



Volume 8 Issue 2

February 2008

Executive Director's Report

INSIDE THIS ISSUE:

We are now more than half way through this fiscal year and it is an appropriate time to compare what the Action Plan said we would accomplish with what has actually been done.

Our highest priority this year was to improve system reliability. Our stated goal was to achieve a level of 99% availability. Our uptime has averaged 99.5% per month. This means that except for approximately 5 minutes per day and about 10 minutes one Wednesday a month, the Unicorn servers are available for use by our members and the patrons they serve. Another very important goal for us was to monitor vendor responsiveness to critical issues. Between October 1 and December 31 we opened 15 calls with SirsiDynix and 8 calls with Verizon. Most of the Unicorn issues were resolved within 48 hours except for one critical problem that remained open for 3 weeks. The average Verizon problem took 14 days before problems were totally resolved. Obviously this type of response to critical problems is not satisfactory and we'll continue to pressure both vendors to resolve critical issues within 24 hours.

Another key goal for this year was to provide support for the latest Unicorn client and to ensure that staff members could effectively use the new client. We are close to our goal of having 100% of our public and academic libraries using the Java Client for all software modules. During the past three months SAILS staff members have conducted 70 onsite training sessions in the use of the Java client. We have begun to make the transition to offering training workshops at SAILS and will be developing more training opportunities over the next several months. At the request of staff members we have continued to hold informal circulation and cataloging roundtables at different libraries this fall. We have distributed a number of Tech Tips on how best to use the Java Client. The new staff website is being updated with the latest documentation and training material.

The network has to be accountable to the membership and to regularly report on activities and services it provides. The network distributes monthly activity reports to the directors and uses the

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Executive Director's Report

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monthly newsletter to keep staff members informed of network activities. A PC Support Program Oversight Committee was formed and I submit a monthly status report to that committee so that they can monitor departmental activity and response time. It is also important that the network be accountable to each library. The first quarter value of service letters were sent to each library and the second quarter letters are about to be distributed. In the process of compiling the statistics for the October-December value of service, it was impressive to see that SAILS provided \$1,442,000 worth of services to its libraries during that three month period.

Over the next six months our focus will be turning to the Directors Station with the goal of setting up report templates that library directors can use as budget justification, collection development, and background data for grants. Once those templates have been developed we will begin conducting workshops on how to use the report templates and create original reports using the Directors Station. We will also be surveying users to identify the types of features they would like to see in a new online catalog/information portal with the goal of submitting a grant request for funds to replace iBistro. As always, we will continue to be available to provide assistance to our members so that they can make the best use of the services SAILS has to offer.

How to Install the TumbleBook Icon onto Public Desktops

1. In the url below, replace the word username with your own username (please email SAILS if you do not know your username)


http://www.tumblebooks.com/SWAP/icons/tumblebooks_username.exe

Then copy and paste it into your browser. For example, if your school username is: maple the url should look like:

http://www.tumblebooks.com/SWAP/icons/tumblebooks_maple.exe

2. A File Download box will pop up. Click on Save
3. Save it onto your desktop.



4. Once it is on your desktop; , double click the icon to launch. You may get a security warning pop up. Before you click on Run, remove the check mark from the box "Always Ask Before Opening This File" (the pop up will then not appear the next time you click on the icon)
5. The TumbleGuy will jump around your desktop and then open right into your TumbleBookLibrary collection (it may take 3-4 seconds).

That's it. You are ready to Tumble. You can send the icon download link to every computer in your school or library!!!!

Playaways

If your library is beginning to purchase Playaways the item type should be playaway. This item type is not holdable. We do not have enough of these in the system to fulfill demand and not enough libraries are purchasing these yet. This is similar to when libraries first began to buy DVD's – they were not holdable until everyone pretty much started buying some.

Join the Team!

SAILS would like to put together a team to compete in the 2008 MLA Book Cart Drill Team Competition. This is the first book cart drill team competition MLA has held. It will be on May 8, 2008 at 4 PM at the Sea Crest Hotel at the MLA Conference! Trophies and certificates will be awarded!

Further information can be found on the [MLA website—www.masslib.org](http://www.masslib.org). Anyone interested, please let me know: Laurie—llessner@sailsinc.org.

A very fun account (big surprise) is on Mo Willems' blog: <http://mowillems-doodles.blogspot.com/2007/06/precision-drill-cart-wha.html>



Also check out [The Library Book Cart Precision Drill team Manual](#) by Linda McCracken and Lynne Zeiher.



Computers in Libraries

If anyone in your library is considering going to Computers in Libraries, April 7 - 9, at the Hyatt Regency Crystal City in Arlington, VA, consider registering through SAILS to receive more than 50% off the conference cost. In turn, SAILS will get an \$8 payment for each person registering. Works out well for all!

Details on the conference are available at:

<http://www.infoday.com/cil2008/>

It does look to be an interesting time. The theme is: INNOVATIVE CHANGE: Integrating High Tech With High Touch. As usual, it looks to be a little heavy with Web 2.0 and gaming sessions, but there are a number of other tracks to choose from. A lot of options for those of you who work reference, design your library's Web site, or are in youth services.

I am planning on going, and we're trying to recruit people to join me in visiting the exhibit halls and looking into the Next-gen Catalogs track. All this knowledge will go towards our next big project—selecting a new patron search interface.

~Laurie

Expiring Available Holds - Clarification

Every library has a field in its record that indicates the number of days an available hold stays on the hold shelf before it expires. Each library may modify this number within certain limitations (contact SAILS if you want to do so)

- This number of days is calendar days – it does not take into account closed days.
- The default number we entered for each library was 10 days but this can be changed.
- When an item is flagged to fill a hold the system enters an available hold expiration date into the patron’s hold record. This date does not count the day the item is checked in.
- The system will then email the patron an available hold notice. The language on the notice reads: **DO NOT RESPOND TO THIS EMAIL - IT IS SYSTEM GENERATED**
These items are now available for pickup and will be held at the library as indicated below. If you no longer need an item, please call the library.
Thank you.
- The system supplies the available hold expiration date at the bottom of the notice.
- The available hold expires at 11:59 p.m. on the date listed.
- At 1 a.m. on the following day the notice that the available hold has expired is emailed to the patron and you get a copy of the notice.
- The item will appear on your Clean Holds Shelf Report telling you what to do with it.
- If special circumstances arise you can modify an expire available hold date in a patron hold.
- You do not need to track holds on the hold shelf – the Clean Holds report will do that.
- You do not need to do anything with the cancel available hold notice for the patron. This is for information purposes only and we send you a copy because it is not clear on the Clean Holds Report if an item appears on it because a patron canceled a hold or an available hold expired.

SAILS Site Update

The circulation desktop section is basically complete. We’ve tried to put the old Workflows tips of the week in the subject area where they made most sense. The next step is to add the policies in the same manner.

Meeting minutes are posted. Network policies and basic virtual catalog information is available.

The forms on the entire site should work. If they don’t, email support@sailsinc.org to report the problem.

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Circulation Desktop

<p>general circulation</p> <ul style="list-style-type: none"> » Circulation forms » Circulation policies & procedures * » Quick tips - Q&A from roundtables » Entering patron records » Standard reports & notices » Printing receipts » Property settings - workflows » My library's codes <hr style="border-top: 1px dashed black;"/> <p>Holds</p> <ul style="list-style-type: none"> » Placing a hold » Overriding holds at checkout » Suspending holds » Clean holds shelf » Viewing expiration date <p style="text-align: right;">» more</p> <hr style="border-top: 1px dashed black;"/> <p>Workflows</p> <ul style="list-style-type: none"> » Properties - copying from another PC » IS&D - simple view of copies » Special circ functions 	<p>Lost/Claimed Returned Items</p> <ul style="list-style-type: none"> » Marking an Item Lost » Accepting Payment for Lost Items » Marking an Missing » Setting an Item to Claimed Returned » Assumed lost schedule <p style="text-align: right;">» more</p> <hr style="border-top: 1px dashed black;"/> <p>bills</p> <ul style="list-style-type: none"> » Billing a user » Billing at discharge - missing items » Viewing bills on an item » Viewing bills on a discarded item <hr style="border-top: 1px dashed black;"/> <p>Test your circ skills!</p> <ul style="list-style-type: none"> » Skills checklist - questions only » Skills checklist - questions & answers » Essential circ skills
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Note from MLA Legislative Committee

The Governor's Budget (House 2) came out last week, with disappointing numbers for Library Line Items. Once more the funding for libraries has failed to reach the levels budgeted for libraries prior to the sharp reductions of FY2002--2004.

Are you aware that the "Cherry Sheet" Library Line Items (State Aid and Regions) and Account 9506 are the only ones that have not recovered or EXCEEDED FY2001 funding levels? Therefore, Regions, State Aid and Line 9506 (Telecommunications and Resource Sharing) are still millions of dollars below where they should be had those lines been treated the same as all other local aid and other state funds! This means less dollars in your State Aid check, more pressure on local budgets to fund networks, and Regional services drastically reduced to keep the delivery system running.

Now the economy is looking bleak, and we are once again going to be told that there is no money for libraries! Let's not allow this to happen! MLA is asking EACH AND EVERY ONE of you to contact your state legislators and ask them to give Massachusetts Libraries their FAIR SHARE!

TAKE ACTION NOW!

In the next few weeks, State Representatives and Senators will be asked by the leadership to list their 2 or 3 highest priorities for funding in the state budget this year. Please call or write to your state legislators IMMEDIATELY, and ask them to include libraries in their priorities.

We suggest that you make an appointment, or go to their posted office hours in the next few weeks, and make the case to them that libraries have not been treated fairly with other state priorities over the last 8 years. It is time to give libraries a FAIR SHARE. Please try to obtain from them a commitment that Libraries will be one of their priorities this year.

STRENGTH IN NUMBERS!

Pull together a team of Library Staff, Trustees, Friends and supportive local officials. If you are in a district in which your Legislator represents more than one town and/or library, pick up the phone or write an email and work with your colleagues in other libraries to coordinate a message or a visit to your Senator or Representative. Library Staff, Trustees and Friends should all be involved in advocating for more state funding for libraries!

BE PREPARED

For documents and information on the state budget, the MLA Legislative Agenda, and on the Cherry Sheet Deficit for Libraries, go to:

http://www.masslib.org/lc/library_cherry_sheet_history_2008.pdf

For general information on Massachusetts Library Funding/Legislative Issues go to:

<http://capwiz.com/ala/ma/state/main/?state=MA>

[Click for information on your local funding impact](#)

We suggest you familiarize yourself with this information, print out relevant material and present it to your legislator when you speak or write to them.

FOLLOW UP AFTER

MLA wants to know what our Legislators are thinking about the budget for libraries this year. Please help us out by passing along any information you have from meetings, phone calls, or correspondence with your Legislators by emailing Meredith McCulloch (meredith.mcculloch@gmail.com) of the MLA Legislative Committee. Meredith will be coordinating your responses. If you need advice please contact us for help. Thanks for your action! Let's make sure we gain some ground this year. It has been too easy for Legislators to put libraries on the back burner over the last 8 years....let's make sure they pay attention to us in the next few weeks as the budget priorities are set!

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 email: support@sailsinc.org URL: <http://www.sailsinc.org>



Upcoming Training & Meetings

Upcoming Training

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

Adding records using the Java Client

2/13/08, 3/11/08

9 am to noon, SAILS Meeting Room

Upcoming Meetings & Events

PubPac Meeting

02/04/2008

1 pm to 4 pm, SAILS Meeting Room

Digital Commonwealth Informational Meeting

02/06/2008

1 pm, SAILS Meeting Room

SAILS Board Meeting

02/20/2008

10 am to noon, SAILS Meeting Room

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SAILS Network Statistics

	December '07	November '07	October '07	September '07	August '07	Total FY08
Total Intranetwork Loans	56,012	54,082	58,884	54,148	65,349	350,093
Total Items Circulated	281,407	347,475	378,790	346,764	402,127	2,033,453
OverDrive Circulation	691	718	730	681	710	4,221
VirtCat Items Borrowed	897	1,079	1,334	1,138	1,244	6,343
VirtCat Items Loaned	460	515	655	635	639	3,454
Cataloging Requests	4,554	3,587	4,297	3,132	3,563	21,765
WebDewey Sessions		91	124	90	91	476
MARC Records Added	2,952	3,641	4,062	3,229	3,804	20,615
Patrons Added	2,325	3,263	3,766	6,878	4,508	24,955
Holds	37,163	43,526	45,848	43,799	48,070	267,143
Total MARC	996,407	994,287	992,043	989,400	987,510	
Total Holdings	3,511,522	3,515,188	3,508,705	3,496,507	3,490,470	
Total Patron	430,394	432,238	432,165	430,581	436,020	
Total Uptime	99.93	99.55	99.91	99.97	98.05	
TumbleBooks	1,842	2,764	2,025	1,849	3154	9,834