SAILS Network News

Library Network

Patch Cluster 4 Upgrade—Coming now

SAILS staff will be installing a set of software patches to the Unicorn system the morning of January 7. These patches do not affect any functionality but will prompt everyone to update their client. As we did with the GL 3.1 install, we are offering to remotely upgrade libraries that subscribe to PC Support and who have their staff computers running on a Verizon line. We will give first priority to libraries that are open on Sunday and libraries running very slow speed lines. If your library does not subscribe to PC Support, you need to upgrade your software first thing on Monday, January 8. Remember – don't try to do more than one computer at a time because it will slow down the upgrade process.

If you want SAILS to upgrade your computers, please complete the form located at: http://sailsinc.org/forms/upgraderequest.asp

Cha Cha Cha Cha Changes!

SAILS bids a fond farewell to Sally Evans, who will be retiring as Director of the Somerset Library. Sally was instrumental in the formation of SEAL and always a guiding force for the network. SAILS, as well as the whole MA library community will miss her greatly. Bonnie Mendes will be the acting director at Somerset and we know she'll do a great job in the position.

Another member of the SAILS team will be leaving this month. Steve Wilson, Systems Manager, will be moving back to Scotland, his birthplace. Steve will be joining his parents & sister, who have lived there for years, and possibly getting a job in IT with his uncle.

And welcome to Robert/Bob Demanche. Robert will be starting at SAILS in the new position of Member Services Librarian. His primary focus will be training, documentation and consulting services. We'll be bringing him out to see everyone, so expect a visit in the near future! I know he looks forward to working with you all.

Telecom Upgrade—Coming soon

In June, 2006 the SAILS Library Network was awarded more than $150,000 in grant funds by the Massachusetts Board of Library Commissioners to upgrade its telecommunications equipment. Verizon is the vendor we selected to do the project and work is scheduled to begin in January 2007. There are several phases to this project. In phase one, our central site equipment is going to be replaced including our firewall. At the same time we are upgrading the bandwidth coming to the SAILS office. This should improve response time between libraries and SAILS. There may be some slight downtime during the cutover from the old equipment to the new and the new higher bandwidth circuit but we were assured that this was not a major service interruption.

Phase two involves replacing old equipment with new equipment at all libraries currently connected to SAILS on high speed lines. Again, Verizon is responsible for installing the equipment. We will receive a schedule of library installation days and times and will notify you before the installation date. There will be about 30 minutes of downtime at each site as the old equipment is removed and new equipment is installed. We are going to be trading in the old equipment so we will ask you to put it aside for SAILS staff to retrieve. If you have a question when Verizon is on site, please feel free to contact SAILS.

Phase three involves upgrading libraries currently running on 56K lines to fractional T1 lines. These sites include Assonet, Berkley, Dighton, East Freetown, Fall River East, Fall River South, Durfee High School of Fall River, Marion, New Bedford – Casa, New Bedford-Lawler, Plympton, Rehoboth, and Russell's Mills. One library is moving from a partial to a full T1 – Wareham Free Library. Verizon engineers may be visiting each of these locations to verify that the phone facilities can accommodate the new lines. The on-site contact is the library director but if someone from Verizon visits when the director is not there please contact SAILS.

Phase four involves moving school libraries to their district's Internet network to access the SAILS computer through special software. This is necessary to provide sufficient response time to ensure our school members can use the newest version of Unicorn and eliminates the need for expensive telecommunications lines that are not used 12 months out of the year.   These sites include Attleboro High School, East Bridgewater High and Middle School, the Fall River Elementary Schools, Foxborough High and Ahern Middle School, New Bedford Middle Schools, Seekonk High and Seekonk Middle, and the Roderick School. Work at these sites will either be done by Verizon or another vendor. The technology coordinator at each of these districts will be contacted before work begins.

We hope work on all four phases will be completed by April 2007. Once it is complete all of our members should be able to use our services without unnecessary delays.

Patrick Restores Budget Cuts

Governor-elect Deval Patrick announced he will restore $383 million in budget cuts made by Governor Mitt Romney, saying that the state can afford the spending and that the cuts would hurt education, social services, and other needed programs.

"Overwhelmingly, these broad-based cuts, especially coming mid-year, have a serious negative impact on thousands of Massachusetts residents who have planned for the relief and relied upon the services these programs provide," Patrick said in a statement.

The money that Patrick plans to restore after taking office next month includes funding for preschool and kindergarten programs, domestic violence hotlines, and elder outreach.

The Masschusetts Board of Library Commissioners will now have to revise their FY07 budget to reflect the restoration of funds cut by Governor Romney in November, 2006.

Support Issues; PC Support, Envisionware, etc.

As you may know by now, Steve Wilson is leaving our staff on 1/12. Starting in January, Jorj will be reporting to Laurie Lessner so he will have backup as well.

PC Support: We will eventually be able to order PCs upon request, but for the time being, we will hold off. We need to review our account information with Dell and change over the contact information with them and our other vendors.

Envisionware: We will continue to provide support to the libraries subscribing to Envisionware. Jorj will be the primary contact for Envisionware issues so please send questions to pcsupport@sailsinc.org. We do pay Envisionware annual maintenance for the software so we have backup for problems we can't resolve in-house.

Websites & Email: Support will continue as is, so don't expect any interruption with service.

Telecom Problems: Debby will be the primary contact for telecom problems, but please use the current contact methods and don't email her directly. Below is the recommended way of contacting SAILS.

Toll Free #:   800-331-3764
Systems Problems:
Phone: 508-946-8600 x1
E-mail: support@sailsinc.org

PC Support :
Phone: 508-946-8600 x2
E-mail: pcsupport@sailsinc.org

SAILS Staff

Debby Conrad, Executive Director
dconrad@sailsinc.org
(508) 946-8600 x211
AIM Screen Name: DKC101652

Laurie Lessner, Manager of Electronic Services
llessner@sailsinc.org
(508) 946-8600 x214
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Jennifer Michaud, Network Cataloger
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(508) 946-8600 x215

Jorj Pitter, PC Support Specialist
jpitter@sailsinc.org
(508) 946-8600 x219

Kristin Slater, Manager of Bibliographic Services
kslater@sailsinc.org
(508) 946-8600 x213
AIM Screen Name: Baloo2782W

Claudette Tobin, Cataloging Associate II
claudette@sailsinc.org
(508) 946-8600 x216

Steve Wilson, Systems Manager
swilson@sailsinc.org
(508) 946-8600 x212
AIM Screen Name: stvhaggis

Upcoming Training & Meetings

Upcoming Training
Detailed descriptions and registration information, are available on the SAILS website.

Cataloging Non-print Materials Seminar
01/31/2007
9 am to noon, SAILS Meeting Room

Upcoming Meetings & Events

SAILS Offices Closed for the Holidays
01/01/2007

Circulation Policy Committee
01/05/2007
9:30 am, SAILS Meeting Room

Circulation Meeting
01/09/2007
10 am, SAILS Meeting Room

SAILS Membership Meeting
01/17/2007
10 am, SAILS Meeting Room

Technical Services Meeting
01/23/2007
10 am, SAILS Meeting Room

PC Support Meeting
01/25/2007
10 am, SAILS Meeting Room

PubPac Committee Meeting
01/25/2007
11:30 am, SAILS Meeting Room

SAILS Network Statistics

FY06-07 Overview	Nov '07	Oct '07	Sept '07	Aug '07	July '07	June '06	Total FY07
Total Intranetwork Loans	54,182	55,892	56,840	63,481	58,666	55,782	**289,061**
Total Items Circulated	353,902	373,614	356,456	419,288	412,360	380,167	**1,915,620**
OverDrive Circulation	502	537	557	576	589	440	**2,761**
VirtCat Items Borrowed	1,101	1,199	1,199	1,270	1,129	985	**5,898**
VirtCat Items Loaned	516	635	561	518	515	439	**2,745**
Cataloging Requests	3,008	2,857	2,857	2,948	2,518	2,359	**14,188**
WebDewey Sessions	108	92	95	102	86	107	**483**
MARC Records Added	4,190	3,497	3,497	4,256	3,576	3,951	**19,016**
Patrons Added	2,688	4,125	7,243	4,235	3,024	3,099	**21,315**
Holds	41,263	43,138	41,864	45,261	43,938	41,708	**215,464**
Total MARC	967,774	964,634	962,085	959,615	957,002	955,666	**967,774**
Total Holdings	3,453,375	3,448,264	3,441,363	3,434,261	3,420,815	3,417,415	**3,453,375**
Total Patron	544,181	543,654	540,731	535,599	537,501	535,841	**544,181**
Total Uptime	85.09	99.49	99.9	98.2	99.11		