

Executive Director's Report

The SAILS staff has been working hard to complete some long-standing projects that have been stalled because of telecommunications problems. Excellent progress has been made to move our public and academic libraries to the new Java Client and we are on track to have all but a handful of libraries trained and ready to use the software. I expect we will be making an announcement in January about when we will stop providing support for the C client. We have been able to implement some of the new features of the software including local control of the library calendar, expiring available holds, and restricting library access to their own cataloging records. There are several other features that are going to be implemented the first 3 months of 2008.

Our plan to move our school members to the K12 Web Client has been put on the back burner until 2008. Our Internet bandwidth problems have made us reluctant to make any changes until response time has been improved. As of today, Keith Middle School should be the first school to begin using the interface when they begin circulating in January. Bob has rewritten the circulation users' guide for the Web Client so our plan is to move all the K-12 sites to the new client before April vacation.

Our Internet bandwidth has been increased by 33% with the addition of a T1 circuit. We will once again be working with Atrion to set up traffic shaping to make sure that mission critical applications have the highest priority. We do suspect that this additional telephone line may only be a stopgap measure. We have begun discussions with the University of Massachusetts (our Internet Provider) and Verizon to determine how best to increase our Internet capacity so we can meet demand for the long term.

By the January membership meeting, the Circulation Policy Committee should have completed a list of recommendations for new or revised circulation policies. It has been eight years since we have conducted a thorough review of our policies and many of them are out of date. At that same meeting Plymouth Rocket is going to be

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Did you know???

- Circulation increased 3.3% between 2006 and 2007 in SAILS
- The median increase for public libraries was 4.4%
- That Tuesday is the busiest day of the week for circulation accounting for 19.81% of the week's total circulation
- That on a typical day 126,000 patrons are delinquent
- That 17% of the holds placed by patrons are done so when network libraries are closed

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demonstrating its latest product – EKRooms which would allow meeting room reservations to be made online. The demonstration will be held on January 16 at approximately 11 a.m. – all libraries are invited to send representatives to the presentation.

Our Directors Station has been installed and we are beginning to use it to produce reports with it. Libraries required calendar year reports for town annual reports will be receiving output from this product rather than the Unicorn report generator. We can run statistical reports from as far back as 2001 and are able to do cross tabulations and analysis that are in Excel format as well as charts that are suitable for grants or budget presentations. As we become more experienced with this product we will be setting up common report templates for libraries and will be conducting training the 2nd quarter of 2008. In the meantime if your library has a need for some type of statistic, submit your request to support@sailsinc.org and we will work with this product to send you the results if it is appropriate. We will continue to use the Unicorn system for notices, weeding reports, etc.

SirsiDynix has announced the release of GL 3.2 (Symphony). SAILS has loaded a copy of the software on our test server but we have no immediate plans to install it for general use. It has some very nice features that we have been asking for but it would be too disruptive to move to this version when everyone is still migrating either to Java or the Web Client.

In January we will be doing a soft launch of our new website and will be working with the Overdrive committee to determine if we want to expand our collection to include downloadable videos. If we decide to do so, we will be applying for grant funds to create a core collection.

Adding Records Workshop

Beginning Cataloging Training has been renamed to Adding records using the Java Workflows Client. We are currently working on a new procedure manual and checklists. The content of the training has not changed. The next training session is February 13th.

You can register online at: www.sailsinc.org/ce/Details.asp?ID=36

Tip—Damaged item arrives to fill a hold

Scenario: A patron requests a multi-part tape set, book, etc. When the pickup library receives the item, library staff notices it is too damaged for use. The item must be shipped back to the owning library and the patron's hold reentered to the top of the hold queue for the next available copy.

1. The Pickup Library places a copy specific hold using the Owing Library's Circ Patron. (Library Code plus circ) e.g. foxborocirc.
2. When placing the hold add a hold comment that the item is damaged. Be specific.
3. Check the item out to the Pickup Library's Circ Patron. Override the hold but don't cancel it. When the item is discharged it should go intransit to the Owing Library.

The Owing Library should check the item out to Mending or Discard when it is received from delivery.

Tip—Place holds more easily

Suggestion: I wonder if others as well as I find it inconvenient to make several requests from a single search list in Workflows for the same patron. Is there some way that the system can allow one to return to the search list without going out and coming back in?

Answer (this answer is for the Java Client)

Begin your search after you enter the patron's id in the Place Hold wizard. Use the Item Search and Display helper in the Place Hold wizard.

Once you have created a list of possible titles on which you want to place a hold, every time you click on the item search and display helper in the Place Hold Wizard it will take you back to the original list.

You don't have to do your search again.

Open Source FAQs

There has been a lot written lately about Open Source software for libraries and you can only expect the discussion will heat up over the next 12 months. Here are some answers to common questions

What exactly does Open Source Mean?

Open source software is not restricted to libraries but is a computer industry standard. Open source software can be used freely without having to pay license fees to its developers. The most common license agreement is the General Public License (GPL), which specifies that the software can be used, modified, and distributed for free, with any new version released under the same terms. With open source software, the underlying source code must be made available along with the binary version that actually runs on a computer. This contrasts with the standard, commercial model in which the source code remains the developer's closely guarded private property. Releasing source code reveals all the details of an application's inner workings. In the open source arena, this facilitates collaborative development.

Is this a new concept?

While the term Open Source only came into common usage in the last 10 years, the concept of collaborative software development began in the 1960's. The Internet is an outgrowth of an open source initiative begun by the Advanced Research Projects Agency Network (ARPANET). Libraries adopted models of shared development in the 1970's and 1980's when Northwestern University opened the NOTIS ILS software to other academic libraries for shared distribution and develop, the University of Colorado shared the CARL software, and the Ohio State University distributed copies of the Library Computer System (LCS) circulation system.

What types of Open Source software is available?

There are literally hundreds of Open Source products available. These include Moodle a software e-learning tool, Drupal for content management, WordPress a blog publishing system, Mozilla Firefox web browser, and the Linux operating system. There are two Open Source Integrated Library Systems (ILS) that are receiving much notice – Evergreen and Koha. Evergreen was developed for the Georgia Pines project and was designed specifically for the public libraries in Georgia. There are questions about how easily Evergreen can be translated to other types of consortia. Koha was developed by a library consortium in New Zealand in the late 1990's. There are several libraries and library consortia in the United States that will be implementing Koha in 2008.

Is Open Source Free?

The distribution of Open Source is free but there can be substantial costs in the development and support of an Open Source product. While Koha and Evergreen are Open Source products there are companies that sell their services for the implementation and customization of the software so there are certainly upfront and ongoing costs that must be planned for.

Would SAILS ever consider an Open Source ILS

SAILS will be replacing its OPAC within the next 18 months and Open Source products will be considered as well as proprietary software. At the present time there are no large multi-type consortium using Open Source software. Until there is an Open Source Product that is fully developed and sufficiently robust to support our very complicated environment we won't be considering that as an option. In 2010 we will have used the Unicorn ILS for 10 years. At that time we plan on reviewing its ongoing suitability as part of the development of our next Strategic Plan.

Experiencing technical difficulties? You're not alone!

TechSoup's MaintainIT Project gathers tips, techniques, and stories of how libraries tackle public computer issues and publishes them in free Cookbooks and articles so you can learn from the experiences of others. If a library in Alaska is doing something a library in Georgia could benefit from, we want to make sure they hear about it! Visit <http://www.maintainitproject.org/> to download Cookbooks and learn more about the project... but first:

We want to know about your library! Share your triumphs, tragedies, and challenges with us so we can make sure the Cookbooks we create are practical resources for you. If you're experiencing a problem, we'll hunt down an answer. If you're doing something well, we'd love to share it with more libraries. Email Sarah at maintainit@techsoup.org and tell her you'd like to share your library with her. She'll be glad to hear from you. Thanks!

TechAtlas Tools

For those of you looking to organize your computers, either staff or public, a good place to start is at [TechAtlas](#), a service of OCLC. Many of the tools are free with registration and include an automated pc inventory, cost of ownership calculator, skills assessments, budgeting worksheets and other interesting articles and tidbits. Test your skills today and see where you or your staff could benefit from training.

Mark Item Missing Wizard

If you are using the Java Client for circulation you have to set the properties for the Mark Item Wizard so it uses your library's specific Missing Patron.

If you are using the C (classic) Client you CAN NOT use the Mark Item Missing Wizard. You have to set items to Missing by checking them out to your library's specific Missing Patron.

We have blocked the Default Missing Patron so you can not check anything out to it. We have to do this because that patron is owned by Attleboro Public and it totally throws off their statistics if you use it. Please email us if this is confusing or you have questions. If you don't know what your library's Missing Patron id is, we can tell you.

What is the Digital Commonwealth?

The Digital Commonwealth is a web portal that allows users to search all the digital collections of its members. The Digital commonwealth portal only collects meta data (cataloging) about the digital objects in its member's collections.



Currently there are over a 100 members of the Digital Commonwealth and SAILS is one of its founding members. There are 11 members on the Executive board and I am currently serving on the board. The Executive board is currently working on a Collection Development policy and Technical support and training for members. We are also working on getting the word out about the Digital commonwealth. The Digital Commonwealth is currently looking for volunteers to server on various committees Outreach, Training, Conference planning, etc. There will be an informational meeting at SAILS on February 6th. To view the Digital commonwealth web portal go to www.digitalcommonwealth.org

Soft Launch of SAILS Site

SAILS will finally be cutting over to the new staff Web site at the beginning of January. We have several sections finished and don't want to put this off for longer.

For the first phase you'll have the circulation modules, virtual catalog, contact information, and several of the forms.

The screenshot shows the SAILS website interface. At the top, it says "SAILS Serving Libraries" with a logo. There are navigation links for "home", "search", and "sitemap". Below this is a blue header with a photo of people. A navigation menu includes "Home", "Circulation", "Cataloging", "Virtual Catalog", and "Contact Us". On the left, there are links for "Newsletter", "Calendar", "Contact/Email Info", "Open a Support Call", and "Log in to WorldClient Email". The main content area has a "welcome message" section with the text "How to use this site" and "The staff side of the SAILS site is arranged by task area. You should be able to find all information about using the Circulation & Cataloging modules by clicking on the links above." Below this is a "network services" section with links for "Order supplies", "Request a report", "Sign-up for a workshop", "PC Support program", and "Publicize an event". There is also a "how do I...?" section with a search box. On the right, there is an "upcoming events" section with a link for "Jan 1, 2008 SAILS Office Closed" and "all events". At the bottom right, there is a "quick links" section with links for "Member Libraries", "Library Staff Emails", and "Job Postings".

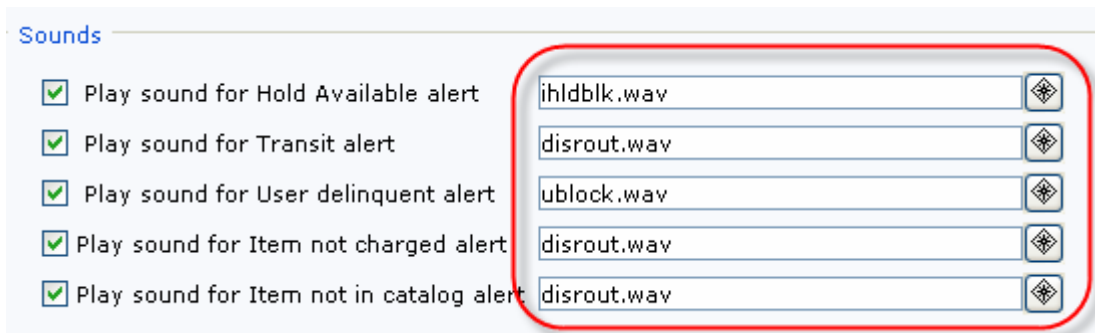
Java Tech Tip

Some items not checked in after scanning a stack of books

More often than not this is because the user is not watching the screen during the check-in process and received an alert window. By scanning another barcode, the alert window is closed but the end result is that that item does not get checked in since it was actually scanned in to the alert window rather than the check-in wizard.

Libraries who report this problem happening frequently should:

- Encourage staff to watch the screen for alerts during check-in
- If the computer has a sound card and speakers, enable unique “ear-catching” sounds for the various alerts. It should be noted that not all of alerts in check-in and check-out have a property to enable a different sound.



- Try turning up the volume on the speakers if you can't hear them in noisy libraries
- At the conclusion of the check-in, print out from the check-in screen the list of items that were just checked in. Count the number of items that should have been checked in and compare that to the list.

New state-wide Website and ad campaign to start in January

With the launch of a new advertising campaign and Web site, mass.gov/libraries, in January, the MBLC seeks to increase awareness that today's libraries offer something for everyone. mass.gov/libraries is designed to help people find a nearby library or, using a library card, access some of the online resources available to current patrons.

Radio and television (and in some areas, cinema) ads promoting library services to non-users and highlighting aspects of libraries that are sometimes overlooked by the public will also begin airing in January. You'll hear more about the campaign shortly and have access to an on-line toolkit containing the commercials and materials to help you support the campaign in your library. A link to the site will be available as well.

While we don't expect the television commercial will dramatically increase demand for these titles, plans are for the opening sequence to contain brief glimpses of four books:

- Jorge el Curioso (Curious George)
- Harry Potter and the Deathly Hallows
- Captain Underpants
- Rachel Ray Just in Time

If you have questions or comments, please email or call Celeste Bruno at 617-725-1860 X208.

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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

1/29/2008 (full), 2/13/08, 3/11/08
 9 am to noon, SAILS Meeting Room

Virtual Catalog Training

1/17/2008
 9:30 am to 12:30 pm, 1 pm to 4 pm, SAILS Meeting Room

Serial Using the Java Client

1/24/2008
 9 am to noon, SAILS Meeting Room

Upcoming Meetings & Events

SAILS Board Meeting

12/19/2007
 10 am to noon, SAILS Meeting Room

PubPac Meeting

01/07/2008
 10 am to 11:30 am, SAILS Meeting Room

Circulation Policy Committee

01/09/2008
 10 am to noon, SAILS Meeting Room

Technical Services Meeting

01/15/2008
 10 am to noon, SAILS Meeting Room

SAILS Membership Meeting w/ EK Rooms Demo

01/16/2008
 10 am to noon, SAILS Meeting Room

Circulation Users Group Meeting

01/22/2008
 9:30 am to noon, SAILS Meeting Room

SAILS Network Statistics

	November '07	October '07	September '07	August '07	July '07	Total FY08
Total Intranetwork Loans	54,082	58,884	54,148	65,349	61,618	294,081
Total Items Circulated	347,475	378,790	346,764	402,127	418,201	1,895,067
OverDrive Circulation	718	730	681	710	691	3,530
VirtCat Items Borrowed	1,079	1,334	1,138	1,244	1,259	6,054
VirtCat Items Loaned	515	655	635	639	634	3,078
Cataloging Requests	3,587	4,297	3,132	3,563	2,632	17,211
WebDewey Sessions	91	124	90	91	80	476
MARC Records Added	3,641	4,062	3,229	3,804	2,811	17,547
Patrons Added	3,263	3,766	6,878	4,508	4,215	22,630
Holds	43,526	45,848	43,799	48,070	48,737	229,980
Total MARC	994,287	992,043	989,400	987,510	985,258	
Total Holdings	3,515,188	3,508,705	3,496,507	3,490,470	3,485,377	
Total Patron	432,238	432,165	430,581	436,020	443,269	
Total Uptime	99.55	99.91	99.97	98.05	99.65	
TumbleBooks	2,764	2,025	1,849	3154		7,992