



Sailor Advisory Committee Minutes

Poe Room, EPFL, Central / SLRC
April 17, 2014

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

1. Welcome (Michael Gannon, Chair)
Called to order at 10:15 a.m.
2. Approval of Minutes – February 20, 2014
Joe Thompson offered motion to approve the minutes. Vicki Cone seconded. All in favor. The minutes were approved.
3. Relais/Marina Report (Emma Beaven)

Modification of Check Availability - additional development completed

As noted in February, a message was sent to the Marina list to report that Relais had completed the additional development and that the Innovative and SirsiDynix libraries could now choose to take advantage of this option. The option was configured for Southern Maryland Regional Library in late February 2014.

Relais Customer Survey: A paper user survey was distributed to customers from mid-January through mid-March. Survey results revealed:

- The results of the Marina User survey indicate that the majority of the respondents (90%) indicate that it is easy to place an interlibrary loan request through Marina.
- Users were also asked if they had used Marina before the upgrade and if they found it easier to use the new interface? 79 % of the respondents indicated it was easier to use the new interface. **Note:** This question had the least amount of responses because the customer didn't always circle an answer for the following reasons:
 - The difference between interfaces was about the same.
 - Customer did not use Marina before the upgrade.
 - Customer was not aware of a difference.
 - The librarian placed holds for the customer; they did not use the interface.
- Overall, 90% of the users who completed the survey rated their interlibrary loan/Marina experience as easy/excellent.
- 90.9% of users indicated that they were able to easily find what they needed and place requests through Marina.

- The majority of the comments from users were positive with many mentions of the quick turnaround time for requests, the ease of use, and how invaluable Marina is because it allows access to materials not available locally. While some users raved about the user friendly interface and excellent service, some felt that the site and connection were slower and that it was hard to isolate requests for some materials. There were also quite a few questions and comments about the inability to request audios and DVDs from most library systems, but this is a local library decision.
- Overall, both staff and library users rate the new Marina interface and service highly, so the outcomes indicated in the grant have been achieved: “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.”

Southern Maryland Regional Library is migrating to Polaris in May. Staff at SMRL has been working with Relais on the Relais requirements for the transition.

Report will be shared with the SLRC Commission and MAPLA. Ms. Beaven left the meeting at 10:28 am.

4. Sailor FY14 Third Quarter Report (Stuart Ragland)
Website views were down 36% and 52% in the first and second quarters. Sailor switched to Google analytics which calculates usage differently. However, overall visits increased. Sailor Cruise accounts, which offer free dial-up service through 14 different library systems in MD, still have some users, although service has steadily decreased over the last ten years. Information about this service is on the Sailor website.
5. Sailor Network Managers Group (Stuart Ragland)
The SNMG met on April 1. Attendees participated in a round table discussion about the BTOP fiber being installed. Many library systems are in the same situation as they were six months ago. The group also discussed the challenges and bottlenecks of WiFi systems, including AUP (acceptable use policy) pages and access points. Mr. Ragland shared with SNMG how the SAC is using Google hangouts for meetings. Training materials are available on the Merlin site (<http://www.merlincommunity.org/>). Several library systems have 3D printers, including Cecil, Harford, and Howard. Ms. Padilla inquired about the statewide IT managers meeting AACPL is arranging and requested that DLDS be involved.
6. Sailor Network Report (Mike Walsh)
Mr. Walsh reported that there will be major modifications with eRate. Several counties on the Eastern Shore are re-engaging Comcast. Some counties will not require Sailor services and 2/3 of counties will restructure in the next 3-5 years. Some counties, towns, local municipalities, are interested in the wireless network equipment. Sailor will remove the old equipment, but is waiting on Comcast to complete installation on the Eastern Shore and Southern MD. Some areas are still in flux. There has been communication with Network MD. The long range plan is to meet with all the counties. The plan is to leverage what is out there to increase connectivity. There will be continued communication in the future.
7. Proposed FY15 SLRC Budget (Mike Walsh)
The budget increase is less than 1%. There has been lots of trimming, including VOIP. DLDS and Pratt are developing a framework to see how much state and how much Pratt should contribute. Pratt was able to retain two public service positions. There is no change in the

population projections. Electronic expenditures through the end of March will be sent electronically.

8. Downloads: Sailor Databases (Stuart Ragland, Morgan Miller & Jennifer Falkowski)
A cost benefit analysis of the statewide databases was requested at the December meeting. A sub-committee has been formed and members are working on ways to analyze ROI. For example, the Auto Reference Center costs \$350,000. How much would it cost to purchase Chilton Auto Repair guides for all the libraries MD? Currently, database access to Marylanders cost 11 cents. It's difficult to determine which EBSCO databases are being used the most, some databases are bundled. Two years remain on the EBSCO contract. Marketing and training of databases are also being reviewed. This issue will be discussed again at the June SAC meeting.
9. Other Business
Next meeting will be June 19 at 10:15 am in the Poe Room or online with Google hangouts. Daria Parry will be the new Chair. Ms. Parry was the former liaison for DLDS. Mr. Gannon's time and expertise have been greatly appreciated.

Meeting adjourned at 11:03 a.m.

Minutes respectfully submitted by Jennifer Ranck