



Volume 4 Issue 2  
February 2004

## SEMLS Legislative Breakfast

SAILS will be contributing to the handout packet by including a flier, which will explain the role of the Network. There is a growing misunderstanding about the benefits of a library network, and we want to clarify these for your patrons, trustees, and especially your legislators. SEMLS will be sending out more information in the weeks to come. The Breakfast will be on Friday, February 20th, at the Fireside Grille in Middleboro.

## PC Upgrades

At the last Board Meeting, Jan 2006 was given as the deadline for upgrading staff computers to be compatible with Workflows 2004. We will be offering a minimum of 3 group purchases with the first one in May 04. Debby will be sending out a memo to the directors so you can begin planning. More to follow!

## iBistro 2003 Focus Groups

SAILS PubPac (Public Access Catalog Committee) conducted focus groups. We had 2 sessions, each lasting about 2 hours. We were able to get 10 patrons, from various libraries in the network, who were willing to come to the SAILS offices for the meeting.

We allowed them about 20 minutes to “play around” with the new interface, while we observed. We then asked a series of five questions about iBistro. The general consensus was positive. All but two liked the new interface and the ones who liked the old one better admitted it was a matter of familiarity. The most interesting conclusion was the desire to receive training in searching, as opposed to the user interface. These patrons are very familiar with the general product and know how to place a hold, renew items, etc. What they really want to learn is how to search for just DVD's, or just CD-ROMS.

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### Focus Group Observation

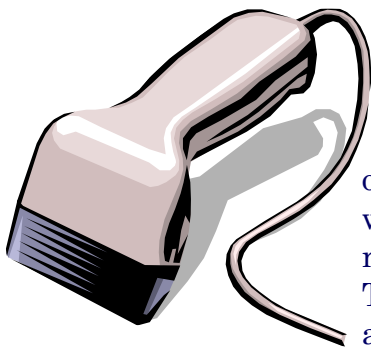
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*(Continued on page 2)*

## !! Email Signature Reminder !!

Recently we have noticed an increasing number of emails with just a person's name. Often just the first name. We want to remind everyone that the Policy for sending email does say "All email sent must include the sender's name and library affiliation." For the complete Email Policy, please view the [SAILS Policy Manual](#).

It can be as simple as:  
Laurie Lessner  
SAILS Library Network



## New Scanner Vendor

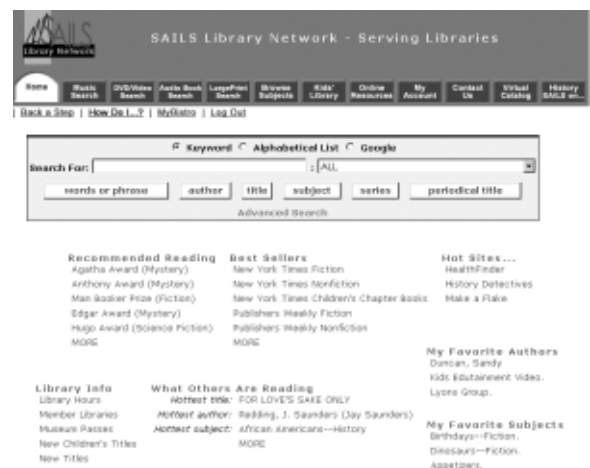
We ordered 3 new scanners from a new scanner company last Wednesday Jan 21st. We received the scanners on Friday Jan 23rd which was much faster service than with the old service. Steve tested out one of the new scanners on a computer in the training room and it worked fine. The new scanners are \$303.65 each and shipping averages around \$5 per scanner. We have replaced the old price on the order form, \$465, with the new price. It looks like we will save about \$156 per scanner with this new company.

## iBistro 2003 Focus Groups

(Continued from page 1)

Here are a few notable observations:

- Didn't like drop-down search indexes - just one more step. (We ended up keeping the buttons.)
- One person really wanted to be able to sort by more than 500.
- Need to underline Advanced Search - not very visible. (Done)
- Really liked the "Look Inside", thought it had changed. (It hadn't! It's the same added content, just presented differently.)
- Didn't understand "Find Items on Same Shelf"
- Do notice duplicate records
- Placing holds, should get back to hit list, not full details (Agree and has been requested of Sirsi)
- Don't know why they'd use Google from iBistro



## CW/Mars Live on Virtcat & Other Info

CW/Mars has been added to the list of networks who are now lending materials with us. The following information was given to the members of the Virtual Catalog by Paul Kissman from the Board of Library Commissioners. It explains the recent changes in the administration and plans for the future.

- Those BLC libraries that are leaving have ceased trading with VC members that are staying in the statewide VC, and vice versa. The consortium, however, continues to use same machine, and is still using the same software and URSA database for another month or two while their new home is being prepared.
- The Board of Library Commissioners has issued a procurement request for a new administrative entity to take over many of the duties for which the BLC office used to be responsible. Duties will include: the care and feeding of the URSA server, acting as a central point of contact with Dynix on technical issues, acting as a help desk for problems in the field, providing training and training materials, helping new members join the VC, providing statistics, and billing and collecting member annual maintenance payments.
- We hope to have this procurement completed by early March. The server itself is safely ensconced at its home at UMass Boston through June, and your institutions' Dynix maintenance periods run through late spring or right to the end of June. In other words, the bottom is not going to drop out while we are transitioning to a new administrator.
- The Board of Library Commissioners continues to see the statewide VC as a priority. Sufficient funds have been identified to keep the service going as well as to invite the two remaining library networks to participate as full members during the next 9 to 12 months.
- We intend to create a new form of governance for the statewide VC project. Those discussions will begin very soon. Our intent is to provide an equitable voice for all participants in matters of policy, user needs, evaluation, future software upgrades, and any shared costs associated with the project.

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Commissioners  
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## Information on Upgrading Browsers

By now you know we have put in a new version of iBistro. The recommended browsers for this are either Internet Explorer 6.0 or Netscape 7.0. Basically the newest browsers available. I have seen it work on IE 5.0, but haven't tested extensively. Todd and Steve have been getting copies of IE 6.0 to all of you and have made sure that libraries with Gold Support are running the latest browsers on their PACs.

We also realize that patrons need the newest browsers at home. We have a message on the login screen of iBistro, explaining this and giving links to where they can get the browsers. Some of your patrons don't have very fast Internet connections, so downloading a browser isn't an easy task. To help with this, the SAILS cataloging department has entered into the catalog an Internet Explorer 6.0 CD-ROM title. This means that when your library is done with the Internet Explorer disc (sent to you by SAILS), you can attach your copy to this title record (a1081331) and make the disc available to your patrons to take home, so they can upgrade their browsers. Please check around the library and verify that everyone who should be involved in the different aspects of this issue have received the information.

Also, don't hesitate to contact us with your questions - [support@sailsinc.org](mailto:support@sailsinc.org) (browser & iBistro questions), [catsupport@sailsinc.org](mailto:catsupport@sailsinc.org) (cataloging questions).

## Impact of Installing a Virus

The following information comes from CERT - the number one reporting agency for Internet security issues, funded primarily by the Department of Defense.

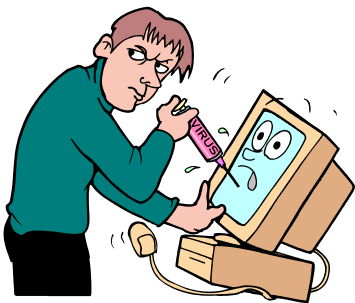
A virus infection can have significant consequences on your computer system. Even if you use DeepFreeze, until you reboot your pc which will get rid of the virus, the system may still be compromised. Consequences include, but are not limited to:

- Information disclosure - Mass-mailing viruses typically take email addresses from the address books or files found on an infected computer. Some viruses will also attempt to send files from the infected computer to other potential victims. These files may contain sensitive information.
- Install a backdoor - Many viruses will install a backdoor on an infected system. This backdoor may be used by a remote attacker to gain access to the system, or view/add/modify/delete files on the system. These backdoors may also be used to launch denial-of-service (DDoS) attacks against other sites and send unsolicited bulk email (spam) to other users. Frequently these compromised systems are home and small business systems.

### So, what can you do?

*Run and maintain an anti-virus product*—Norton Anti-virus, for example. While an up-to-date antivirus software package cannot protect against all malicious code, for most users it remains the best first line of defense against malicious code attacks. Most antivirus software vendors release frequently updated tools to help detect and recover from a virus. If you use Norton Anti-virus, this is done when you update the virus definitions. Therefore, it is important that you keep your antivirus software up to date.

*Do not run programs of unknown origin*—Do not download, install, or run a program unless you know it to be authored by a person or company that you trust. Email users should be wary of unexpected attachments. Be sure you know the source of an attachment before opening it. Also remember that it is not enough that the mail originated from an email address you trust and recognize. The Melissa virus spread precisely because it originated from a familiar email address.



*Be wary of URLs in email messages.* URLs can link to malicious content that in some cases may be executed without user intervention. A common social engineering technique known as "phishing" uses misleading URLs to entice users to visit malicious web sites. These sites spoof legitimate web sites to solicit sensitive information such as passwords or account numbers.

In addition, users of Internet Relay Chat (IRC), Instant Messaging (IM), and file-sharing services should be particularly careful of following links or running software sent to them by other users. These are commonly used methods among intruders attempting to build networks of distributed denial-of-service (DDoS) agents.

## Upcoming Training & Meetings

### Upcoming Training

Detailed descriptions and registration information, are available on the [SAILS website](http://www.sailsinc.org).

### Beginning Serials Training

02/04/2004

9am to noon SAILS Training Room

### Upcoming Meetings & Events

#### MLA Ways & Means Day

02/03/2004

10am Statehouse, Boston

#### Circulation Meeting

02/10/2004

10am SAILS Meeting Room

#### Board Meeting

02/18/2004

10am SAILS Meeting Room

#### SEMLS Legislative Breakfast

02/20/2004

Fireside Grille—Middleboro, MA

## SAILS Network Statistics

FY04 Overview	December	November	October	September	August	July	
Total Intranetwork Loans	41,116	41,675	48,551	39,894	44,057	47,458	
Total Items Circulated	286,943	340,470	375,088	344,044	351,606	412,162	
VirtCat Items Borrowed	559	644	673	620	408	518	
VirtCat Items Loaned	202	314	295	318	250	301	
Cataloging Requests	2,491	2,520	4,225	3,176	2,403	2,586	
MARC Records Added	2,959	2,917	4,088	3,699	2,376	2,985	
Patrons Added	1,617	3,419	4,240	6,935	3,571	3,513	
Holds	22,014	26,822	28,163	24,411	24,421	25,558	
Total MARC	903,727	901,016	898,448	893,731	890,100	888,434	
Total Holdings	3,257,995	3,254,731	3,244,320	3,228,140	3,218,976	3,210,212	
Total Patron	494,005	493,118	490,224	486,379	481,343	497,196	
FY04 Overview	June	May	April	March	February	January	Total FY04
Total Intranetwork Loans							262,751
Total Items Circulated							2,110,313
VirtCat Items Borrowed							3,422
VirtCat Items Loaned							1,680
Cataloging Requests							17,401
MARC Records Added							19,024
Patrons Added							23,295
Holds							151,389
Total MARC							903,727
Total Holdings							3,257,995
Total Patron							494,005

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