



## Sailor Advisory Committee Minutes

Poe Room, EPFL, Central / SLRC  
February 20, 2014

In attendance: Wendy Allen, Vicki Cone (online), Jennifer Falkowski (online), Michael Gannon (chair), Morgan Miller, Dennis Nangle, Irene Padilla, Stuart Ragland, Jennifer Ranck (online), Joseph Thompson (online), and Mike Walsh

Unable to attend: Margaret Burri, Greg Talley

1. Welcome (Michael Gannon, Chair)  
Called to order at 10:17 a.m.
2. Approval of Minutes – December 19, 2013  
Joe Thompson offered motion to approve the minutes. Vicki Cone seconded. All in favor. The minutes were approved.
3. SLRC Commission Report - January Meeting (Michael Gannon)  
Michael distributed the SAC meeting minutes to the Commission. The Commission discussed the upcoming renovation of Central and FY 2015 funding, including digitization projects.
4. Sailor FY14 Second Quarter Report (Stuart Ragland)  
Irene asked if there had ever been any Return on Investment analysis of the databases, similar to the SLRC Dashboard. A discussion followed about what to calculate (cost per session, per page, per search); price and usage fluctuations; and exactly how to determine value. Jennifer F. and Morgan agreed to form a small (but mighty) subcommittee to think about how an ROI analysis could be applied to the Sailor Databases.
5. Sailor Network Managers Group (Stuart Ragland)  
The SNMG met at AACPL HQR on Feb. 4. A good portion of the meeting was spent discussing Google hangouts as a substitute for video conferencing equipment. Guidelines and best practices will be posted to the Merlin website (<http://www.merlincommunity.org/>). A couple of suggestions were offered by SAC: using an external microphone for those who meet in person, using a headset for those who meet online to cut down on feedback, using a larger screen, and having a telephone option available.
6. Sailor Network Report (Mike Walsh)  
Mike reported that it is “eRate season” and Sailor is examining network sites to evaluate if fiber from vendors (such as Comcast, Network MD) is cheaper than the current wireless set-up. If a

third party vendor is cheaper than the wireless network will need to be removed. Factors to consider include the associated cost to remove it, establishing who the tower owner is, and if the entire network will go or just certain areas. It will take approximately 6 – 12 months to remove or transfer wireless equipment. The Cogent internet contract is up soon which may result in another price reduction. Equinix might be an option for the central library and could provide more bandwidth and preserve cost. Southern Maryland and all of the Eastern Shore libraries are served by the wireless networks. Mike has also begun his survey of the remaining library counties to find out about their needs. He has talked with the some of the central library systems. This is a complex issue because it is not easy to route fiber around Central Maryland.

7. Relais/MARINA Update (Wendy Allen)

- a. Relais celebrated its one year anniversary on January 14. The grant requires both staff and customer surveys. A paper survey was sent to all library systems to be distributed to customers in mid-January. During a three week period, customers who receive Marina materials should receive the survey. Results of the customer survey are currently being collated.
- b. Staff survey results indicate that most (96.8%) of the respondents understand how to use the customer interface of the Relais system. This percentage shrinks when queried about the staff side (80.3%) because many of the respondents (reference staff 46.8% and circulation staff (21.6%) have no occasion to use that particular interface. Interlibrary loan staff (7.8%) are the primary users of the staff interface with some systems also utilizing circulation personnel.
- c. Several common issues surfaced as a result of the survey, including:
  - i. The inability to isolate various formats and volumes for graphic novels. The de-duplication issue makes it difficult to isolate various formats and volumes for manga. While Relais has been successful in separating Large Print items from regular print, they are unable as of yet to eliminate de-duplication of some other formats. Staff have been asked to use ISBN to search for items so they can bring up the correct format in the Marina catalog.
  - ii. Processing the various Relais queues that must be processed daily. Since it was clear that many did not understand the queues completely, MILO organized a webinar for staff from Non-Polaris libraries to give a refresher on processing the various Relais queues. A webinar for Polaris libraries was also held. MILO can send out documentation of procedures upon request.
  - iii. Many questioned the inability to cancel requests in the new Relais system. Requests are available for cancellation via the staff interface; however, this function was removed from the customer interface due to OCLC requests. The shipping of OCLC requests is not reflected in Relais, thus creating confusion as to when a request can be canceled. Some OCLC requests involve fees which the customer has agreed to and must repay upon receipt of the material. If the customer cancels a request but the item has already been shipped in OCLC, all fees must still be repaid to the lending library. This is why staff are required to check on these requests to ensure that they have not already been shipped.
  - iv. There were also several requests regarding book club requests. Relais is currently working on a solution to address this issue. Relais is aware that many Marina library systems use a single card to request these items and also require volumes that are already owned within their own system.
- d. At the October SAC meeting Wendy reported that development for Modification of Check Availability to prevent patrons from placing request for items “held locally” was

completed and available for implementation for all libraries except innovative and SirsiDynix. On January 23, 2014 Wendy sent a message to the Marina list to report that Relais had completed the additional development and that that the Innovative and SirsiDynix libraries could now choose to take advantage of this option. Also noted was the fact that if this option is chosen, staff will not be able to place multiple requests for book club titles if owned by the library. Relais is working on a solution for book clubs, but it is not available at this time.

- e. On January 29, Wendy sent a message to the Marina to report on mandatory update for the Relais Windows client. The update addresses an issue within the Relais Request Routing function which can result in data loss if/when staff manually update a request's routing list. This data loss impacts the ability of Relais' NCIP Place Hold application, used by Polaris sites, to automatically place a bib level hold on material identified as being available from their collection. This situation creates a need for staff mediation and delays processing of said requests
8. FY14 SLRC Budget (Wendy Allen)  
Copies of the budget were sent to SAC members via email. The SLRC Commission also received copies at their last meeting. The FY 2015 budget is currently being determined, budget will increase by 1% due to population growth. Construction for SLRC renovation has been approved and the associated costs, including temporary space, are being discussed. Sailor line item appears to be under spent, but that is because database expenditures are paid in May.
9. Other Business  
Irene inquired about document management strategies for Sailor documents. Mike and Stuart will address this at the next meeting, on April 17, 2014 at 10:15 here at SLRC in the Poe Room. Agenda will also include an update from Jennifer F. and Morgan on database value / return on investment.

Meeting adjourned at 11:16 a.m.

Minutes respectfully submitted by Jennifer Ranck