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Executive Director's Report

I had anticipated that this month I would be announcing the launch of our new SoPac user discovery platform. Unfortunately SAILS has ceased work on this project for the time being although there is a possibility that work could be completed at a future date. After more than a year of development work we reviewed the features that still needed to be completed by September 30, 2010 and decided that there was insufficient time to complete the project. The financial resources needed to finish development were more than we can afford right now. However, while we are very disappointed that we can't offer your patrons the enhanced searching capabilities of SoPac, we are going to be able to use the new website with the content management that was developed

for us. We are also adding some new opac enrichment that patrons requested such as the ability to view all the titles in a series in the order in which they should be read. More information about some of the new features that will be incorporated in iBistro will be distributed in the near future.

I am also unhappy to announce that Taunton High School will be leaving the network. Delivery will not be resumed to the library in September. The collection is not available for holds. There is no library contact information available through SAILS. We will be working with SirsiDynix this fall to remove the library from the system. In the meantime if you have questions please send them to support@sailsinc.org. On a happier note Bristol Community College is opening a satellite campus in Attleboro. You will now see BCC-ABORO as a new library.

SAILS has been working with Optima Delivery (the regional delivery vendor) testing the Sort-To-Light system. Norfolk Public Library is the first public library to go live with the new system. Sort-to-light means that items with a barcode on the top outside cover do not require transit slips unless they are going out of network or to the Virtual Catalog. We are still just beginning the testing so continue to use transit slips but we do hope to be able to make an announcement that it is available to all libraries in the very near future. Also delivery to our school members is resuming September 2. We will not be opening their collections to fill holds until September 9th when all the schools are open and fully operational. And continuing with the theme of delivery, the statewide Autosort committee met with potential vendors for the statewide delivery contract. More than 20 vendors attended the question and answer period. Responses to the RFP are due August 31. I will be receiving copies of the responses and reviewing them in September along with a subcommittee of reviewers. The finalists will be decided upon at a meeting on October 5.

Executive Director's Report, continued

The Network Administrators will be meeting in late September. After that meeting I will know how much we will be receiving from the 7000-9506 line item. Funds we receive from that line item will be earmarked for the FY12 budget. On the same day the Virtual Catalog governance committee will be meeting to discuss a possible replacement for our existing Virtual Catalog software.

Seekonk Public Library successfully completed its testing of the Envisionware Self-check. This software will be available for purchase after October 1 but we will accept orders after September 1. The self-check can be ordered at any time after September 1st because we have guaranteed pricing from Envisionware.

Cataloging Services has been focusing on the use of SkyRiver for cataloging services. An introduction to data entry is scheduled for September 22. Staff members who are new to the cataloging module are required to attend one of these introductory workshops. There are cataloging roundtables scheduled in early October.

PC Support continues to be busy cleaning up viruses and spywares that are inadvertently downloaded when browsing the web. These viruses can be very nasty to clean up and sometimes requires that Jorj provide the library with a spare while the computer is cleared up. .

Overdrive is again offering online training during the month of September. We strongly recommend that libraries have their staff members sit in on one of these sessions. A significant number of responses to our staff survey in May related to a lack of information about Overdrive. This service is gaining in popularity and in fact SAILS has been receiving emails from patrons requesting that we purchase more titles in this format. We will be adding 25 new titles to the always available audio collection in September

I am going to out of the office for 2 weeks from September 10-September 26. While I will be checking my email periodically all service requests should be sent to support@sailsinc.org. Upon my return I will coordinate a group order for barcodes. The next order for shopper cards won't be until later November.

Refresh Your Circ Skills

This Fall, SAILS invites you to a series of online training sessions called "WorkFlows and Circulation Basics." Each session runs 10 minutes or so, enough for a quick review for the experienced or extra help for those who work the circ desk less frequently. The training only requires access to an Internet PC and a phone. The dates will be posted on the network calendar and we'll also send out reminders. Here are the topics we plan to present. If anyone has other suggestions, please email them to: support@sailsinc.org.

- Basic WorkFlows screen features
- User record (Basic Info tab and Addresses tab)

- User record (Privilege tab and Demographics tab)
- User record (User Groups tab)
- Using the User Search and the Print User helpers
- Paying a bill
- Basic search techniques
- Deciphering the Item Search and Display screen
- Placing a hold
- Accessing the RHA report and trapping a hold
- Using the Clean Holds Shelf report
- Processing unfillable holds and missing-in-transit items
- Setting up a receipt printer and receipts
- Updating your library's calendar

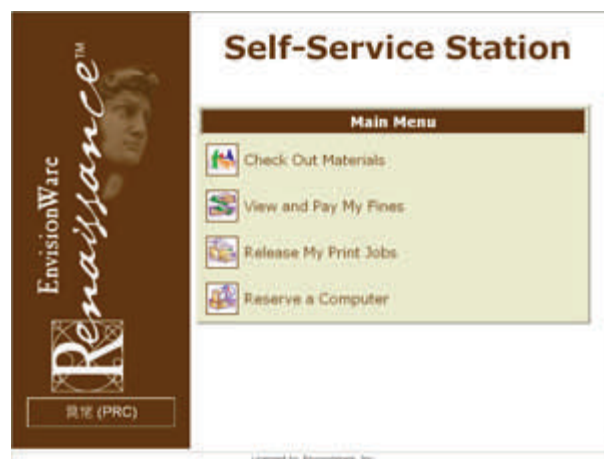
Self-check Trial Notes from the Seekonk Public Library

Seekonk Public Library collected comments from over 160 customers during the six days of the test. They installed the OneStop software from Envisionware.

We asked people to respond to (1) did you find it easy to use, (2) were the directions clear, and (3) would you use it again. There were only ten negative comments; which pertain mostly to the scanner not reading. Only two people wrote that they wouldn't like to try it again. Approximately 1,850 items were checked-out; which was roughly 20% of SPL's total circulation. Only a handful of customers had problems with blocks, items that couldn't circulation, etc. The station was at the circulation desk, however, where these issues were quickly resolved by a staff person.

OneStop is not too demanding as far as hardware. SPL tested it on an old Pentium-4 box with 2 GB of RAM and standard 17" LCD monitor. Several patrons expressed a preference for touch screen monitors. Envisionware highly recommends them. SPL purchased one but didn't get to test it, however.

A good bar code scanner is a must. SPL used an older MS6720 which did slow things down a bit. The largest group of errors came from people scanning the UPC and not the library bar code label. So libraries should plan to have a person nearby to supervise the self-check for the short-term. (Note from SAILS—we are selling Datalogic Gryphon scanners that are configured to only read the item's barcode.) We also found it helpful to place under the scanner a little sign like, "Put your items here to scan." A lot people seemed to think that the bar code label had to be in contact with scanner.



Finally, we made a concerted effort to explain that this was a way for our people to do more for the customer and to get out from under the crushing load of growing circulation. It was a way to save jobs; not to eliminate them. Customer's appeared to be pleased with that rationale. Several reluctant customers agreed to try self-check after hearing that explanation.

Dealing with SPAM

This summer has been terrible for us and apparently great for Spammers. To get the spam emails out of your inbox, do the following. Here are the instructions for doing this in WorldClient. (If you're not using WorldClient, you may not see the modified subject.)

1. Click Options and then Filters to go to the Filters page.
2. Under "New Filter" click the first drop-down list box and select Subject.
3. Click the second drop-down list box and select "contains"
4. Click the next box and type this: ***SPAM*** Score/Req: 12
5. Click the last drop-down list box and choose Junk E-mail.
6. Click the "Add filter" button
7. Click Finished

The reason to make the score a 12 is that this is the highest score that will get through our system-wide filter before being deleted automatically. You may notice that several legitimate emails are marked as spam, so keep an eye on your junk email folder to be sure you're not missing email you actually want. If you're seeing spam with a lower score, you can play with adding more filters. Blocking the bad and keeping the good is not an exact science and spammers are always learning new ways to fool mail servers. Please contact support@sailsinc.org if you have any questions.

Overdrive Training Opportunities

Below is a great opportunity to get acquainted with the Overdrive service, brush up on your existing skills or learn about upcoming features with the service. I am always happy to come to a library and train a group of staff members as well. If you're interested in holding an onsite training for the whole staff, have your director contact llessner@sailsinc.org to arrange.

OverDrive's Training Month. September 2010.

Free online courses for library staff, beginner to advanced Register now!

Dear Library Partner,

OverDrive's Training Month is an educational and fun program to increase staff knowledge and help maximize circulation of your OverDrive 'Virtual Branch'.

Registration is now open. To guarantee the best selection of available dates and times, sign up now: <http://www.overdrive.com/products/dlr/training>. Sessions will be offered online throughout September with open enrollment for individuals and groups. Contests and prizes are included.

NEW for 2010: In response to participant feedback, audio for Training Month sessions will be provided via speakers/headphones on your computer. A phone connection is NOT required.

The curriculum includes courses covering each aspect of your OverDrive service:

Browse, Check Out, and Download!

Join us as we demonstrate how to browse, check out, and download titles from a library's Virtual Branch website. At the end of this course, staff should feel comfortable answering basic questions about your OverDrive service.

Patron Assistance

We'll help take your understanding of your OverDrive service to the next level so you can share your knowledge through support and training. We'll review frequently asked questions, support tips, and online help resources.

Community Outreach

In this session, we'll share creative, easy, and cost-effective ideas for introducing new patrons to your OverDrive service. We'll also feature prize winners from this year's 'Outreach Program' contest.

Mobile Update

In this session, you will be introduced to new mobile access options for users. Devices highlighted include iPhone®, BlackBerry®, Android™, and more. We'll also preview upcoming mobile features.

More than 7,500 librarians participated in Training Month 2009 and four libraries were the lucky winners of OverDrive's Training Month award packages. Don't miss out in 2010!

We look forward to meeting with you in September!

Sincerely,

OverDrive's Training Team
training@overdrive.com

Questions about OverDrive downloads?












Get **answers** at **OverDrive's Training Month**

Free instructor-led courses for all library staff, beginner to advanced.



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Network Statistics

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	July '11	July '10	Total FY'11
Total Intranetwork Loans	63,857	65,808	63,857
Total Items Circulated	434,035	461,992	434,035
OverDrive Circulation	2,546	1,560	2,546
TumbleBooks	3,866	2,682	3,866
VirtCat Items Borrowed	1,166	1,165	1,166
VirtCat Items Loaned	590	605	590
Cataloging Requests	3,726	4,755	3,726
MARC Records Added	7,887	4,198	7,887
Patrons Added	4,159	4,069	4,159
Patron placed holds	54,407	51,594	54,407
Total MARC	1,100,014	1,074,004	1,100,014
Total Holdings	3,696,046	3,657,376	3,696,046
Total Patron	451,525	440,939	451,525
Total Uptime	99.97	99.97	

Upcoming Events

- 9/22 - Adding records using the Java Workflows Client
 9AM—noon, SAILS
- 10/5—PC Support Users Group Meeting
 10AM—noon, SAILS

September 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		