

## iBistro Survey Results Are In!

This year's iBistro survey was answered by 592 patrons! The results were overwhelmingly positive. There were some negative comments, but the majority of these had to do with turning the holds queue back on.

SAILS will be sending the directors copies of all the comments and responses from your patrons. We are also going to answer all of the questions and comments from the survey. These will be available the SAILS' website. Here are some of the more interesting and positive comments:

- I use this all the time to either search, renew, or just to check my account. It's an awesome way to search for books, not only for myself, but for my kids. I have



How would you describe searching in iBistro?

told many people about this site.

- This is a wonderful service. I'm sure I will do much more reading because of it. THANKS!!!

• iBistro is very useful & functional. Sharing resources throughout the library network increases that functionality exponentially! I seldom buy books or rent movies anymore.

- I love having access to the holdings of so many different libraries. I use ibistro a lot to find a specific title or author I am looking for... It is so wonderful to get that call a few days later from my local library saying the book (etc.) is sitting there waiting for me.

## Legislative Alert Service

SAIL Library Network is happy to offer a subscription service on behalf of our member libraries. With this service, patrons will stay up-to-date about library legislative concerns and calls for action.

If patrons would like to support your library with this service, they may fill out a form on the SAILS website, and be added to your library's Alerts Email list. Once they subscribe to the service, they will receive an email

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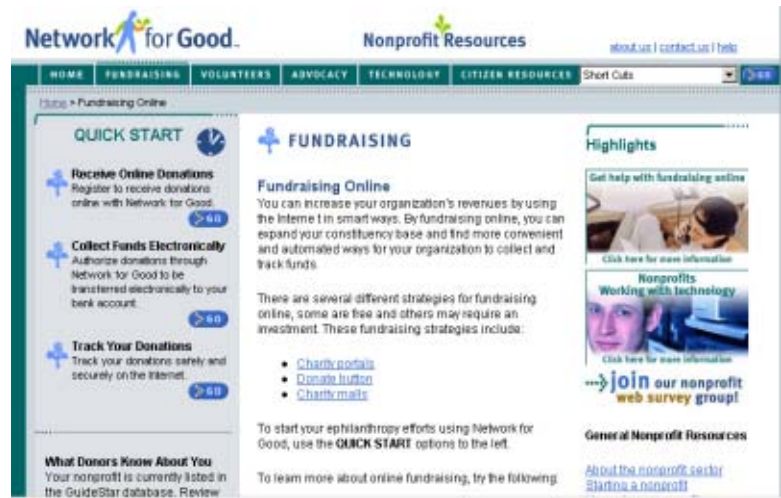
### Survey Results of Interest

- 71% of patrons access iBistro from home
- Most people are searching for a title
- Nearly everyone found searching "simple"
- The most common age of patrons who answered the survey are 35-55 years old and over 3/4 are female!

## Funds for your Library

Is your Friends group looking for a new way to find revenue for your library? An easy solution is to place a link on your site to a non-profit organization who will handle donations for them.

One option is to use the “[Network for Good](#)”, used by Rochester’s Plumb Memorial Library. Lucy Loomis, director of Plumb states, “the service is completely free to nonprofits, and 100% of all donations come straight to the organization, deposited directly in the account of their choice.” She also describes the setup as “very simple”. If you’d like to read more about Network for Good, check out the “Webwatch” section of the latest Library Journal (March 1, 2003) on page 32. An alternative is the company [justgive.org](#). If you would like help adding the links or graphics to your website, after you’ve registered, contact Laurie ([llessner@sailsinc.org](mailto:llessner@sailsinc.org)).



Network for Good

## Legislative Alert Service

*(Continued from page 1)*

every time your library, or the network, sends a legislative alert, so they won't miss a single issue. There are currently 51 patrons registered for this service, with no advertisement. If you would like put a link to the form on your site, contact Laurie ([llessner@sailsinc.org](mailto:llessner@sailsinc.org)) for help.

Another great resource for library issues has been established by the Massachusetts Library Asso-

ciation and may be accessed at: <http://capwiz.com/masslib/officials/state/?state=MA>. It contains current alerts, bills, and votes. You may also search for your representatives, by zip code, and receive their contact information.

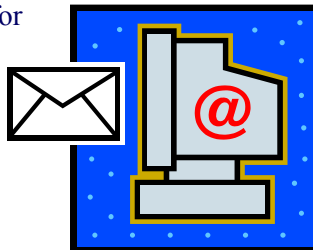
*“patrons will stay up-to-date about library legislative concerns and calls for action.”*

## Email Tip—Cut down on SPAM!

We often receive questions about how to cut down on the amount of Spam. If you have a SAILS email account, you already have a great deal of it filtered for you. That doesn't mean you aren't able to take some measures on your own.

- If you receive an unsolicited email (Spam), don't try to Unsubscribe to the email. This is a trick used to verify your email address.
- Create a filter in WorldClient (also available in other email programs). In WorldClient, click on Options > Filters. You can choose to automatically send

a message, from a particular sender, to the trash. If you're using Outlook, you can have even more filtering options, as well as creating a “junk senders list”.



- Cloudmark is a spam filter that works with Outlook (<http://www.cloudmark.com/>). Their Spamnet product relies on a community of users to identify spam and share the information with others. It doesn't rely on keywords for identification of Spam, but real humans.

# Notable Dartclix Sites

These are fully searchable website records, available in iBistro.

## Googolplex

This Web site is designed to teach elementary students about how a credit union works and why it has many advantages to saving your money. Visitors can learn about borrowing money, earning money, how to belong to a CU, spending wisely, tools for money, money calculators, and much more! Try your luck at some of the on-line games and activities or check out the feature articles on topics of the month!

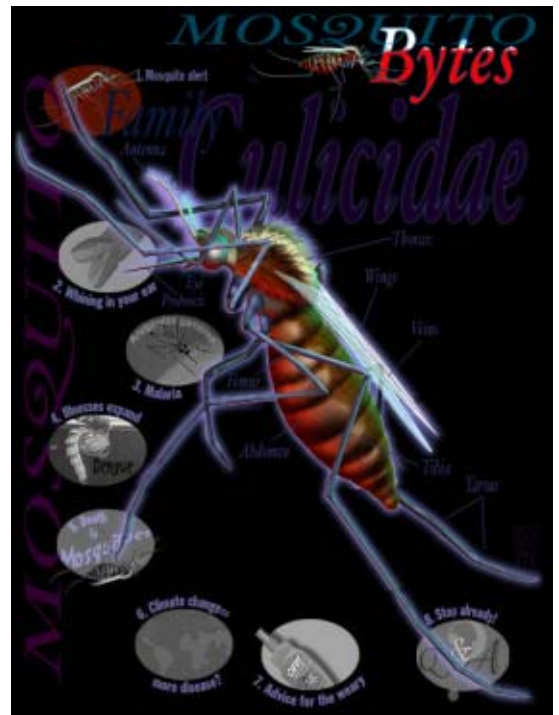


## Aboriginal Art Online

This Web site is designed to exhibit some of the fantastic displays of contemporary Aboriginal art. Visitors can browse through quality paintings, limited edition prints, pottery and didgeridoos by Aboriginal artists that are accompanied by information and commentary to help understand these art works. In addition, the site contains articles by experts, photographs and a wide range of information on Aboriginal art, culture, and communities.

## Mosquito Bytes

This Web site is an on-line companion to a news article posted on August 22, 2002 on the spread of the West Nile virus over the Eastern United States by mosquitoes in just 3 years. The site also discusses other diseases carried by mosquitoes such as: malaria, encephalitis, and dengue. Find out how to protect yourself from bites and read some quick mosquito facts!



## Grossology

This Web site, provided by the Carnegie Science Center, gives information, activities, exhibits and educational material on the science of the human body. The exhibit has more than 20 interactive displays and games to tell you the good, the bad and the ugly about many of the body's features.

# Broadcast Initiative Grant

The LSTA funded Broadcast Initiative Grant is now drawing to a close. The six participants; Attleboro, Carver, Easton, Pembroke, Plainville, and Rochester, have done a wonderful job in getting the word out about the project. In fact, newspaper ads were placed in their local papers the last week of February and will appear again the 2<sup>nd</sup> week of March.



The point of the project is to give the libraries a new and inexpensive way of advertising their services to their communities. The six participating libraries created email lists for their patrons, the same type of lists SAILS uses to communicate with you, i.e. circ, cat, etc. The patrons can subscribe to the lists on their libraries' websites, via a sign-up form. When there is an event at the library, the library sends out a message to their list, and the subscribed patrons will receive an email telling about the event. Other lists are for newsletters put out by the library. The patron gets an email telling that the newsletter is available for viewing on the web (with a link to the newsletter), and may even get highlights of the contents of the newsletter.

We'll soon know the effects of the project, since the libraries are gathering statistics and will be conducting surveys, to see if patrons' library usage has increased. So far, it's been reported that attendance has increased since the start of the project.

## 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	25,6991
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						46,425	46,425	303,416
Total Items Circulated						362,121	362,121	2,515,498
VirtCat Items Borrowed						457	457	3,079
VirtCat Items Loaned						213	213	1,010
Cataloging Requests						3,146	3,146	23,021
MARC Records Added						3,347	3,347	23,164
Patrons Added						2,964	2,964	25,669
Holds						26,573	26,573	149,600
Total MARC						870,356		
Total Holdings						3,152,268		
Total Patron						493,145		

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## Legislative Breakfast—a Hit!

The legislative breakfast at the Fireside Restaurant on February 21<sup>st</sup>, was a great success. It was attended by several Representatives, as well as Senator Jo Ann Sprague. The highlight of the morning was hearing from the many patrons who came to share their library experiences. Hanson's Frank Sawyer spoke of the Outreach program and how talking books and Hanson's software programs for the visually impaired makes him feel as though he has his sight again. A trustee from Lakeville came to speak of their building project experience and how gratefully she was for the State funding.

Hearing from the patrons made a wonderful impression and showed how impor-



*Beyond Words: Celebrating America's Libraries photo contest winner*

## Upcoming Training & Meetings

### Upcoming Training

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

#### ***Beginning Serials***

3/13/2003 9am to noon

SAILS Training Room

#### ***Beginning Cataloging***

3/27/2003 9am to noon

SAILS Training Room

#### ***Outreach Training***

3/07/2003 9am to noon

3/26/2003 9am to noon

SAILS Training Room

#### ***Power Searching***

3/12/2003 9:30am to noon

3/14/2003 9:30am to noon

SAILS Training Room

### Upcoming Meetings

#### ***Board Meeting—Full Membership***

03/13/2003

10am SAILS Meeting Room

#### ***Tech Services Meeting***

3/05/2003 10am

SAILS Meeting Room

#### ***MLA Legislative Day***

4/02/2003

Boston—State House

tant libraries are to the community. The most touching was a Laotian woman from the Stoughton Library, who learned to speak English through their Literacy Program. Had her community not had the library as a resource, she would never have gone to school to further herself and her family.

After the breakfast, SAILS decided to produce the slide-show presentation for libraries to give to their local cable stations. This will help spread the word to everyone, not just devoted patrons, of the importance of libraries and how we serve the community.