SAILS Network News
Library Network

Executive Director's Report

I am happy to report that the SAILS staff is making significant progress towards moving network members towards the newest staff clients. There were 20 Java client training sessions held at various libraries in the month of August. The K-12 web client has been successfully loaded on the SAILS test server and Bob has prepared the training documentation we will use once we bring it into production later this fall. The vast majority of new computers have been installed by Jorj. The few remaining will be completed before the end of the month. There are, however, a large number of computers that still need memory upgrades or need to be configured from staff to public computers and work on those will continue through October.   The Packetshaper was installed in discovery mode the last week of August and we are going to begin to take the first steps towards shaping our telecom traffic in hopes of improving our response time for critical mission applications.

Our school members have all opened for the year. The East Bridgewater Schools are now full members of SAILS and all three schools are receiving delivery through SEMLS. There are new school librarians at Durfee High School, Greene Elementary, Norfolk Centennial, Foxborough High School, and East Bridgewater Middle School. We have been trying to spend some time with each of these new SAILS members to help them take advantage of the services we offer.

Our network uptime continues to be within the 99% range – our goal for this year. Our Internet service failed a few times in August but the Unicorn servers were operating without any unscheduled downtime. We continue to monitor our server performance to ensure maximum availability to our libraries and their patrons.

In October we will be focusing on the staff website redesign, Overdrive training, and Directors Station implementation. As we have over the past several months we will also continue working with our members as they make the transition to the Java staff client.

TumbleBooks is a hit with Plainville Schools!

We just "pushed" TumbleBooks out to the elementary teachers and I can't begin to tell you how thrilled they are with this subscription. I sent a letter, via email explaining some of the goodies TumbleBooks includes and each reply has been very positive. Once again, thanks! -

Susan Lareau, Library/Media Specialist, Plainville Public Schools.

Bridgewater Public Library

As all of you know by now, Bridgewater will be closed for inventory from October 1—9th. This does not mean the library is decertified. You have to continue to provide service to Bridgewater residents during this time period. Their items are not shadowed in the collection, so they are visible to the public, but they are not holdable. They are also listed as a pickup location, but what shows is "z" and it's all the way at the bottom of the drop-down list. Their holdings also display last in the list. In the Virtual Catalog they are not lending nor serving as a pickup location.

The MBLC will send out an announcement if/when the library is decertified. At that point we will make a change to Bridgewater residents assigning them to the patron profile of decertified. If your trustees have decided not to serve patrons from decertified communities they will then be blocked from using your library. If your trustees decide to provide them with service then everything will go along as before. You still need to allow them in-library use of your collections.

On Friday, September 21st, SAILS sent out an email recall notice to your patrons if they have items checked out that belong to Bridgewater. The notice asks the patron to return the items listed on the notice immediately so it can be returned to Bridgewater.

Please do not refer patrons to the SAILS office with questions about whether they can get a card at another library. The network doesn't determine what libraries provide service to decertified communities. Bridge-

Dartmouth Closings

Since 9/19/07, the collection at the Dart-RMILL library (Russells Mills) will no longer be available to fill holds. This library is closed. The North Branch is also closed to the public until further notice, though their items are available to fill holds.

News from Norfolk

[ITG](#) has hired a consulting firm to write a case study on inventorying with RFID. Norfolk Public Library was chosen for the case study! It will be presented at the Maryland Lib. Association conference and possibly elsewhere. Innovation at work in our network!

Easton Remodeling in the Works

The historic H.H. Richardson building will be restored to its original beauty and the basement rooms, not currently usable, will be made into public reading rooms. A new road and parking lot, as well as an entrance at ground level at the end of the Children's Wing will make the building easier to enter and leave. An interior elevator is also planned.

The main library is closed. They are moving a small part of the collection to a temporary site and putting 20,000+ items in storage.

The temporary site is located up the road at The Frothingham Building, 24 Barrows Street. This site will open to the public later this month. In addition, service is available at the Whistlestop Branch.

Congratulations Kristin

We are pleased to announce that Kristin Slater has been appointed to the Executive Committee of the Massachusetts [Digital Commonwealth](#). SAILS continues to be well represented in statewide library activities and boards.

Bridgewater Public Library

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water has a list of communities that will not serve decertified communities on its website. http://www.bridgewaterpubliclibrary.org/ SAILS can't get involved in this type of issue.

Also, if you have a patron come to your library who does NOT reside in Bridgewater but has a Bridgewater card please change the patron profile from BWADULT to whatever patron profile you would and change the library that appears in the BASIC folder to your library. Verify address and phone number. Update their usercat1 and usercat2 if necessary.

Kimberly Lynn, President, Massachusetts Library Association, has written an editorial which will appear in the Boston Sunday Globe (09/30/07), regarding the situation in Bridgewater. Kim says, "Hopefully, this will call some attention to the problems we've been seeing more and more frequently in the Commonwealth."

Cindy Roach and the SEMLS Executive Board "invites you to join us at a reception to thank the Staff of the Bridgewater Public Library for their great contributions to library services in southeastern MA. Please join us between 1:30—4 pm on Friday October 5, 2007 in the Heritage Room of the Maxwell Library, Bridgewater State College, as we honor our Friends and Colleagues of the Bridgewater Public Library."

I know that all of you share SAILS' staffs' feelings of terrible sadness, as well as concern, about this awful situation. Many of you are saying if it can happen to Bridgewater, a former ILL & Reference Center, it can happen to any library. This is true, so don't sit around and just feel bad but do something about it. Have the Online Value of Public Library Services Tool on your website, or available for patrons to use at your library. Read the SAILS annual report and share it with your fellow town members, your Friends, your Trustees, and your Representatives. We have copies and are happy to print more. Or download it yourself at: http://sailsinc.org/aboutus.asp. Go to the public hearing on the MBLC FY2009 budget and voice your support for public libraries & networks.

When someone asks you what you do, and they assume it involves reading books all day, tell them that a library is the only place to get free Internet access, children's programs which promote early literacy, job search tools, newspapers to keep informed about elections and politics, etc. Don't let them think you just read books all day and check them out to others. You don't! Don't let them think that everyone has high speed Internet access at home. They don't! Don't let them think that closing a library will save a town money. It won't!

On that note, our sincere best wishes and hope that the Town of Bridgewater will see the shortsightedness of their ways and reverse their decision. If that's not the case, may the staff of Bridgewater find new homes, hopefully still in the SAILS family. It has been a pleasure for us to work with all of you.

A few Circulation Tips & Reminders

We recently heard concern about the check in notes when something is returned damaged or missing an item – that is the inability to stop the check in process. You should proceed with the check in and bill the patron using damaged as the reason. If the missing piece is returned the bill can be removed. This creates a permanent link between the patron and item and eliminates the need to worry about losing last patron information.

Entering the phone number in a patron record—Do not begin the number with the digit 1. Begin with the area code. You may use punctuation between the parts of the number (508-946-8600) because the system strips out the dashes during indexing. You may enter a note after the phone number providing you enter a space after the number (508-946-8600 email) You MUST enter the space.

Patron Cards

Patrons coming from out of network (OCLN, Minuteman, CLAMS, etc.) may use their home library card assuming they have provided you with proof of residency and that you enter their card in our database. If a patron who had an out of network card moves to a SAILS library then the out of network record must be removed and a SAILS card issued to the patron – again after they provide proof of residency.

Our goal is to have a patron only own one card, however, the patron has to be identified with his/her home network. For instance if a patron comes to your library having recently moved to your community they should be issued a new card for SAILS. That is their home network. If it's possible you should ask them to turn in their old card – after all it has the wrong address, phone number, etc. Barcode ranges are used for database statistics and if you have a patron who uses a barcode out of network they may not have access to all the correct databases and you won't get accurate stats.

I also know that Boston issues cards to everyone but the only person who should use a Boston card in SAILS is someone who lives in Boston. Residents in SAILS communities should use a SAILS card or a card issued by a SAILS library (Pembroke and Taunton have their own cards).—Debby

LibX - A Firefox Extension for Libraries

Sharani Robins, Information Services Librarian from the Southworth Library, asked me about LibX. I didn't quite remember what it was but was happy to play around. In doing so I found that this could be a very simple solution to a feature many people have been wanting—a network toolbar. This would need to be modified in order to work in your library, but the current edition will install a toolbar in Firefox that includes links to the SAILS homepage, the library directory, our Library events page, the list of in-library logins to the Statewide databases, History SAILS On…, and also an iBistro search. Ideally we could let this be available to patrons once they've logged into iBistro. This is what it looks like:

To install, in Firefox, go to http://libx.org/editions/download.php?edition=B5C15584 and click on the link to install. Follow the directions and start searching.

If you want to modify the links and you don't want to create your own edition, find the config.xml file in the libx directory and set the links as you wish. You can also change the login to iBistro to your library's summer user.

If you would like help doing any of this, please let me know and I'd be happy to walk you through it or modify your file once you've installed the plug-in.—Laurie

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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.

Overdrive: Real-Time Reports
10/10/2007
11 am to 12:30, SAILS Meeting Room

Overdrive: Collection Update
10/10/2007
3 pm to 4:30 PM, SAILS Meeting Room

Overdrive: Using Your OverDrive Digital Library 101
10/11/2007, 10/17/2007,
3 pm to 4:30 PM, SAILS Meeting Room

Beginning Cataloging
10/18/2007
9 am to noon, SAILS Meeting Room

Overdrive: Best Practices to Increase Circulation
10/25/2007 (3 pm), 10/31/2007 (11 am)
SAILS Meeting Room

Upcoming Meetings & Events

Technical Services Roundtable
10/12/2007
10 am to noon, Seekonk Public Library

SAILS Membership Meeting
09/19/2007
10 am to noon, SAILS Meeting Room

Circulation Roundtable
10/24/2007
10 am to noon, West Bridgewater Public Library

SAILS Network Statistics

	August '07	July '07	Total FY08
Total Intranetwork Loans	65,349	61,618	126,967
Total Items Circulated	402,127	418,201	822,038
OverDrive Circulation	710	691	1,401
VirtCat Items Borrowed	1,244	1,259	2,503
VirtCat Items Loaned	639	634	1,273
Cataloging Requests	3,563	2,632	6,195
WebDewey Sessions		80	80
MARC Records Added	3,804	2,811	6,615
Patrons Added	4,508	4,215	8,723
Holds	48,070	48,737	48,737
Total MARC	987510	985,258	985,258
Total Holdings	3,490,470	3,485,377	3,490,470
Total Patron	436,020	443,269	436,020
Total Uptime	98.05	99.65	