

## SPAM

### What is it?

It is a luncheon meat, kind of pink, comes in a can, made by Hormel. The term "SPAM," as used by SAILS, means "the same message sent to an unacceptably high number of email addresses. Email SPAM is flooding the Internet with many copies of the same message, in an attempt to force the message on people who would not otherwise choose to receive it. Most SPAM is commercial advertising, often for dubious products, get-rich-quick schemes, or quasi-legal services. SPAM costs the sender very little to send -- most of the costs are paid for by the recipient or the carriers rather than by the sender. Email SPAM targets individual users with direct mail messages. Email SPAM lists are often created by scanning Usenet postings, stealing Internet mailing lists, or searching the Web for addresses. SPAM is a popular means of virus propagation and is a serious security threat.



### Is SPAM Legal?

In response to the increasing volume of SPAM and cost to commercial email providers and Internet Service Provider, Congress passed legislation controlling SPAM. This legislation attempts to control bulk mailers of email through the use of labeling in the subject line and clearly labeled instructions for unsubscribing to the SPAM service. The Controlling the Assault of Non-Solicited Pornography and Marketing Act requires **unsolicited commercial** e-mail messages to be **labeled** (though not by a standard method) and to include **opt-out** instructions and the sender's physical address. It prohibits the use of deceptive **subject lines** and false **headers** in such messages. The **FTC** is authorized (but not required) to establish a "**do-not-email**" registry. The CAN-SPAM Act takes effect on January 1, 2004. While this legislation is a first step towards controlling SPAM, there are some questions as to how it will be implemented by the FTC. In fact, the Coalition Against Unsolicited Commercial Email (CAUCE) has posted the following statement on its website:

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## How can You Block SPAM?

- Never respond to unsolicited email.
- Never click on a URL or Website in a SPAM email.
- Never forward SPAM emails.
- Be careful when subscribing to email lists.

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## Copyright laws & Software

Like written works, computer programs are protected under copyright laws. Copyright and license agreements specify how software may be used, including how it may be copied, loaned (circulated) and disposed of. Software may not be loaded onto two different computers at the same time. Doing so is a clear violation of copyright law, unless the user has written permission to the contrary. Copyright law allows the software purchaser to make one archival copy of the media in the package. This copy can only be used if the original media is lost or damaged.

If you are looking to purchase software to load on multiple computers then there are volume licensing options that could be cheaper than buying multiple copies of the software. If you are interested in purchasing software through SAILS then please email us at [support@sailsinc.org](mailto:support@sailsinc.org). Our software vendor features software publishers such as Microsoft, Adobe, Corel, Symantec, and Macromedia.

## SPAM

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This legislation fails the most fundamental test of any anti-SPAM law, in that it neglects to actually tell any marketers not to SPAM. Instead, it gives each marketer in the United States one free shot at each consumer's e-mail inbox, and will force companies to continue to deploy costly and disruptive anti-SPAM technologies to block advertising messages from reaching their employees on company time and using company resources. It also fails to learn from the experiences of the states and other countries that have tried "opt-out" legal frameworks, where marketers must be asked to stop, to no avail. In fact, the law will preempt an opt-in law set to go into effect in California on January 1, 2004, which was passed after an state opt-out law similar to the new federal law was found to be a failure.

### What is SAILS Doing to Block SPAM?

The SAILS email software contains several methods for blocking SPAM. The initial step is something called a SPAM Blocker. This software examines incoming email addresses and blocks email coming from known Spammers. There are "Blacklists" of known spammers that it checks. Unfortunately, as our volume of incoming SPAM has increased, this has seriously affected delivery time of mail.

The second method of used is called SPAM Filtering. With this method SAILS itself can enter addresses of known spammers and their email will automatically be blocked. The latest version of this software also includes the ability for the computer to "learn" the dif-

ference between SPAM and non-SPAM messages and develop the logic to automatically block SPAM. All of this, of course, takes up computer resources and the volume of SPAM can seriously affect bandwidth use on the SAILS Internet telephone lines.

### What Can You Do About Blocking SPAM?

***Think Before You Click – Don't Open Mail You Don't Recognize***

**Never respond to unsolicited e-mail.** Do not respond to SPAM which you receive. All you are doing is confirming that the spammer has an active email address. Often, the purpose of SPAM is just to locate active email addresses. Once the sender gets a response, your email address is added to a list of valid accounts and is sold to many other spammers. If you try to unsubscribe, you are only opening up your email account to a flood of unwanted email.

**Never click on a URL or Web site listed within a SPAM message**

Never send your password, credit card numbers or other personal information in an e-mail. Just before Christmas, SAILS staff received an email purportedly from Visa Security that was only a trick to obtain credit card and pin information from the unwary.

**Never forward SPAM chain letters**

If you continually receive email from one particular address, notify [support@sailsinc.org](mailto:support@sailsinc.org). We will add that address to our SPAM Filter.

**Be careful what email lists you subscribe to.** Be sure you indicate that you do not want your email address passed on to others. If a site does not give you the option to block unwanted email, do not give them your email address.

## UNICORN 2003.1 – Upcoming Circulation Feature

It seems as though just as we upgrade our software to one version, we begin planning for the next version. Although Sirsi has not yet announced the release date for Unicorn 2003.1 sources within the company indicate it will be available for general release within the next 6 months. **Please note**, this release does not require that Workflows computers be upgraded as will be the case with Unicorn 2004 (no release date as yet).

Unicorn 2003.1 has a number of features relating to patrons that SAILS staff members have long been asking for:

In Unicorn 2003.1, you may check for duplicate user records already in the database when manually adding a new user. When registering a new user the system will check for existing users in the database that match the criteria set to check for duplicates. Sites may configure which fields in the user record are checked to determine if a duplicate user exists in the database, including the new user search fields added in Unicorn 2003.1. For example, sites could check for duplicates based on user name and phone number. Sites will also have the ability to turn the duplicate checking off when registering a new user.

Additional ways to search for user records have been added in Unicorn. From the various user search screens within the WorkFlows client, you may search for users by fields in the extended information like address line, street, phone number and email address. The previous ways of searching for users, such as by name, alternate ID, group ID, and user ID, are also still available.

In Unicorn 2003.1 the ability to suspend a hold from being filled for a specified period of time without the patron losing his or her position in the hold queue will be available. Staff will be able to input suspension dates at the time a hold is submitted or after submission using the modify hold wizards. If the suspended date is in the

future, the system will attempt to fill the hold until the date of suspension. When the suspended date is reached the system will not attempt to fill the hold until the unsuspended date has passed. By suspending a hold, the hold will not become available while the patron is away and the item can be used to fill the next hold in the queue.

In Unicorn 2003.1, users will be able to remove authors and subjects from their My Favorites list. Users will be able to remove all or selected subjects and all or selected authors from their lists in iBistro/iLink.

The International Standard Bibliographic Number (ISBN) and International Standard Serial Number (ISSN) are critical identifying numbers used in acquisitions, serials and bibliographic searching. It's important that the numbers are input correctly. Unicorn 2003.1 provides the option to automatically check the validity of the ISBN and ISSN numbers when bibliographic, acquisitions order, acquisitions selection, and serial control records are created or edited.

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# Notable Dartclix Sites

These are fully searchable website records, available in iBistro.

**1968 : the whole world was watching : an oral history**—<http://www.stg.brown.edu/projects/1968/>  
 “Online version of the publication of the same title published in 1998 as a result of the oral history project conducted jointly by the South Kingstown Highschool and Brown University Scholarly Technology Group. Contains transcripts and audio recordings of the interviews of Rhode Island residents about their recollections and experiences of significant events of the year 1968 such as the Vietnam War, civil rights movements, and assassinations of Martin Luther King, Jr. and Robert F. Kennedy.”

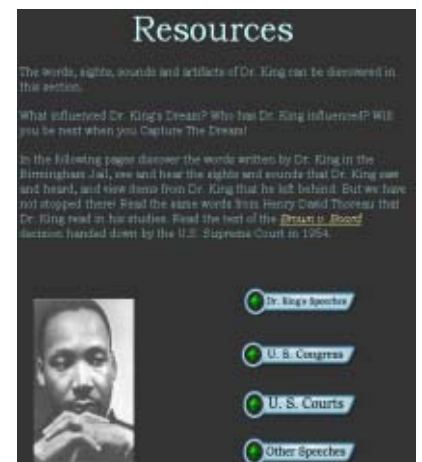


**The National Civil Rights Museum Web site**—<http://www.civilrightsmuseum.org>  
 “Created by Time Warner Communications and the National Civil Rights Museum, this Web site provides information on the Museum and what visitors would encounter inside the over 27,000 square foot building where Dr. Martin Luther King, Jr. was assassinated. The purpose of the site is to educate and preserve the history of the Civil Rights Movement and viewers can

take an interactive tour, learn about current museum events and activities, and check out maps of the various civil rights exhibits at the museum.”

**Martin Luther King Jr. National Historic Site**—<http://www.nps.gov/malu/>

“The Martin Luther King, Jr. National Historic site, located in Atlanta, GA, recalls the struggles of a nation as it seeks to free all of its citizens. Martin Luther King, Jr. was born here in Atlanta and his residential home, the pastorate of his grandfather and his neighborhood are all honored here at this historic site. This site endeavors to teach its viewers about this civil rights leader and learn what inspired this great man to become the hero that he is today.”



## Virtual Catalog Update

The past month found many changes regarding the Virtual Catalog. While many have left our group of lenders, others have been gained. Some Boston Library Consortium members have stopped borrowing/lending with the networks. These are: Boston University, Woods Hole, Northeastern University, Tufts, UMass Medical, Williams College, and Wellesley College. Although UMass Boston, UMass Dartmouth, and UMass Lowell are part of the BLC, we are happy that they are still lending with us.

The most recent addition to the Virtual Catalog is C/W MARS. They have over 140 libraries in Western and Central Massachusetts, with a “combined collections of more than six million items”. Their collection was added to your searches at the beginning of December and some of you have already seen requests for their patrons. There are 3 networks still search-only, so it’s just a matter of time before they will be ready to exchange with us.

