

Executive Director's Report *Looking Forward to FY2007*

As fiscal year 2006 draws to a close it is an appropriate time to review the activities of the past 12 months and look forward to upcoming events in fiscal year 2007. Our biggest accomplishment was replacing our 5 year old Sirsi servers. We also began to hold regional roundtables for circulation and cataloging services staff to make it easier for folks to meet to discuss common problems in an informal setting. Eight libraries began to use Envisionware to control public Internet access workstations and control printing. Twelve libraries began using the Tixkeeper museum pass software to provide patrons with the ability to book their own museum passes on-line and at home. We have greatly expanded our collection of downloadable audiobooks. We also purchased a sufficient number of laptops to be able to set up a mobile training lab – we recently conducted a half-day training session for all the staff at one library using our new equipment. We began distributing regular Workflows tips to answer commonly asked questions about how to use Unicorn.

However, we did suffer some periods of extended downtime this year and we are determined to prevent that from happening next year. We are going to be adopting the Visible Ops approach to managing our computers. A senior researcher from the Gartner Group has stated “80 percent of all unplanned downtime is caused by people and process issues...while the remainder is caused by technology failures and disasters.” We at SAILS are going to make it our goal to eliminate those instances of unplanned downtime caused by people or process issues and ensure that if we do suffer catastrophic failure we have a plan in place for a fast and accurate rebuild of the system so we can restore service at the same level we were at before the failure. This will require that SirsiDynix work with us to identify key issues, identify assets that need to be protected, and stabilize our system before we make any system changes. Our commitment to you is a system that has 99% reliability.

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Quick Contact with SAILS Staff

Some members of the SAILS staff are giving out their AOL Instant Messenger screen names for library staff to use as a means of quick contact in problem solving. We've had a couple of libraries ask us questions which, had we done this via email, would have been many emails with questions back and forth. Using AIM, we were able to ask the question and get the answer right away, thus providing the final solution very quickly! See our AIM screen names on the staff listing on [page 4](#) of this issue.

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We will also be adding a new position to the SAILS staff this year. The newly created Systems Librarian position will be reporting to Laurie Lessner. This person will be responsible for running reports for libraries, fielding circulation questions, assisting in training library staff on using Workflows, troubleshooting Workflows, logging calls, compiling statistics as needed, and reporting problems to the proper vendor for resolution. We will be replacing our phone system with a new system that will enable us to field your calls more efficiently and should lessen your confusion about whom to call if you have a problem or a question. We will once again be conducting cataloging and circulation roundtables – 2 each in the fall and spring. We also plan to offer more training opportunities in different formats. We are redesigning both the public and staff websites to promote more efficient use of both.

Taken as a package, our goal for the next 12 months is to provide you and your library with a superior level of service and to ensure that you are comfortable using the software products available from us.

Tell us how you really feel...

SAILS is beginning the process of redesigning the staff & public website—www.sailsinc.org. We have formed a small committee of people to help determine problem areas and features that work. The committee has come up with ideas of how to make the site more user friendly, but before we go too far, we need to verify that we're on the right track. That brings us to asking for your help. Since you are the targeted audience, we want to make sure we are able to give you what you need and want in order to make the best use of the site as possible.

We are inviting/requesting you to take a survey about the SAILS site. The survey is focusing on the staff side of the site, but if you have opinions or ideas for the public, please feel free to note those as well. The survey is available at:<http://sailsinc.org/network/webuse06.htm>. Thank you. ~ Laurie.

New Cataloging Seminar Offering

Due to overwhelming response from the Technical Services Staff, SAILS has a new seminar on Cataloging Non-Print Materials. There will be discussion of non-print materials (DVDs, video-cassettes, CDs, cassettes, audio-books, and CD-ROMs) for staff already familiar with print cataloging. This is not a hands-on workshop.

Topics that will be discussed:

- Determining what information should be put in the request record
- Figuring out where to find the information needed for creating a request record.

Attendees are encouraged to bring items with them to this seminar.

This seminar will be held on the following dates:
September 26, 2006
November 29th, 2006
January 30, 2007
March 8, 2007
May 22, 2007

Seminar starts at 9 am and ends at approximately 12 pm. Registration is available at:
<http://www.sailsinc.org/ce>





Time to Renew Your MLA Membership

Some members wait until conference season to join MLA. Why? Because MLA members get significant discounts on their conference registration. But why wait until the spring when the MLA membership year runs from July 1 through June 30? Instead, you could be taking advantage of a full year of membership opportunities if you join now. You could join a section or get involved in a committee. Along the way you will meet wonderful people and they will get a chance to get to know you. Last year's membership broke the 1000 member goal with a final total of 1025 members. We want to keep the momentum going and rally all who care about libraries in Massachusetts to join MLA! If you have any membership questions or I can do anything to help you get the most out of your MLA membership, please feel free to contact me.—mcardello@cmrls.org (*Margaret Cardello, MLA Membership Chair*)

MLA online membership application is available at: <https://payments.auctionpay.com/ver3/?id=w025924>.

OverDrive Update

This past month we had 25 staff members become much more comfortable with the Overdrive service. Since we had such a good turnout and got a lot of positive feedback, we'll be scheduling more workshops in the Fall.

For an idea of how many people are using the service, we had almost 1000 patrons register for service so far this year. That brings the number of people using the service to almost 3,000. Though this is comparable to other sites similar to ours, I think we can do much more business. We'll be getting some custom graphics for advertising on our websites, and also custom fliers & bookmarks are available. Overdrive now has an in-house graphics person who wants to get us some professional promo materials.

Last month, the most popular titles & the number of checkout for each are:

Fahrenheit 451	6	Letters of a Woman Homesteader	3
Broken for You	5	Moby Dick	3
1984	4	No Defense	3
Desperate Measures	4	Temporary Sanity	3
High Stakes	4	The Adventures of Huckleberry Finn	3
Oliver Twist	4	102 Minutes	2
One Flew Over the Cuckoo's Nest	4	1st to Die	2
The Great Hurricane 1938	4	25 Things to Say to the Interviewer, to Get the Job	2
The Rich are Different	4	365 Easy One-Dish Meals	2
A Distant Mirror	3	3rd Degree	2
Black as He's Painted	3	Abduction	2
Clear and Convincing Proof	3		



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Upcoming Training & Meetings

Upcoming Training

Detailed descriptions and registration information, are available on the [SAILS website](#).

Beginning Cataloging Training

08/23/2006
 9 am to noon SAILS Meeting Room

Upcoming Meetings & Events

SAILS Annual Meeting

07/12/2006
 10 am—noon SAILS Meeting Room

SAILS Membership Meeting

08/16/2006
 10 am—noon SAILS Meeting Room

School Member Meeting (Required)

09/12/2006
 SAILS Meeting Room

SAILS Network Statistics

FY06 Overview	June	May	April	March	February	January	Total FY06
Total Intranetwork Loans		60,272	51,646	64,338	53,932	56,052	579,689
Total Items Circulated		374,577	350,603	413,758	375,713	373,651	4,008,694
OverDrive Circulation		409	394	407	465	478	3,868
VirtCat Items Borrowed		1,259		1,345	1,094	1,202	10,204
VirtCat Items Loaned		572		587	526	559	4,650
Cataloging Requests		3,023	2,333	3,104	2,882	2,186	30,434
WebDewey Sessions		110	98	100	87	92	992
MARC Records Added		4,066	3,434	3,873	3,338	3,864	41,361
Patrons Added		2,306	2,502	2,901	3,269	3,262	39,573
Holds		42,811	40,072	45,690	39,366	44,614	421,436
Total MARC		953,565	952,231	948,830	946,022		953,565
Total Holdings		3,403,777	3,396,932	3,386,781	3,375,840		3,403,777
Total Patron		534,543	534,153	533,717	533,135		534,543