

SAILS Kicks off Strategic Planning Efforts

The SAILS Long Range Planning Committee held its first meeting on February 16. The committee is chaired by Robin Glasser (Norfolk) who is also network president and the members are Carole Julius (Carver) past-president, Keith Staveley (Fall River) Vice-President/President Elect, Theresa Coish (New Bedford) and Denise Medeiros (Dartmouth). The network will be writing a new strategic and technology plan for Fiscal Years 2007-2012. Developing a new strategic plan creates the opportunity to seek feedback from users and network members about how SAILS is valued and how it might strengthen its programs and operations. Both plans must be completed and submitted to the Massachusetts Board of Library Commissioners by October 2005

While that seems to be a long time from now the network has to gather input from a large number of people and has to involve a lot of people in the plans' development. This input will take the form of surveys and focus groups and we will be asking for lots of volunteers to work with us as the plans are being written. The formal strategic planning activities will begin in May in the form of an all day directors' retreat to be held on the 18th. The retreat will begin with a presentation by Stephen Abrams, noted futurist and Sirsi Vice-President for Innovation. SAILS staff members will also be conducting mini planning sessions for staff members who attend the Circulation and Cataloging users groups. And for those of you unable to attend these meetings, you can be sure we will be asking your input via on-line surveys.

The final results of these efforts will be a document that will provide the network and its member libraries with a management tool to focus the work of SAILS and to provide a baseline to assess the outcomes and impact of the network's work. The technology plan should also provide SAILS members and the network itself with a vision for implementing and purchasing equipment and new technologies as they become available.

Stephen Abram, Sirsi's Vice President of Innovation



Stephen Abram, a leading international librarian and lighthouse thinker in the North American library community, leverages his extensive experience in library technology and trend forecasting, new product conceptualization, and market development to ensure that Sirsi products and services continue to be the most innovative in the library market and meet the needs of library directors, library staff members, and library users. Abram has more than 25 years in libraries as a practicing librarian and in the information industry. His most recent role was as vice president of corporate development for

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Stephen Abram

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Micromedia ProQuest. Abram's other roles include publisher for Thomson Carswell and director of Information Resources for the Hay Group. He is a frequent keynote speaker on issues that affect libraries, their communities, and librarians. In addition, Abram was named by Library Journal in 2002 as one of the key people who are influencing the future of libraries and librarianship. He is the incoming president of the Canadian Library Association and was president of the Ontario Library Association in 2002. He has also served on the international board of directors of the Special Libraries Association. Abram is a Fellow of SLA; and, in June 2003, he was awarded SLA's highest honor, the John Cotton Dana Award. In 2001, Abram was presented with the University of Toronto's Faculty of Information Studies Jubilee Award.

SAILS Participates in Normative Data Project for Libraries

Project to provide new view of what goes on inside libraries

At the Midwinter Meeting of the American Library Association, leading library community organizations, including hundreds of libraries in North America, the GeoLib Program at Florida State University, and Sirsi Corporation, announced the Normative Data Project for Libraries (NDP). The goals of this cooperative effort are to compile transaction-level data from libraries throughout North America; to link library data with geographic and demographic data on communities served by libraries; and, thereby, to empower library decision-makers to compare and contrast their institutions with real-world industry norms on circulation, collections, finances, and other parameters. NDP data and reports will be available online in the second quarter of 2005. Information on NDP and related resources are now available at www.librarynormativedata.info.

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Innovation in Action: The Mansfield Library offers Wi-Fi

With the expert advice of Steve and Todd, Mansfield decided to go forth and offer wireless internet access to patrons. Mansfield's MIS Director, Lou Costa and his assistant Nathan Bradbury installed Wireless Internet access here in February. The access point, housed with our LAN in a back staff area, reaches virtually all of the library. Patrons with laptops using our "silent study" area are particularly enjoying use of the WiFi.

Save the Date

The User Services Meeting on April 5th, is a required meeting. All libraries must send a representative. This important meeting will feature a presentation of the new Overdrive E-audio book service. Copies of the iBistro Learning Library tutorial and the accompanying posters will also be handed out and demonstrated. Assuming there is enough time, we will answer questions and hear comments pertaining to the Virtual Catalog and iBistro.

Following the meeting will be an opportunity to share your special collections and unique resources with others, at an informal roundtable discussion.

FAQ – why do some computers in our library have a slower response time or have display problems when other do not?

Libraries may have desktop computers with different operating systems, slower processors, less internal memory, or different display drivers. Outdated operated systems or computers with slow processors and less memory can react differently to Workflows or iBistro than newer computers with current software and hardware. Because of these variations, staff members can experience slower response time or screen display problems on some computers and not on others.

Network Suggestions & Comments

Suggestion: The ability to shadow an entire library's collection when they are renovating or closed for the summer should be included (if possible) in future enhancements to the software.

Answer: This is a great suggestion and I am posting it today to the enhancement forum. I don't know who submitted it but thanks.

Suggestion: It would REALLY be nice if members of the SAILS staff would visit member libraries on a weekly or even monthly basis and actually experience what we experience on a daily basis. When we report an error you ask us a lot of questions - most of the times we have patrons wanting service and we can't re-create the scenario. This new release was supposed to simplify patron searching instead it is a nightmare, we have to search the old way if we want info or we get error messages, truncation messages, and forget looking for duplicate records. You need to be out in the field occasionally to appreciate what we do

Answer: SAILS staff members do try to visit libraries to answer questions and conduct training. The network has maintained a consultation request form on its website for some time to allow directors to request a visit and we always responded to less formal requests for visits. Unfortunately we don't have sufficient staff to schedule weekly visits just to visit. The members of our staff who are librarians have all worked in public service capacities at one time in their careers and do appreciate the problems you may face.

When we ask staff members to provide us with the particulars of a problem that they are experiencing it is because we have to be able to duplicate it in the office before we can report it to Sirsi. If we can't duplicate the problem it won't get fixed and if we don't provide Sirsi with enough information for them to find the problem they will not respond.

We understand that you may have patrons in front of you asking for service but if we can fix the problem quickly it means you will have fewer problems serving your users. Of course, if you just don't have time to record the problem specifics, you don't need to report the problem.

We did expend quite a bit of time trying to prepare folks on the issues involved with using the keyword search functions for the patron search wizard and we have consistently recommended the use of the User Browse helper for searching by name. We have never recommended using the patron search for anything except user id., telephone number, or email address. The duplicate patron functionality is an option and while we recommend its use it is not required. That is a policy decision that must be made at the local library.

Suggestion: I tried typing in my alt id and it looks like I pulled up records that had a social security number as the alt id. Further checking revealed they were BCC patrons.

Answer: The policy is not to enter the SS# in a patron record but BCC does use it for their students' ids, so it may appear for BCC student records.

Normative Data Project

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More than 700 library outlets - representing approximately 300 North American library systems with combined annual income of more than \$340 million and combined annual circulation in excess of 150 million items - are contributing data to the project. Data for 10.5 million unique titles and 30 million copies are contained in these libraries' collections, which are valued collectively at more than \$1 billion. SAILS has been participating in the data gathering since its inception.

Additional libraries continue to be added, with plans to have data from approximately 500 library systems and 2,500 library outlets in the NDP database. NDP is based on detailed transaction-level, operational data maintained day-to-day in libraries' integrated library systems. In other words, NDP doesn't just provide information on libraries. It reveals what actually goes on inside libraries."

Top-level statistics for the library community will be available free of charge, along with a range of valuable resources and will be included in the Directors Station report generator being installed by SAILS the spring of 2005. Access to NDP's full reporting and analyses capabilities will be provided on subscription.

More Network Suggestions & Comments...

Suggestion: We should not have to go to the Advanced Search link to avoid getting websites in our search for books, audio and video tapes. It would be better if the Advanced Search link was for including websites, not excluding them.

Answer: The way iBistro is currently set up, does force you to go to the Advanced Search to exclude websites. The good thing is that you don't have to know Boolean logic to exclude. An easy way is to select your library from the drop-down list, under Advanced Search. There are 2 sets of libraries listed in the library drop-down list; library groups (first in the list), which include the digital books, websites, and soon to be e-audio books, and individual library, just containing your library's physical materials.

Suggestion: A future enhancement involving the little red "home" wizard. When you are logged in as tech. and you click on this wizard, you get several options including information desk. In tech. you are able to scroll through the list of libraries and find their information (hours, location, etc.). When logged in as circ., however, you get only your library's info. This would be nice if it was changed to include all the other libraries. Also when you click on the home wizard, the window below it (if one is open) disappears. It would be nice if this didn't happen.

Answer: When logged in as circ, you are logging in with your library's personal account. This allows you to have customized headers & footers for receipts. Essentially you are logging into the same environment as you do at your library's in-house iBistro. This gives you your own library's new books lists and your own library's hours. If you wish to see all libraries' hours, the request would need to come from the director, and it would also affect what your patrons see in iBistro.

Mattapoisett's New Look!

The Mattapoisett Free Public Library has a new website at: <http://www.mattapoisettlibrary.org/>. The site was designed by Extra Mile Design from a grant from the MBLC. The site is also very user friendly, giving the choice of text size to viewers and prominent headings for the various areas of the site. Essential information is available from the front page and a lot of information is given while keeping a clean and simple design.

The site will be maintained by the library, using Dreamweaver software and templates created by Extra Mile. The grant also covers training for 2 staff members, by Extra Mile.



Irish Folklore Resources by Denise McDermott

A Treasury of Irish stories. New York : Kingfisher, 1995.

A collection of sixteen tales, including original stories by a variety of Irish authors and retellings of traditional folktales



A Treasury of Irish folklore : the stories, traditions, legends, humor, wisdom, ballads, and songs of the Irish people. New York : Wings Books, 1992.

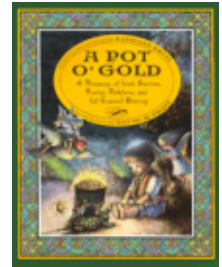
A Treasury of Irish myth, legend, and folklore. New York : Avenel Books : Distributed by Crown Publishers, 1986.

Clancy Brothers. Irish traditional folk songs Minneapolis, MN : K-Tel International, c1996, p1995.

Clannad (Musical group) A magical gathering the Clannad anthology. Los Angeles, CA : Rhino Entertainment Company, 2002.

[History Channel.com. The history of St. Patrick's Day](#) [S.l.] : A&E Television Networks, c2002-

A fun and educational site devoted to the history of St. Patrick and the holiday. Test your knowledge of all things Irish with the Irish Quiz!



Krull, Kathleen. **A pot o' gold : a treasury of Irish stories, poetry, folklore, and (of course) blarney.** New York : Hyperion Books For Children, c2004.

This well-rounded collection explores both the physical and mythical properties of the emerald isle. Many expected characters emerge-St. Patrick, Finn McCool, and St. Bridget. Fairies and leprechauns appear, as well as selections about Ireland's food, music, pride, scholars, and land. Blessings, curses, cures, war cries, and lullabies are also included.

Lockhart, Keith, 1959- The Celtic album New York, NY : RCA Victor ; distributed by BMG Entertainment, p1998.



Lunny, Donal. Common ground [voices of modern Irish music. New York : EMI Premier, p1996.

Massie, Sonja. **The complete idiot's guide to Irish history and culture** New York, NY : Alpha Books, c1999.

Log into this e-book and learn from the comfort of your home all you wanted to know about Irish History

McKennitt, Loreena. The visit Burbank, CA : Warner Bros. Records, p1991.

Schreibman, Susan. [Irish Resources in the Humanities](#) [S.l. : s.n., 199-]-

A very comprehensive web page devoted to creating links on everything from Irish literature to Irish Architecture.

Taylor, Steve. [Views of the famine](#) [S.l. : s.n., 199-]-

Explore the images that created several tales and songs from Ireland

SAILS Library Network

547 West Grove Street

Middleboro, MA 02346

(508) 946-8600 (508) 946-8605 (fax)

email: support@sailsinc.org URL: <http://www.sailsinc.org>



SAILS Staff

Debby Conrad, Executive Director

dconrad@sailsinc.org

(508) 946-8600 x11

Laurie Lessner, Manager of Electronic Services

llessner@sailsinc.org

(508) 946-8600 x30

Todd Mercer, Systems Associate

tmercerc@sailsinc.org

(508) 946-8600 x14

Jennifer Michaud, Network Cataloger

jmichaud@sailsinc.org

(508) 946-8600 x15

Kristin Slater, Manager of Bibliographic Services

kslater@sailsinc.org

(508) 946-8600 x13

Claudette Tobin, Cataloging Associate II

claudette@sailsinc.org

(508) 946-8600 x16

Steve Wilson, Systems Manager

swilson@sailsinc.org

(508) 946-8600 x12

Upcoming Training & Meetings

Upcoming Training

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

Beginning Cataloging

3/23/2005

9am to 12pm SAILS Training Room

Upcoming Meetings & Events

PubPac Committee Meeting

03/02/2005

9:30am SAILS Meeting Room

Overdrive Implementation Committee Meeting

03/04/2005

8:30am SAILS Meeting Room

Tech Services Meeting

03/08/2005

10am SAILS Meeting Room

SAILS Membership Meeting

3/16/2005

10am SAILS Meeting Room

User Services Meeting—Required

4/05/2005

10am SAILS Meeting Room

MLA Legislative Day

4/06/2005

State House Boston, MA

SAILS Network Statistics

FY05 Overview	December	November	October	September	August	July	
Total Intranetwork Loans	44,159	45,803	48,089	47,448	50,527	49,759	
Total Items Circulated	297,887	364,857	356,078	343,798	382,040	411,373	
VirtCat Items Borrowed	729	777	815	752	835	518	
VirtCat Items Loaned	334	432	397	396	352	236	
Cataloging Requests	2,079	2,607	2,552	2,713	2,975	2,631	
MARC Records Added	2,494	2,982	2,798	3,425	3,176	3,249	
Patrons Added	1,773	2,763	4,888	5,607	3,588	3,068	
Holds	27,477	30,682	30,026	30,587	31,423	32,361	
Total MARC	940,464	937,282	934,055	930,684	928,240	922,507	
Total Holdings	3,338,063	3,335,761	3,325,130	3,311,845	3,299,129	3,289,160	
Total Patron	514,716	513,580		510,834	508,854	509,384	
FY05 Overview	June	May	April	March	February	January	Total FY05
Total Intranetwork Loans						47,555	285,785
Total Items Circulated						343,014	2,156,033
VirtCat Items Borrowed						811	4,610
VirtCat Items Loaned						383	2,147
Cataloging Requests						2,212	15,557
MARC Records Added						2,547	18,843
Patrons Added						2,283	21,687
Holds						36,550	182,556
Total MARC						942,560	
Total Holdings						3,336,262	
Total Patron						515,916	