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### Custom Charge Receipts Still Available

If a library would like to have their charge receipts print their library name, address, slogan, etc., directors may now request this feature. The request form is available at: [http://www.sailsinc.org/directors/F\\_ReceiptHeaders.asp](http://www.sailsinc.org/directors/F_ReceiptHeaders.asp) You may choose up to 3 lines to print at the top of the receipt and 3 lines to print at the bottom. Each line is limited to 40 characters. This is an example of how a receipt would print:

SAILS Library Network  
Serving Libraries in Southeastern MA  
<http://www.sailsinc.org>

patron's name: Lessner, Laurie C.

Title: The lord of the rings  
Item id: 31656001454984  
Due: 1/9/2002, 23:59

546 West Grove St.  
Middleboro, MA 02346

## The Sirsi/DRA Acquisition

While I was attending the Mid-Winter conference of the American Library Association I had the opportunity to meet privately with the managers of Sirsi's product development and customer support divisions. The primary focus of the meeting was to discuss our implementation of the new Demand Management software for holds and strategies for improving system response time but we did spend a great deal of time discussing what effect the acquisition of DRA by Sirsi would have on SAILS. In December Sirsi made an announcement that it would not be doing any development work on the existing DRA software modules and would be focusing on migrating existing DRA customers to the Unicorn product line. This should have a very positive impact on expanding the features and flexibility of Unicorn as the DRA Taos product had some functionality suitable for consortium not yet present in Workflows. Another benefit is that DRA's process for defining, testing, and releasing new software was more structured than Sirsi's and upcoming software releases and development will follow that model. Of more importance is that Sirsi's customer base has become much larger and it should give the company additional financial resources for software development and customer support. This is of particular interest to SAILS because DRA had a larger number of multi-library networks than Sirsi. After my meeting I felt that this was a positive step that had been taken by Sirsi.

## Digital Reference

The Association of College and Research Libraries held a half-day seminar on Digital Reference at the American Library Association Mid-Winter conference. The three speakers had substantial experience in the development of present day Digital Reference products. Joe Janes had been instrumental in the development of the Internet Library at the University of Michigan. Steve Coffman is the software developer for the LSSI product Virtual Reference Desk product, and David Lankes is serving on the newest NISO standards committee charged with developing a protocol for interchange of messages between digital reference domains.

Dr. Janes addressed present concerns about digital reference: the difficulty in conducting a reference interview, identifying who will be using the service, what resources are available to support digital reference, and the issue of privacy and reuse of information. David Lankes discussed the library's need to develop a service plan before introducing this type of service. Plan elements should include the scope of the service (what the library is capable of providing), hours of availability, infrastructure preparedness, staff training, and budgeting. Steve Coffman discussed different methods for providing digital reference: email, chat, video conferencing, remote control software, and third party packages. The most common method for providing digital reference now is email. Several academic libraries have experimented with Video conferencing but that required that the user's pc be equipped with the correct equipment and it requires substantial telecommunications bandwidth. Remote control software would be something like loading PC Anywhere on a patron's pc so that the library staff could demonstrate in real time how to locate the desired information. As far as third party packages, LSSI has begun to market a Virtual Reference package. To see a demonstration of that software you can visit their website at <http://www.virtualreference.net/virtual/>. The three presenters were extremely knowledgeable but attendees were left with the impression that this is a service very much in its infancy that will be difficult for the average library to institute.

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## Virtual Catalog Update

We are currently up and running on the Virtual Catalog!

These are the catalogs available to request items:

MBLWHOI – Woods Hole Oceanographic Institute  
UMBOS –UMASS Boston  
UMDART – UMMASS Dartmouth  
UMLOW – UMMASS Ludlow  
UMMED – UMMASS Medical  
WELLE – Wellsley College  
MBLN – Metro Boston Library Network  
MLN – Minuteman Library Network

In the near future, there will be a special login, which will access all of the available catalogs for searching purposes only. These will include all of the libraries mentioned above, plus the following:

CLAMS - Cape Libraries Automated Materials Sharing  
CWMARS - Central/Western Massachusetts Automated Resource Sharing  
FLO - Fenway Libraries Online  
MVLC - Merrimack Valley Library Consortium  
NOBLE - the North of Boston Library Exchange  
TUFTS – Tufts University  
UMAMH – UMMASS Amherst

For the first few months, access will be limited to Staff placed requests and searching. Access to the Virtual Catalog is available through a link within WorkFlows.

Virtual Catalog contacts have been added to a [VirtCat@sailsinc.org](mailto:VirtCat@sailsinc.org) list. This list will contain announcements pertaining to the Virtual Catalog.

### Every Known Staff E-Mail Address – Now in World Client!

For those members that are using the WorldClient for email there is now an easier way to address fellow network members and staff.

When you compose a message using WorldClient you can now click on Address Lookup to choose Global Contacts. The Global Contacts list is searchable for all network members who have informed SAILS of their E-Mail address. Just click on the + sign to add a recipient.

## iBistro Updates

- The ISSN has been removed and the ISBN & Music Number have been moved to the bottom of the record.
- Next to ALT ID is now the message "must be in CAPS"
- DVD/Video search added under the "Advanced Search" options. This search is limited to the VM format. If an item is newly entered into the system, it may not be in the VM format immediately. It may take a day or two to appear in a list of results from the DVD/Video search.  
Available search fields: Movie Title, Cast Member, or Keyword.
- New buttons have been added to the Advanced Search page.

These changes may be found on the [PubPac web page](#).

This month OCLC will be changing the gmd for computer files and cd-roms. For example:

American big business disc [computer file]  
will change to:

American big business disc [electronic resource]  
and

Arthur's kindergarten [interactive multimedia]  
will change to:

Arthur's kindergarten [electronic resource]

New items coming in will have the new definition. In March, we're going to do a retrospective conversion, hitting anything in the catalog with the old gmd.

## Suggest a Change to iBistro Messages

Have you come across a strange message in iBistro? If so, please let the PubPac Committee know.

On the SAILS staff web site you will see a form on the PubPac Committee page. The committee will review the request and make appropriate changes. To access the page directly, please go to:

[http://www.sailsinc.org/opac/pubpac/F\\_message.asp](http://www.sailsinc.org/opac/pubpac/F_message.asp)

## Nelinet Conference: Moving Beyond the Catalog: Bibliographic Access in a Web World

December 11, 2001

This conference coincides with SAILS burgeoning efforts with the virtual catalog. By utilizing the Hyperion software, SAILS will be able to offer records of digitized items in the catalog for patrons to search and view online. Most of the discussions at this conference focused on several libraries' efforts at digitizing collections and making those materials available online to library users. Speakers raised questions and concerns about creating access to these materials and whether or not there should be one super-catalog for all the traditional materials in the catalog and these digitized items, or whether separate catalogs for patrons, such as the Hyperion catalog, makes searching easier for patrons. Issues concerning the quality of the cataloging of digital materials were also raised, as were problems with the display of such records in the catalog. At the moment, there appears to be no consensus as to what the best answer(s) is (are) to such questions.

In the midst of such discussions about digital materials come changes at OCLC (Online Computer Library Center) that will affect the cataloging that SAILS does. OCLC has begun a three-year transition towards expanding WorldCat, the catalog that SAILS uses for downloading MARC records to the network. This expansion will not change the general display of records in WorldCat, but there will be more information provided for libraries and patrons. The goal at OCLC is to help libraries catalog more types of materials, including digital items and foreign language works. The current software that SAILS uses to connect with OCLC will cease at the end of December 2003. The projected initial release date for the new software is for July 2002, but SAILS will not be required to change over to this software at that time. In the meantime, OCLC will continue to transform the database itself so that libraries and library networks can make the transition towards using the new WorldCat without any disruption to their workflow.

~Jennifer Michaud (SAILS Cataloger)

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## **A Nice Response to the New Reminders**

At the beginning of January, SAILS started sending out reminder notices to patrons who had materials falling due within 3 days. The following is a response from a patron.

To the Library--

Thanks for the reminder. I find these emails really helpful.

Unfortunately, I am ... going to be late in getting the tapes back. I will be generous in my thanks when I return and will pay the fines and encourage you folks to keep the change.

Again, thanks for your patience.

## **Upcoming Training**

### **Advanced Searching in iBistro & Workflows**

02/05/02: 9:30 a.m. to 11 a.m. (Full)

02/20/02: 9:30 a.m. to 11 a.m. (Full)

SAILS Training Room

### **Atrion Wireless Seminar**

2/27/02: 10 a.m. to 12 p.m.

SAILS Meeting Room

### **Beginning Cataloging**

2/07/02: 9 a.m. to 12 p.m. (Full)

04/10/02: 1 p.m. to 4 p.m.

SAILS Training Room

### **Creating Reports for Circulation**

2/28/02: 9 a.m. to 12 p.m.

03/05/02: 9 a.m. to 12 p.m.

SAILS Training Room

Detailed descriptions and registration information, are available on the [SAILS website](#).

## **Upcoming Meetings**

### **Tech Services Meeting**

02/06/02: 10 a.m.

SAILS Meeting Room

### **Board Meeting**

02/13/02: 10 a.m.

SAILS Meeting Room

### **PubPac Meeting**

02/26/02: 2 p.m.

SAILS Meeting Room