



Sailor Advisory Committee  
**Minutes**

Poe Room, EPFL, Central / SLRC  
October 17, 2013

In attendance: Wendy Allen, Margaret Burri, Michael Gannon, Dennis Nangle, Ann Smith, Joseph Thompson, and Mike Walsh

Unable to attend: Vicki Cone, Jennifer Falkowski, Lee O'Brien, Irene Padilla, Stuart Ragland, Jennifer Ranck, and Greg Talley

1. Welcome (Michael Gannon, Chair)  
Called to order at 10:17 a.m.
2. Approval of Minutes – June 13, 2013  
Margaret Burri offered a motion to approve. Joe Thompson seconded. All in favor. The motion passed and the minutes were approved.
3. Relais/MARINA Update (Wendy Allen)
  - The last Marina request via SIRSI completed 7/24/13. The SIRSI server was turned off on 7/25/13.
  - The final payment for the first year costs for implementation was sent to Relais at the end of July, 2013. The third payment included an agreement for additional development which includes the following:
    - Print request-option for multiple requests in a single PDF. Testing was completed August 31 as scheduled. Relais began implementation and configuration of this option the week of September 9. The RSD Manager surveyed Marina libraries in early September to determine which libraries want to use the option. The option was chosen by Cecil County, Harford County and Queen Anne's County.
    - Modification of Check Availability to prevent patrons from placing request for items "held locally." This will include items in the catalog that are "available," "checked out" or "in transit" etc. Internal testing of this development took place at Relais in mid-September followed by an update to the software on September 25. The RSD Manager sent out information about the enhancement on September 30 and asked libraries that want to implement the change to send in the requested information by October 15.
    - **Note:** the development is not 100% complete for all the ILS systems in Marina. There is additional investigation and development with mapping for Sirsi libraries as well as some for Innovative libraries. Also, at the request of the RSD Manager, Mark Finlay, Relais is working on a work around for book clubs.
    - Sort or limit D2D results by material type or format, such as media, large print, etc. by the end of calendar year 2013. Relais is working with Index Data to isolate such records in order to simplify requesting. The most problematic format is large print because libraries do not use the same MARC tags to identify them. Relais has done some testing and has found 2-3 tags that would identify large print. When this is added into the logic, the results will isolate about 80% of large print records.

- In mid-August the RSD Manager received some concerns from a few of the smaller library systems about the increased volume of requests they were getting since the implementation of Relais. A conference call was held on August 16 with representatives from Cecil, Dorchester, Frederick and Worcester Counties to discuss the concerns of load balancing so that larger libraries would get more requests than the smaller libraries. Relais investigated and discovered that the weighting had been configured backwards. Since being corrected, the number of requests these libraries are receiving has decreased, and all seem satisfied with the results.
  - The final grant report for Marina, Phase II was submitted to DLDS on August 28, 2013. The anticipated outcome of the grant and new resource sharing service is that all public service and interlibrary loan staff will demonstrate knowledge and proficiency in using the Relais software and statewide library customers will find an enhanced interlibrary loan experience. Both user groups will be surveyed in December, 2013 before the end of the first year of production.
  - In response to requests from several libraries to remove email addresses and phone numbers from the printed Marina book bands, the RSD manager surveyed the libraries to determine preferences. The results were collated and sent to Relais in July. The development to make these changes will incur a fee of \$825.00, but is covered by credit for unused software. This change was implemented on September 16, 2013.
  - The RSD manager and MILO staff participated in a conference call with Harford County and Mark Finlay, Relais October 3, 2013 to discuss some recurring Relais issues. The call was positive, and Mark was able to explain some of the issues and suggest others that needed to be addressed by Polaris. Gia Wilhelm, Harford County recorded the questions and answers, and they were sent to all Polaris libraries on October 10. The questions were given to John Barr, Polaris, during the Polaris User Group meeting, and he has agreed to follow up with Relais.
  - Yearly maintenance fee for Relais due at the end of January. This will be paid by SLRC. Community Colleges will start paying \$900 each this year. Invoices will go out in November.
4. Report from September's SLRC Commission Meeting (Michael Gannon)
- There were two requests for connections to the Sailor network, which SAC considered at the prior meeting.
    - SAC recommend to the SLRC commission that the request from the town of Snow Hill be denied at this time because it does not fit the Sailor mission and that SLRC commission may want to consider this type of request in its future planning. The SLRC Commission agreed to deny the request. The SLRC commission is now on notice that we may receive more of these type of requests.
    - SAC recommended that more information be gathered regarding the request from Queen Anne's County Library for the Kent Island branch. The tower that allowed this branch network connectivity is located at the middle school and is being torn down. This issue was resolved internally within Queen Anne's County.
  - SAC recommends working with the MLA Legislative Panel to increase SLRC funding during the next legislative session.
5. Sailor FY13 Annual Report (Mike Walsh)
- Cruise account subscriptions continue to drop. We are down to the 500 mark, from 700 last year. This service was outsourced many years ago, so SLRC bill on this continues to drop as well. It is based on the number of people who actually use it. The bills go away gradually.
  - HeritageQuest usage declined by almost 50%. Simply an observation. No explanation.
  - Usage of EBSCO databases has increased by 50%.
  - The Baltimore City Circuit Court is the biggest user of Sailor databases.

#### 6. Sailor Network Managers Group (Mike Walsh)

- The Google Apps discussion continued. Caroline County PL is finding Google Hangouts a useful tool for staff to attend meetings virtually, when they cannot be there in person. Discussion re-visited notions of not having staff use personal (nonlibrary) email accounts for professional purposes. One approach is for the library to “lend” gmail accounts to staff so they can attend meetings via Google Hangouts. Group also discussed the availability of Google Apps through MEEC.
- Automatic power off/on of servers – what products are the libraries using? Varies from system to system. Pratt uses dial-up to switches that can reboot servers, etc., at Pratt and Sailor Network sites.
- Public access to library AV equipment – Public libraries generally allow the public to use library projectors for in library meetings, and allow the public to connect their laptops to the projectors. Public access wi-fi is largely available, to keep privately owned laptops off the staff network.
- When to discontinue a particular IT service – Discussion focused on what information to provide to management to assist them with the decision process (e.g., expense projections for continuing a service, condition of existing equipment, etc.).

#### 7. Sailor Network Report (Mike Walsh)

- Comcast upgrades for Salisbury and Charlotte Hall have been completed. Service at each location was increased from 200Mbps to 300 Mbps. The only county not to get this upgrade yet is Cecil.
- Sailor will be reactivating the link into Denton.
- BTOP Fiber: Mike Walsh and Stuart Ragland have been undertaking a listening tour of Eastern Shore counties to gather information about the effect on Sailor customers of BTOP fiber that has been installed in those counties. This information will be helpful when SOC begins planning for the next phase of the Sailor Network. Some counties are outsourcing their services. 1/3 of counties are not working in any way with Network Maryland. About 1/3 are not moving at all. Going forward we need to figure out what services are available on Eastern Shore. The cost structure for Network Maryland is more expensive than what Sailor provides, but Network Maryland introduces a new price list each year. Comcast contract expires this year.

#### 8. FY14 SLRC Budget (Ann Smith)

- The SLRC budget is based on population, at \$1.67 per capita. This results in less than 1% increase each year, not enough to compensate for increasing expense, especially health care costs for staff. This also decreases SLRC’s purchasing power for materials. A reduction of the materials budget by 6% is pending.
- The Sailor databases were negotiated for 3 years, taking us through June 2016. EBSCO and ProQuest have held their prices for us throughout this period of time, so it is the same cost each of the 3 years. Our EBSCO contract includes access to schools and geo-authentication as part of agreement.
- Lynn Stonesifer is leaving SLRC for Prince George’s County Memorial Library System. SLRC will be hiring a replacement.
- SLRC hired a new Digitation supervisor. Linda Tompkins-Baldwin is now handling MDCH. Linda came from being library director at the Baltimore Museum of Art.

#### 9. Other Business

- Dennis announced at the SLRC Commission meeting that Maryland AskUsNow! coordination will move from BCPL to SLRC. Gail Griffith is coordinating an evaluation of the project.
- The next SAC meeting is scheduled for Dec. 19. All meetings are now posted on the Sailor web site <http://www.sailor.lib.md.us/committees/sac/Default.aspx?id=55102>
  - December 19, 2013
  - February 20, 2014
  - April 17, 2014
  - June 19, 2014
- Michael noted that we are short some members. Lee O'Brien is retiring and will serve until end of calendar year. John Venditta has resigned. Hopefully by next meeting we'll have some new people on board.

The meeting adjourned at 10:52 a.m.

Minutes respectfully submitted by Joe Thompson.