

Sailor Advisory Committee
Meeting Minutes
April 19, 2012
State Library Resource Center

Attendees - Michael Gannon (chair), Stuart Ragland, Ann Smith, Greg Talley, Joe Thompson, John Venditta (remotely), Mike Walsh, Jim DeArme

Approval of Minutes – The minutes of the February 16, 2012 meeting were approved with no changes.

MARINA Report (Ann Smith) – Wendy reports that Relais has connected to all public library catalogs. They are working on NCIP connectivity with the various ILS vendors. NCIP appears to be working well with Sirsi and with TLC. Testing and evaluation is continuing. The connection to Polaris systems hasn't been made yet. Relais and Polaris are working on this

Relais is also working on the place-hold feature so that holds will be generated, displayed, printed, and trapped within the participating library's ILS. Development has begun and has been tested positively with Anne Arundel. Testing will continue with other library systems.

Ann noted that the public interface is a bit rough but has been improved noticeably since the last time it was reviewed. Wendy and Ann have been impressed by the responsiveness and customer service that they have observed in Relais. Michael suggested that the group might see a user interface preview in June. Ann will check. The group agreed that screenshots would be suitable and that it was not necessary to view the system live.

No definite go-live date has been set. Final development work on the system is expected to be complete in late August. The current goal is for the system to go live for customers in the fall of 2012, Staff training was planned for early June but a date has not been set. Training may be pushed back based on NCIP and other systems integration issues.

In the meantime, an interim grant was submitted to DLDS in early March for \$210,800 to implement new software.

Sailor Network Report (Mike Walsh) – Work continues to get connected to Hagerstown with a faster line from Comcast and Adelphi, the local fiber provider. Adelphi is currently waiting or the needed equipment to be supplied by Comcast.

Sailor is supporting Talbot County in their move back to Easton main branch. Wireless connections are being established. John reported that the opening is scheduled for May 5.

Sailor Network Managers Group (Stuart Ragland) - Stuart reviewed the content of the most recent SNMG meeting. Several issues were discussed. The topic of e-reader support was of particular interest to our group. SNMG discussed customer perceptions and expectations,

varying staff skill levels, the degree to which staff should be prepared to offer technical support, and what training staff members should get in order to provide consistent customer service.

Third Quarter Report (Stuart Ragland) - Stuart reviewed the third quarter report. He noted a marked increase in the MasterFile Premier statistics. This can be attributed to the recent implementation of federated searching in Southern Maryland libraries.

Joe asked about Columbia Encyclopedia. Stuart will verify that there is a public link that should allow all Maryland public libraries to access it.

Current database contracts expire at the end of FY2013 and new selections will be needed. Discussions of the database selection process have begun. Some fundamentals need to be settled before a definite approach/plan can be announced. Our group felt that it was beneficial to have contracts for three years. This allows staff and customers time to take advantage of the expertise that they have developed.

Security Audit Update (Ann Smith) – In April, Mike Walsh, Mike Brown and Ann Smith met with Richard McElroy MSDE Internal Audit Supervisor and Beth Perlman, Interim Chief of the Office of Information Technology concerning the security audit. MSDE was very helpful.

Baltimore City does an audit every year through the Controller's office. They do all testing except vulnerability testing. It has been proposed to MSDE that Sailor give the results of their internal audit to the city auditor. This should satisfy the requirement for an annual audit. Meanwhile, Sailor will buy the audit software including the functionality that allows a company to scan for vulnerabilities from outside. Sailor is developing a checklist to be sure that all points required from the Maryland Office of Legislative Audits (OLA) will be covered. Sailor is waiting for final approval of this approach from OLA.

Adjournment and next meeting – The meeting was adjourned at 11:01 a.m. The next meeting is scheduled for Thursday, June 14, 10:15 – 12:00, in the Poe Room of the State Library Resource Center.