SAILS Network News
Library Network

Executive Director's Report

The network is making good progress towards completing our conversion to the Java client for all but our K-12 members who access us through their school network. Every public and academic library has received training on how to use the Circulation and Cataloging modules. Every library that uses Acquisitions and Serials should be using the Java client. We are now starting to train the 3 high schools with high speed connections to SAILS on how to use the new client. After February 29 we will no longer be providing support for the C client except for the school libraries connecting to us through the Internet.

Our new website is approximately 75% completed. Our goal is to have it fully operational by March 1. We are redesigning our documentation and creating new links to help users find the information they are looking for. In our annual staff satisfaction survey we will be asking for comments and suggestions.

We submitted our FY09 Erate funding requests in January. We are requesting a total of $93,275.00 in discounts for all of our telecommunications with the exception of our Internet lines to UMass. We are ineligible to apply for a discount for those lines. For the first time in five years we received multiple proposals for our Wide Area Network. Two vendors submitted proposals using MPLS – Multiprotocol Label Switching – which in theory would provide us with a much more robust connection to the Internet and higher speed connections to each library. Unfortunately at this time the pricing for this service was $5000 - $8000 per month higher than we are currently paying. We will be inviting the vendors to submit new proposals next year in hopes that pricing will be going down as this technology becomes more available in Southeastern Massachusetts.

The PubPac has been working with us to evaluate online catalog/ portals as we move to upgrade or replace iBistro. As part of their evaluation, we posted a survey asking patrons to tell us what services

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they use, like, or would like us to add.   We received 2657 responses – the most ever for a SAILS survey. Of the respondents 31% said they used iBistro several times a week. A surprising 57% said they used the Advanced Search feature. 75% used the My Account option. 77% of the respondents stated they used iBistro from home. Only 5% use iBistro with a dial-up connection while 90% were connected to the internet through a high speed connection such as cable or DSL. 85.6% wanted to be able to purchase items on-line as well as borrow them.   75% wanted access to online reviews. Reflecting national trends of library usage, 75% of the respondents were female. The feedback we received from the patrons is going to be extremely helpful as we identify the features we must have when we move to a new public interface.

Laurie attended a 3 day training session about how to manage and monitor our Packet Shaper. We are continuing to carefully monitor our Internet usage and effectiveness of the Packet Shaper in keeping high priority traffic moving smoothly. We experienced a severe degradation in response time between Feb. 8 and Feb. 11 but we identified the source of the problem and solved it There are still some nagging problems that cause our Internet usage to spike at unexpected time. When this happens Tixkeeper will slow down, patrons will have problems using our Overdrive collection, and our email server slows down. When these things happen we immediately begin working to identify the problem and solve it. However, there will be some times when things will just be slow. There have been several articles published lately about how the traffic on the Internet is reaching levels affecting all Internet providers so it is no surprise that we experience heavy usage.

Since its installation, we have used the Directors Station to respond to 17 requests for statistics and we are beginning to rely more heavily on it to run monthly statistics. We have had so many pressing issues and outstanding projects we haven't been able to plan how we will be making it available for library use. Once we submit our LSTA grant in March we will begin to focus on training libraries on how to use this to get statistics.

We just completed our 6 month review of network activities (July – December 2007). Some facts that are particularly interesting are:

> SAILS has supplied its members with services valued at $2,711.213

> Network staff responded to 3706 requests for service

> Network staff have made 188 visits to member libraries

> PC Support has resolved 187 issues

This is the type of information to share with legislators and funding authorities when they ask what SAILS does for your library. Each member receives a quarterly report of services received that can be shared with trustees, administrators, and town officials.

How to Sign up for a SAILS Email List

SAILS uses email lists to communicate to different groups of people within the network. For example, if we have a cataloging issue then we will send an email out to cat@sailsinc.org to report the issue. Those individuals that are on the cataloging list will receive an email.

If you use WorldClient, do the following to manage your email lists.
Note: this only works from a SAILS computer.

1. Open up a web browser and proceed to http://192.168.1.11:3000

2. Login to your account

3. Click on the options icon.

4. Click on Mdaemon Settings.

5. Click on "My Mailing Lists"
    Here you can see what lists you are subscribed to, as well as sign-up for any of these available
    lists:children@sailinc.org - children's services issues and questions
    cat@sailsinc.org - cataloging issues and questions
    circ@sailsinc.org - circulation issues and questions
    opac@sailsinc.org - iBistro & searching issues and questions
    webmasters@sailsinc.org - for people who manage their library's website

If you **do not have a SAILS email account**, do the following:

1. send an email to mdaemon@sailsinc.org

2. Leave the subject line blank

3. In the body of the email type "SUBSCRIBE" listname@sailsinc.org
    the list name could be one of the following: circ cat opac children webmasters

    For example, if I were a children's librarian and I wanted to sign up for the children list I would send an email to mdaemon@sailsinc.org and leave the subject blank. In the first line of the email I would type SUBSCRIBE children@sailsinc.org
    SUBSCRIBE needs to be in upper case.

If you want to unsubscribe from a list that you are already a member of then just replace the word subscribe with unsubscribe.

Decertification News

Richards Memorial Library trustees voted not to serve patrons from decertified communities. If you are asked, the public libraries in SAILS that will provide service to decertified libraries are now Blanding Library in Rehoboth and Swansea Public Libraries.

The DECERT patron profile is being assigned to patron card holders from Bridgewater, Medway and Randolph. This patron profile is not assigned to students from BCC or Mass Maritime even if the student resides in one of the decertified communities and their patron records should not be modified by a public library.

Jazz up your book lists

Many of you have lists of books you feature on your Web site. Do you know that you can link to a "Browse Inside" version of the book online? This is available for many HarperCollins and Random House titles and probably from other major publishers as well. For HarperCollins, one title they have from their 500 available titles with this feature, is Deceptively Delicious.

If you view the title from their site, they have a link to "Put this book on your site". All you need to do is copy the little bit of code and place it in the html of your site. Then you can use the Link Builder Form on the SAILS site to create a link into iBistro for the title. The form is at: http://sailsinc.org/linkbuilder.asp

This is what it could look like, depending on what you want to do.

The Place hold is a link that was created using the link builder. It goes to the title record, assuming you used the ISBN as your search for the link, where the person can log in and place a hold!
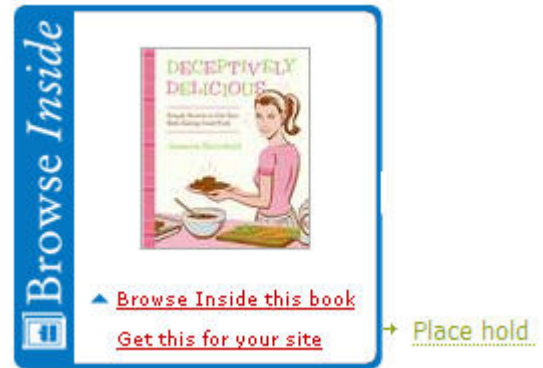
Overdrive & Replacement / Lost Cards

Last month we had an issue where a patron placed a hold in Overdrive, got a notice it was available, went to check it out, and it wasn't there. We contacted Overdrive so they could tell us what happened and we found out that the person placed the hold a while ago on a different card. This card is still in our system, but now has the profile of LOSTCARD. She was using her new card, but there were no holds attached to it. The old card was now invalid and not allowing her access.

What is the solution? We don't want to change the way you handle lost cards or replacement barcodes, but we do want you to do the following:

1. Ask the patron if they have any holds in Overdrive. If they do,

2. email support@sailsinc.org and include their old and new barcodes so we can contact Overdrive and have them transfer the holds to their new account.

This won't have an effect on items they have checked out in Overdrive because they will be automatically returned.

Resource for Library Advocacy

This was an email from Dianne Carty, Head of State Aid & Data Coordination for the MBLC.

"Over the past several years there has been much discussion about the 'Return on Investment' in public libraries. To aid you in your research I am directing you to the American Library Association link that is on our web page, "Other Sources". On this page, in addition to the ALA link (at the bottom of the page), you will find other sources of information relevant to your data/information needs.....

http://mblc.state.ma.us/advisory/statistics/other/index.php

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Upcoming Training & Meetings

Upcoming Training
Detailed descriptions and registration information, are available on the SAILS website, including all the OverDrive sessions.

Adding records using the Java Client
3/11/08
9 am to noon, SAILS Meeting Room

Upcoming Meetings & Events

PubPac Meeting
03/03/2008
9:30 am to 11 am, Online

SAILS Membership Meeting
03/19/2008
10 am to noon, SAILS Meeting Room

Circulation Roundtable
03/20/2008
10 am to noon, Hanson Public Library

Circulation Roundtable
03/26/2008
10 am to noon, Boyden Library, Foxborough

Circulation Roundtable
03/27/2008
10 am to noon, Westport Free Public Library

Technical Services Roundtable
04/01/2008
10 am to noon, Carver Public Library

SAILS Network Statistics

	Jan '08	Dec '07	Nov '07	Oct '07	Sept '07	Total FY08
Total Intranetwork Loans	64,682	56,012	54,082	58,884	54,148	414,775
Total Items Circulated	379,189	281,407	347,475	378,790	346,764	2,554,923
OverDrive Circulation	859	691	718	730	681	5,080
VirtCat Items Borrowed	1,092	897	1,079	1,334	1,138	7,435
VirtCat Items Loaned	653	460	515	655	635	4,170
Cataloging Requests	3,507	4,554	3,587	4,297	3,132	25,272
WebDewey Sessions	88		91	124	90	660
MARC Records Added	3,132	2,952	3,641	4,062	3,229	23,747
Patrons Added	3,130	2,325	3,263	3,766	6,878	28,085
Holds	53,248	37,163	43,526	45,848	43,799	320,391
Total MARC	999,147	996,407	994,287	992,043	989,400	
Total Holdings	3,509,471	3,511,522	3,515,188	3,508,70	3,496,507	
Total Patron	430,980	430,394	432,238	432,165	430,581	
Total Uptime	98.94	99.93	99.55	99.91	99.97	
TumbleBooks	2,284	1,842	2,764	2,025	1,849	12,118