SAILS Network News

Library Network

Executive Director's Report

We have begun making progress on several projects that had been delayed earlier this year. The Eservices Department selected 5 volunteers to test the new Java client for circulation. The 4 libraries are Bristol Community College, North Dartmouth, Hanson, Norton, and Somerset. To facilitate communications between the testers we have a group forum and email listserv to send questions and problems to all participants. We will review how things are going later in June and determine how best to begin rolling this out for circulation only. Kristin is rewriting the manuals for Acquisitions to reflect changes in the Java Client. The Hanson Public Library has been testing the Acquisitions and Serials with the Java client.

We have run into a number of issues regarding old computers and their ability to use the Java Client. Windows 2000 does not work well with this. The client does require Windows XP. We have also found that some computers that were upgraded from Windows 98 to XP without having a complete reinstall of the Operating System are not working too smoothly. A fair number of old Windows 98 computers are also beginning to fail. In many cases we are finding that they are too old to upgrade effectively or put substantial amounts of effort in fixing. Many libraries have been buying computers through us and Dell has a new Big Buy offer good through the end of June that is offering deeply discounted pricing. We encourage all libraries to examine your inventory of computers and begin a planned replacement of old units. Desktop computers are really only designed for 3 years of use and in some cases can be PUSHED to 5 years but certainly no more than that. Because of the volume of orders we have received it is taking time to deploy the new computers as Jorj's first responsibility is to work on malfunctioning computers.

With the exception of the library in Assonet our telecommunications project is complete. We have an inventory of spare gear in case equipment fails, we have telephone support to

Scared of Contacting Dell Support? Read this first!

"The tech from Dell was great. I was on the phone with him for almost a half hour while he walked me through step by step to try to diagnose the problem and then to start up in "safe mode" to delete the problem driver. When I then restarted again the problem was corrected and there was no more blue screen!" - Claudia from the Fiske Library in Wrentham

The Top 10 of Basic Computer Maintenance

Author: Aileen Diefenbach
Publisher: WebJunction

Description: Here's a handy checklist of items that will help you keep your computers happy and well-maintained.

1. **Backup, backup backup!** Backing up your data just means saving your files to a separate location (like a cd, floppy or zip disk) so in event of disaster you can easily copy your files back onto your computer. How often really depends on you. Just ask yourself, "If I only back up once every 3 months, would anything I saved on my hard drive since the last time I saved it on a backup be all right if I could NEVER get it back?"

2. **Invest in an UPS (uninterruptible power source).** A UPS is a wonderful device that works as a surge protector and a battery backup all in one! Not only does it keep your computer safe from electrical spikes that can be traveling through the lines, it also gives you time to save your work, and properly power down your computer in event of a power failure. You don't lose your work, and your computer gets to be shut down properly.

3. **Never turn the computer off with the power switch.** The one exception to this rule is when your computer locks up and your hard drive is not running (the hard drive light is not blinking). In this situation, you can turn the power off without harmful effects to the hard drive. As cutting the power can also result in lost data or Windows files, you should only do this when you have to. Doing this can help prevent permanent hard drive damage caused by the hard drive heads contacting the surface of the drive disc. This can prevent a host of Windows problems.
Whenever possible, recover from crashes by pressing the Ctrl + Alt + Delete keys at the same time and going into your Task Manager. You can often find programs that are not responding in here, and chose to close them from this utility. Press Clt + Alt + Delete again to reboot your computer from this screen.

4. **Scan disk and defrag once a month.** These utilities help to keep your hard drive in optimal shape and error free.

5. **Do not unplug peripheral devices while the power is turned on.** Unplugging devices such as your mouse, keyboard, printer etc with the power on can short out the connector socket or even the motherboard itself.
The only time you would unplug something while the power is on, is if the device is hot swappable/pluggable. If you are unsure if something is hot swappable or not, power down first to play it safe.

6. **Remove programs from your startup.** Often when you install a program, it will ask you whether it should load up as soon as Windows loads (or just decide to do so on its own). The more programs you have trying to start up at the same time, the slower your computer will start. Also, all those programs running in the background while you try to work will slow your computer's response time.
In windows 98, ME, and XP, you can do this by going to your Start -> Run -> in the command box type in 'msconfig' and a small window will appear. Go to the tab marked "Startup" and you can chose what items to remove from there.
In Windows 2000, you can do this by going to your Control Panel -> Administrative Services -> Services.

Executive Director's Report

(Continued from page 1)

assist us in configuring the equipment, and another vendor is working with us on a per call basis to go on site to install the equipment if something fails. We have had several sites experience chronic problems with telephone line instability and Verizon is monitoring all those lines. Verizon is also going to be monitoring our central site equipment and lines so we can avoid downtime at the central site. We will now begin to take steps to manage our bandwidth so we can avoid some of the traffic congestion we have been experiencing on our Internet line in mid-day.

We have arranged with Envisionware to visit SAILS for a one day training session. The day will begin with an overview of the product for prospective customers with the remainder of the day consisting of general training in the a.m. and technical training in the afternoon. There is no charge to attend the workshop which will be held on Tuesday, June 5. Once that is done we will set up a schedule to assist libraries as they upgrade to the latest version of the PC Reservation and LPT One software since it appears we are several releases behind.

Staff members have all received an email inviting them to complete a SAILS survey. The purpose of the survey was to determine how comfortable staff members are with technology both in the library and for personal use and to measure how effectively we have been and can provide assistance. A second survey is going to be sent out to the directors before the end in June. The results of the surveys will be made available in late June.

Basic Computer Maintenance

(Continued from page 2)

7. **Run virus checks and adware/spyware scans regularly (at least once a week).** There are so many types and variations of viruses, spyware and adware floating around that at times it may seem daunting to even have internet access on your computer. However, regular scans with your virus scanner, and adware scanners, can ensure your computer remains healthy.

8. **Keep disks handy**. If the worst thing happens, and you need to format your system for one reason or another, then it is a good idea to have all your driver disks, operating system disks, backup disks and so forth in a readily available place. Running around in a panic at the 11th hour because you cannot remember where the drivers are for your network card, is not a good place to be.

9. **Keep your software updated**. Software developers are always writing and releasing patches that update the software you have already bought from them. A lot of these patches fix problems you may be experiencing yourself with a particular program.
Other patches plug security leaks. Still other patches update reference files for your virus/spy/adware scanners to make sure you are scanning for as many variants as possible. So make sure you regularly update/patch your operating system, virus scanners, and various other applications!

10. **Develop a schedule of maintenance practices.** All this advice is meaningless if you keep forgetting to do it, or only remember after something has gone wrong. Write yourself up a maintenance schedule, with a list of what tasks should be performed daily, weekly, and monthly. If you develop a routine and stick to it, then you should avoid the larger problems by always being on top of the smaller ones!

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Watch This and Feel Like You Have Major Skills!

If you want to increase your understanding of the fascination people have with YouTube, or just have a huge laugh (watch it in a group), watch this video:

Gutenberg offers 'In your home support' - view it at: http://www.boreme.com/boreme/funny-2007/introducing-the-book-p1.php

If you want to hear about the awards, view the PowerPoint at:
http://connectinglibrarian.blogspot.com/2007/04/cil-2007-info-tub

Next Patch Cluster Upgrade—June 17th

On Monday, June 18th, you'll get a message when you click on Workflows that the client needs to be updated. It's a very simple process of saying ok, yes, and just accepting all the defaults.

Since everyone now has an updated telecom connection in their library, the upgrade should be fairly quick—just don't do all your stations at once.

If you have any trouble, we'll be here to help.

There are a couple of fixes in this set of patches, mostly for the Java client, plus the way the patches are going to work, to speed things up in the future, is they aren't going to be cumulative, but require a prior patch before going to the next one.

We'll send out a reminder before next weekend, but this shouldn't cause any problems.

Time to rethink online publishing for your library

The Poynter Institute, school for journalists, conducted Eyetrack07, to see how people read online vs. in print. Some findings:

- How much text is read?
    - 77% online
    - 62% in broadsheet
    - 57% in tabloid
- Of the 600+ people tested, 71% read print or online editions 4 or more times a week and 44% of the testers were between 42 and 60 years of age.
- Q&As, timelines, short sidebars and lists help readers' understanding. 15% more attention spent on "alternative text form" rather then "regular story text".
- Photos of "real people doing real things in real time" got much more attention than studio images.

Read the initial findings of the study and see some cool photos of people wearing strange glasses for the eyeball tracking!

So if you haven't yet considered putting your documents up on the Web for your customers to view online, maybe it's time to think again.

Remember, SAILS would be happy to answer questions regarding the network's Digital Library Collection. Contact Kristin (kslater@sailsinc.org) for more info.

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Upcoming Training & Meetings

Upcoming Training

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

Beginning Cataloging Training
06/27/2007
9 am to noon, SAILS Meeting Room

Upcoming Meetings & Events

Circulation Roundtable
06/13/2007
9:30 am, SAILS Meeting Room

Acquisitions Meeting
06/14/2007
9 am to 10 am, SAILS Meeting Room

Technical Services Meeting
06/14/2007
10 am to noon, SAILS Meeting Room

SAILS Membership Meeting
06/20/2007
10 am to 11 am, SAILS Meeting Room

PC Support Meeting
06/20/2007
11:15 am to 12:30 pm, SAILS Meeting Room

SAILS Network Statistics

FY06-07 Overview	May '07	April '07	March '07	Feb '07	Jan '07	Dec '07	Total FY07
Total Intranetwork Loans	59,434	56,905	68,449	59,306	62,515	50,005	645675
Total Items Circulated	351,803	361,106	412,832	362,964	421,959	297,103	4123387
OverDrive Circulation	623	666	618	590	661	560	6479
VirtCat Items Borrowed	1,194	1,105	1,319	1,258	1,364	957	13095
VirtCat Items Loaned	602	566	696	638	581	474	6302
Cataloging Requests	2,677	2,290	2,606	2,361	2,399	2,389	28910
WebDewey Sessions	107	127		112	124	93	1158
MARC Records Added	3,799	3,823	3,608	3,701	3,408	4,959	42314
Patrons Added	2,838	2,680	2,726	2,593	2,814	1,734	36700
Holds	43,965	45,565	51,666	45,365	51,356	36,317	489698
Total MARC	980,734	978,287	976,662	974,631	972,186	969,654	976,662
Total Holdings	3,466,358	3,460,153	3,449,406	3,443,737	546,498	3,446,198	
Total Patron	449,348	552,148				544,461	
Total Uptime	99.98	99.98	99.23	99.2	99.72	99.9	