

SAILS Network News

Library Network

Volume 3 Issue 6
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Network Survey

We've tallied the responses to the Network Survey and would like to share some of them. Out of over 500 staff members, we had 102 responses. Next year we would like to see at least 80% of the library staff answering the survey, and any suggestions to us on how to get more submissions would be appreciated. Since we base Network direction on the wants and needs of the libraries, we place a great deal of value in your feedback. 95% of people have attended a SAILS workshop, with most hearing about it from the monthly newsletter or the website. 74% of tech services use the SAILS produced documentation, with 87% finding it easy to understand. 36% have never attended a cataloging workshop and 59% have never gone to a Tech Services Meeting. The most common reason for not attending is because the library sends the department head. 71% of circulation staff use the SAILS produced documentation, with 92% finding it easy to understand. 59% have never attended a circulation workshop and 72% have never gone to a Circulation Meeting. Again, the most common reason for not attending is because the

library sends a supervisor as the representative.

There were several comments requesting on-site training by SAILS staff. This is something which has been available to libraries. If you'd like to arrange for SAILS to come to your library for training, there is a form online which directors may fill out. It's available at: http://sailsinc.org/directors/CE_ConsultationRequest.asp.



Please rate your satisfaction with the overall level of service...

The PC Support Program is a big hit among current participants. Of the 82% of libraries who use the service, 96% reported it made it easier to use the library PC's and again, 96% were happy with the service.

SAILS hosts 32 of our libraries websites. With this service comes a statistics report, describing activity for the website. Many people in the survey indicated they would like more information on understanding the WebTrends reports. For those who currently see the benefit of the report, 83% use it for the ARIS reports, 50% like to see what visitors were looking at, 33% find it interesting to see how visitors find their site, and no one said they don't find them useful.

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Interesting Findings

- 74% of tech services use the SAILS produced documentation, with 87% finding it easy to understand.
- 72% have never gone to a Circulation Meeting.
- 96% reported the PC support Program made it easier to use the library PC's and again, 96% were happy with the service.



Survey Results

Only 71% of the people answering the survey report having ever used the Virtual Catalog. Of those, 93% thought it was convenient to use. 85% have actually placed a request in the VirtCat, with only 5% receiving the item slower than expected.

The following are some quotes from the survey:

- "LOVE IT!! Much better and faster than traditional ILL..."
- "It's easy to log in and search quickly to see if the item is available and assess what the next step is to be, even with the patron waiting at the desk."
- "I love the Virtual Catalog from an ILL point of view. It is easy and fast for a large number of requests. I only wish the search function was more refined."

Others had stated that they would like to be able to search by subject, which is available via the staff interface, but not to the public. Access to the Virtual Catalog was another issue brought up in the survey. From the iBistro survey results, we had found that patrons agreed with many staff members that getting into the catalog was cumbersome. This is why we are going to be adding a button within iBistro to the VirtCat, on the top navigation bar. It will take patrons to the login screen for the Virtual Catalog.

The response to the VirtCat has been overwhelmingly positive, from staff and patrons, and we look forward to new libraries and networks joining. NOBLE should be getting ready to train shortly and Boston College is in the profiling stage, so they should be searchable in the near future.

Patron Notices

We have had many people ask us what patron notices SAILS produces. We send out the following overdue notices. Not all libraries receive all three notices and the non-public members receive notices on a slightly different schedule.

1st notices – printed 21 days after an item is due. The notice reads:

These items are overdue. Please return them as soon as possible.

Provide us your email and we will remind you before items fall due.

2nd notices – printed 42 days after an item is due. The notice reads:

REMINDER

Our records indicate these items are overdue. Please call us if you have returned them

3rd notices – printed 90 days after an item is due. The notice reads:

These items are long overdue. You will be billed for them if they are not returned.

Please return them immediately.

Overdue notices will no longer be printed by SAILS

after July 1 and each library may choose which notices it receives and on what schedule.

We also send out email reminder notices. These are produced just for patrons with email addresses in their patron record. These are produced nightly and include items that will be due in 3 days. The notice reads:

REMINDER

The following library materials will be due soon.

Please return them on or before the date they are due.

You may be able to renew them online at

<http://opac.sailsinc.org> or by calling your library.

Do not reply to this email. Contact your library with any questions or concerns.

Thank you.

Patrons with email addresses in their records also receive notification when items on hold are available for pickup.

These notices are not printed for schools, academic libraries, and public libraries that have specified they do not want them. The hold notices are produced every night and they read:



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A Guide to Cataloging Reports

Rebuild Text Report

This report is scheduled to run on the 3rd Sunday of the month in the evening.

How does this affect Tech Services?

The cataloging wizards are turned off while this report running. If you try to use the cataloging wizards before the report finishes, you are prompted for an override, which you cannot override. Once the report has finished, the system needs to be halted, so you will be briefly knocked out of system when this happens. You can log back in the system immediately after this happens.

What does the Rebuild Text Report do?

The report rebuilds the keywords in the database and re-sorts the database so that the most recently published titles display first in the search result list in iBistro and Workflows.

Convert Discard Report

This report is run every Friday afternoon for each library's discard patron.

What does the Convert Discard Report do?

The Convert Discard report discharges the items that are charged to your Discard patron.

- The Current location is changed to Discard.
- The Convert Discard Report cannot discharge items that need an override or have multiple check-outs.
- If you have an item that has more than one piece, you will need to change the number of pieces to 1 so that the report can discharge it.
- If you have an item that is checked out to your Mending patron then you must discharge it before checking it out to Discard.

Set Items to Discard Report (Set Fastadds to Discard)

Fastadds and ILL items should be checked out to your Library's Discard patron, but just in case some of these are missed we run this report.

This report is run every Friday afternoon for items that were created 7 days before report runs. For example, if the report is run on Friday May 30th, it will be discarding Fastadds that were created May

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“When patrons are first register and they have an email address in their record, they receive a Welcome message. These are produced every night and serve the dual purpose of verifying the email address and introducing them to the services available to them.”

Patron Notices

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*These items are now available for pickup and will be held at the library for 1 week from the date of this notice.
If you no longer need an item, please notify the library.
Do not respond to this email. Thank you.*

When patrons are first register and they have an email address in their record, they receive a Welcome message. These are produced every night and serve the dual purpose of verifying the email address and introducing them to the services available to them.

Finally, patrons have the option of identifying their favorite authors and subjects in iBistro. If they have an email address in their patron record, they are notified when libraries add a new title written by that author or in that subject area. These notices are prepared once a

A Guide to Cataloging Reports

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21st or before.

The report sets items that have a Home Location and Current Location of Fastadd or ILL to a Current Location of Discard. It does not change items that have a location of Checkedout.

Remove Discard Items Report

This report is run on Monday or Tuesday depending on report schedule or holidays. This report removes items that have a Current Location of Discard. If the last copy of a record has been discarded this report will remove the Record. Items that have holds or bills are not removed until the hold has cleared or the bill has been paid. Items that you checked out to your library's discard patron are not deleted from the system until this remove report has run.

Discards with Bills Report

This report is scheduled to run every Monday. If you do not want this report because you cannot remove bills please let Kristin know. You are not required to receive this report. This report lists items that you have Discarded but have Bills attached so they cannot be removed from the system until the bills have been removed.

Serials—Predictions as late report

This report is run on the 7th of every month. This report selects the serial control records that have late issues and prepares them for generating Serial Claim notices. This report has to run before Serial Claim notices can be generated

Serials—Serial Claim notices

This report is run on the 7th every month for those libraries who use vendors. A claim notice can only be produced if the serial control record has a vendor in it. This is not a required report. If you are receiving this report and do not wish to please let Kristin know. This is a notice of issues that have not been received list by Vendor.

Notable Dartclix Sites

These are fully searchable website records, available in iBistro.

Pirates of the Whydah —<http://www.nationalgeographic.com/whydah/main.html>

“Created by National Geographic, this on-line companion to a television program and exhibit gives visitors a glimpse into North America's only known pirate shipwreck, The Whydah.

Learn about the captain "Black Sam" Bellamy and his crew and why historians have begun

speculating about Bellamy's

crew. Come explore the real life of real pirates.”

Journey in time (Franklin Institute Science Museum) - <http://sln.fi.edu/time/Journey/index.html>

“This Web site is an on-line exhibit that that showcases the invention of Foucault's pendulum. The site discusses the experiment in which a pendulum travels in straight path and that after 24 hours, the pendulum will theoretically once again swing in the path it first began. Find out the three outside contributing factors that are the reason why this does not happen after 24 hours.”



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SAILS Network Statistics

FY03 Overview	December	November	October	September	August	July	July-Dec Total
Total Intranetwork Loans	44,728	40,425	43,866	40,397	44,283	43,292	256,991
Total Items Circulated	310,885	338,849	382,518	334,307	372,278	414,540	2,153,377
VirtCat Items Borrowed	481	436	566	556	365	218	2,622
VirtCat Items Loaned	197	159	145	116	111	69	797
Cataloging Requests	3,019	3,640	4,106	2,936	3,472	2,702	19,875
MARC Records Added	3,277	3,311	3,934	3,043	3,258	2,994	19,817
Patrons Added	2,181	3,106	3,986	5,671	4,406	3,355	22,705
Holds	17,527	21,526	21,057	20,699	21,331	20,887	123,027
Total MARC	867,532	865,570	862,473	857,982	854,671	842,960	
Total Holdings	3,150,572	3,148,778	3,134,980	3,114,532	3,101,119	3,083,156	
Total Patron	491,547	490,705	487,697	486,347	482,342	479,073	

FY03 Overview	June	May	April	March	February	January	Jan-June Total	Total FY03
Total Intranetwork Loans			44,102	48,607	42,631	46,425	137,663	438,756
Total Items Circulated			369,261	398,188	338,096	362,121	1,098,405	3,621,043
VirtCat Items Borrowed			523	563	423	457	1,443	4,588
VirtCat Items Loaned			244	238	198	213	649	1,690
Cataloging Requests			3,218	3,097	2,540	3,146	5,686	31,876
MARC Records Added			3,642	3,401	2,758	3,347	6,105	32,965
Patrons Added			2,588	2,998	2,519	2,964	8,481	33,774
Holds			24,548	26,497	23,861	26,573	76,931	224,506
Total MARC			879,693	875,833	872,054	870,356		
Total Holdings			3,182,933	3,167,931	3,158,084	3,152,268		
Total Patron			499,164	497,284	495,664	493,145		

Upcoming Training & Meetings

Upcoming Training

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

Overdue Workshops

Multiple dates from 6/17/2003 to 6/27/2003

Upcoming Meetings & Events

Circulation Meeting

06/03/2003

9:30am SAILS Meeting Room

Technical Services Meeting (Mandatory)

06/12/2003

10am SAILS Meeting Room

Board Meeting (Membership)

06/18/2003

10am SAILS Meeting Room