely helpful in reducing the amount of harmful and unwanted email they don't protect you against everything. Our email software is updated daily. If you are concerned that you are receiving more than your fair share of this type of email then please contact us at: [support@sailsinc.org](mailto:support@sailsinc.org).

### Quotable Quotes from the iBistro Survey

- A great service. It has dramatically increased my use of library services.
- I love being able to get books I could never afford myself by simply logging on and requesting them.
- This is a great way to find all the books i've been looking for, it really helps me with what i need.
- Love the advantage of getting to reserve the books I am looking for or to see if I have any books waiting for me at the library
- iBistro is very useful to me. I use it frequently to search for books and order them at my library. It is a great program.
- Love it...easy to use home or at library.
- I LOVE, LOVE, LOVE this service! As a working mother it allows me to use the library much more frequently. I don't know what I did without it!
- I feel that iBistro is an indispensable resource for our family!!! I check for all my library resources here first & then order everything I need online so by the time I get to the library (1x a week) many of those materials are available and waiting for me to pick up!!! I love it because it is the #1 easiest library "catalogue & more" program to navigate that I have come across!!!! Thank you for the outstanding service!!!!
- Libraries are great for people who don't always have the money to do movie rentals or to buy a best seller. I support my local library and all the neighboring 110%!!

Keep in mind; your patrons wouldn't have such positive comments about iBistro if they didn't receive great service when using the library.

## Letter sent by Deborah Conrad on behalf of SAILS

January 24, 2003

Dear Governor Romney and Lieutenant Governor Healey:

I am writing this letter on behalf of the 70 libraries that are members of the S.A.I.L.S. Library network and the more than 450,000 patrons that they serve. As you make your decisions on upcoming budget reductions I urge you to make no further reductions to library related programs.

One of your major concerns is the need for government agencies to become more efficient. Massachusetts libraries have been models of interagency cooperation and efficiency for more than 18 years. Networks have allowed member libraries to share collections and reduce duplication of effort. The S.A.I.L.S. network includes public libraries, libraries in elementary, middle, and high schools as well as two state colleges. With an internet connection we share with the University of Massachusetts, we provide patrons with easy access both from the library and from home to millions of items. Patrons can request materials online and have them delivered to their local library. Between July 1, 2002 and December 31, 2002 the S.A.I.L.S. library online catalog was visited more than 500,000 times. During the same time period patrons requested and received more than 250,000 books, videos, books on tape, etc. that were not available at their home library. Costs for this service are shared by all the library members. We supply libraries with cataloging for newly acquired materials reducing the need for staff at the individual library and at a cost of less than \$.09 for every dollar spent. The shared delivery provided by the state funded Regional Library Systems costs less than \$.20 cents per item - significantly less than postage rates. Through the combined contributions of our libraries we are able to be a single source for circulation services, computer support, web hosting, and staff training.

Patrons are more than enthusiastic about the service they are receiving. S.A.I.L.S. is conducting a user satisfaction survey of our services and we have received a number of very enthusiastic responses from our users. These are a few comments (\*iBistro is the name of the software we use):

- I can't overstate how useful I think iBistro is ... you've made our library system more accessible, responsive, and flat out powerful. You've made a good thing (much) better. Thank you for your efforts!

- I LOVE this service. I can look for something anytime I think of it. I can also just surf around and find more than I was originally looking for.
- iBistro is a wonderful feature and I love using it. I probably use it daily. I use it to research which book to read next, to reserve a book, and to renew it if needed. I would really miss this tool if it was taken away.
- This is a great way to have the books I want to read ready at the library for pick up - thanks!
- On-line review of books, putting in requests for holds, doing searches, etc. is wonderful! Don't take it away! Thanks.
- As a home schooling mother, my favorite thing about iBistro is that I can reserve books or tapes found in all different libraries, all from home and pick them up at my own library!
- SAILS with iBistro is fantastic; inter-library loans are easy and speedy. Keep up the great work.
- It's wonderful to be able to access resources from so many libraries and to be able to do it online! It's very convenient to be able to check my account and renew items online as well. Thank you!

Libraries play an important part in education.

- Pre-schoolers attend children's programs at Massachusetts libraries more than 1.4 million times every year, promoting early learning and literacy.
- SAILS libraries serve 144,595 children aged 0-18 in Southeastern Massachusetts.
- SAILS libraries have over 1/3 of their collections geared toward children.
- Students are able to access public library resources in school, at the public library, or at home.
- Using their library card, students last year retrieved more than 144,157 online articles and information resources from their school, the public library and at home.

While we all understand the budgetary situation in Massachusetts, libraries have already suffered. Funding for all library programs has been reduced 24%, the greatest reduction in state funding in history. State funding that assisted small libraries in participating in networks and reduced local telecommunications costs was completely eliminated in July 2002. Further reductions in state funding for aid to public libraries and the Regional Library Systems threaten the resource sharing infrastructure that has been in place for more than 18 years.

If you are curious about the types of service the S.A.I.L.S. network provides or would like to view the various member library websites which describe services they provide to their residents, I invite you to visit our site at [www.sailsinc.org](http://www.sailsinc.org). The user and pin are GUEST. I am sure you will be impressed with what libraries have been able to do with a very small percentage of state and local funding.



## Jazz up Your Website and Add Customer Service Features at the same time!

Based on answers to the latest patron survey, which is still in progress, many patrons access iBistro **several times a week**. So, as the administrator of the SAILS website, I asked myself how you, the web administrator for your library's site can use this information.

Your website can be the greatest point of contact between you and your patrons who use the library from home. Wouldn't it be great if they could go to your library's site **to log into iBistro**, rather than going to SAILS first? This is possible by putting a simple form onto your site.

Another fact, learned from the survey, is that My Account is the most used feature in iBistro. A big reason for them to visit your site is if they can **renew their items in one step**, rather than

1. connecting to you
2. then to SAILS
3. then logging into iBistro
4. then clicking on their account.
5. then clicking on "renew my materials".

By putting a **simple form** on your site, you can get them logged right into their account, direct from your webpage!

How many of you have **new books** listed on your site? How long does it take to put the list together? Add a link to your site, going direct into iBistro's new books lists. Your library's lists are updated every 28 days. The Kid's list, based on a Juvenile icat2, on the first Sunday of the month, the Adult's list, based on an Adult or YA icat2, on the last Sunday of the month. It selects items created 30 days before the report runs. The general system lists are created every 14 days and selects titles created 30 days before the report is run.

## Changes coming in Unicorn 2003

**Lost item processing** – They will keep the link to the borrower. The display will be cleaned up also.

**Suspend loans** – You can suspend privileges.

**Vacation holds** – Patrons holds can be suspended.

**Blanket holds** – You will be able to place holds on multiple bibs or multiple copies from the same bib record.

**Fine, fee-reporting options** have been increased also.

**Expanded patron searching** – You will be able to search on addresses, extended information, phone number, etc.

**Automatic Duplicate checking** – System will alert you if you enter a duplicate name in the system.

**Demand Management** – You can have local holds be based on patron library or hold pickup library. New prioritization levels will be available.

**Item Scoping for Cataloging** – You will be able to control who can modify, edit, add call numbers, or copy records.

**Acquisitions** – Will have selection list capabilities.

**Serials** – Increased bindery options – using Bindery link plus.

**iBistro** – New single search option, removal of individual my favorites. You will be able to mark records for an entire session.

**Blind authorities in the OPAC** can be suppressed.

### Unicorn 2004

Will have Unicode support for server and client.

It will have **normal windows capabilities**. Complete **spine label printing** supporting 20 individual label sets. Will have a **MARC editor**. Java based Unicorn, will run on Macintosh, Windows NT 4.0, Windows 2000, and Window XP. Computer will need a **minimum of 128 of RAM**.

## SAILS Network Statistics

FY03 Overview	December	November	October	September	August	July	July-Dec	Total FY03
Total Intranetwork Loans	44,728	40,425	43,866	40,397	44,283	43,292	256,991	256,991
Total Items Circulated	310,885	338,849	382,518	334,307	372,278	414,540	2,153,377	2,153,377
VirtCat Items Loaned	197	159	145	116	111	69	797	797
VirtCat Items Borrowed	481	436	566	556	365	218	2,622	2,622
Cataloging Requests	3,019	3,640	4,106	2,936	3,472	2,702	19,875	19,875
MARC Records Added	3,277	3,311	3,934	3,043	3,258	2,994	19,817	19,817
Patrons Added	2,181	3,106	3,986	5,671	4,406	3,355	22,705	22,705
Holds	17,527	21,526	21,057	20,699	21,331	20,887	123,027	123,027
Total MARC	867,532	865,570	862,473	857,982	854,671	842,960		867,532
Total Holdings	3,150,572	3,148,778	3,134,980	3,114,532	3,101,119	3,083,156		3,150,572
Total Patron	491,547	490,705	487,697	486,347	482,342	479,073		491,547

## The "New" UCITA in 2003 from ALA Midwinter Conference

UCITA has been passed in two states – Virginia and Maryland.

**What is UCITA?** It is the Uniform Computer Information Transaction Act – This is a proposed state contract law developed to regulate transactions in “electronic goods.” Electronic goods are Software, Databases, Online Journals, Magazines, CD-ROMS, Videos, and E-books etc.

**What will it do?** It will establish default rules for all types of licensing for these electronic goods. It will make “shrink wrap” and “click on” licenses enforceable. Shrink-wrap licenses are the ones you get when you purchase software but cannot read until you open the shrink-wrap. Opening the shrink-wrap means that you agree to the license. Click on licenses are the ones you have to click Agree before you can use or download the software. Which for the most part no one reads.

**Why should libraries be concerned?** It has an impact on libraries because it will make it difficult for us to negotiate contracts with Database vendors, Software vendors, etc. It also conflicts with Federal Copyright Doctrines. UCITA threatens fair use privileges that allow for the provision of fundamental library services like inter-library loan, archiving and preservation. UCITA threatens "first sale" privileges that permit donation, transfer or resale of a product.

**UCITA is biased toward licensors.** Under UCITA, vendors can withhold terms until after payment and installation. Vendors may change license terms at anytime even after the customer agrees to a license. Licensors are not required to disclose if they have put a disabling code in their software. UCITA allows software publishers to shut down mission critical software *remotely* without court approval and without incurring liability for the foreseeable harm caused. It allows software publishers to remove their product, simply because usage fees arrive late.

In 2002, an amendment was added for Libraries – It helps only public libraries, public elementary

and secondary schools. **It allows software to be transferred if it is donated with the computer.** The American Library Association does not endorse this amendment.

Learn more about UCITA -  
<http://www.affect.ucita.com/why.html> and  
[www.ala.org/washoff/ucita/impact.html](http://www.ala.org/washoff/ucita/impact.html)

Some states have passed UCITA “Bomb-shelter” legislation. This legislation protects state’s citizens from UCITA laws that are passed in other states. “A “bomb-shelter” law voids a choice of law or forum provision in a computer information agreement (e.g., a software license or online access contract) if it results in the application of UCITA to the agreement.” The “Bomb-Shelter” legislation protects you if the licensing comes from a state that has passed UCITA (e.g. Virginia or Maryland) For more information about UCITA “Bomb-shell” legislation please go to  
<http://www.affect.ucita.com/links.html>

Librarians are not the only ones opposing UCITA.

- 32 State Attorneys General (2001)
- 26 State Attorneys General (1999)
- Software developers
- Every consumer advocacy organization that has looked at it
- Large software customers
- Other independent information content developers (writers, photographers)
- Many law professors

Additionally, it has been sharply criticized by the United States Federal Trade Commission. For a more comprehensive list, please go to  
[http://www.affect.ucita.com/say\\_list.html](http://www.affect.ucita.com/say_list.html)

Information from AFFECT (Americans for Fair Electronic Commerce Transactions)

### UCITA in Massachusetts

State Representative Ronald Mariano of Quincy (3<sup>rd</sup> Norfolk district) introduced UCITA “Bomb-shelter” legislation in December of 2002.

SAILS Library Network  
547 West Grove Street  
Middleboro, MA 02346  
(508) 946-8600  
(508) 946-8605 (fax)  
email: [support@sailsinc.org](mailto:support@sailsinc.org)  
URL: <http://www.sailsinc.org/>

## SAILS Staff

**Debby Conrad**  
Executive Director  
[dconrad@sailsinc.org](mailto:dconrad@sailsinc.org)  
(508) 946-8600 x11

**Laurie Lessner**  
Manager of Electronic Services  
[llessner@sailsinc.org](mailto:llessner@sailsinc.org)  
(508) 946-8600 x30

**Todd Mercer**  
Systems Associate  
[tmercerc@sailsinc.org](mailto:tmercerc@sailsinc.org)  
(508) 946-8600 x15

**Jennifer Michaud**  
Network Cataloger  
[jmichaud@sailsinc.org](mailto:jmichaud@sailsinc.org)  
(508) 946-8600 x15

**Claudette Olivier**  
Cataloging Associate II  
[colivier@sailsinc.org](mailto:colivier@sailsinc.org)  
(508) 946-8600 x16

**Kristin Slater**  
Manager of Bibliographic Services  
[kslater@sailsinc.org](mailto:kslater@sailsinc.org)  
(508) 946-8600 x13

**Steve Wilson**  
Systems Manager  
[swilson@sailsinc.org](mailto:swilson@sailsinc.org)  
(508) 946-8600 x12

## 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 Serials**

2/12/2003 9am to noon  
3/13/2003 9am to noon  
SAILS Training Room

### **Beginning Cataloging**

3/27/2003 9am to noon  
SAILS Training Room

### **Intro to iBistro**

2/20/2003 1pm to 2:30pm  
SAILS Training Room

### **Outreach Training**

3/07/2003 9am to noon  
3/26/2003 9am to noon  
SAILS Training Room

### **Power Searching**

3/12/2003 9:30am to noon  
3/14/2003 9:30am to noon  
SAILS Training Room

## Upcoming Meetings

### **Board Meeting**

02/14/2003 10am  
SAILS Meeting Room

### **Circulation Meeting**

02/04/2003 9:30am to 11am  
SAILS Meeting Room

### **PubPac Meeting**

2/26/2003 9:30am to noon  
SAILS Meeting Room

### **Tech Services Meeting**

3/05/2003 10am  
SAILS Meeting Room