

SAILS Network News

March, 2018



Congratulations Bill Schneller!



Best wishes to Bill Schneller on his retirement. Bill has served as the director of the Berkley Public Library for the past 12 years. Many people also remember Bill when he worked at the New Bedford Public Library as manager of Interlibrary Loan Services for the New Bedford Region. The trustees of the Berkley Public Library held a retirement luncheon in Bill's honor on February 17th and it was obvious that Bill will be missed. Bill lives in Berkley and he will continue to be an active supporter of the library. During the same luncheon the trustees announced that Vicki Dawson has been appointed Director of the Library. Vicki has worked at several SAILS libraries including Berkley for a number of years. Congratulations to Vicki on her new position in Berkley.

Fall River Public Library's Pop-Up Library



Taylor Silva issues a new library card to Fall River Mayor Jasiel Correia

The Fall River Public Library — AKA the People’s University — opened its first pop-up library Wednesday, highlighting its dedication to the educational and entertainment needs of the community.

The pop-up is in the lobby of Government Center every first and third Wednesday of the month from 9 a.m. to 1 p.m. More may be added at senior centers and other venues in the future.

“We’ll focus on areas that don’t have ready access to a library,” said Taylor Silva, head of reference services at the library.

Two tables were set up with books and movies to borrow. Fiction and non-fiction titles included “No Middle Name,” a collection of Jack Reacher stories by Lee Child; “The Water Will Come” by Jeff Goodell; “Grow what You Love” by Emily Murphy; “I Kill Giants,” a graphic novel by Joe Kelly, soon to be a film; and Nigella Lawson’s “How to be a Domestic Goddess,” to name a few.

“We try to bring a little bit of everything,” Silva said.

The library is using the SirsiDynix MobileCirc app on iPads to register patrons and check out items. The software is available to all SAILS members at no fee – contact support@sailsinc.org if you are interested in learning more about this product.

Digital Commonwealth



Massachusetts Collections Online

The Digital Commonwealth's annual will be held on April 10th 2018 at the Hogan Center, College of the Holy Cross.

This year's Keynote address will be "Joycestick – Engaging Ulysses in a virtual reality game" by Professor Joseph Nugent, Director of the Practice in Boston College's English Department. Our Lunch Keynote will be "Digital Commonwealth Repository System Update: Year in Review & Future Directions" by Eben English, Web Services director at the Boston Public Library.

The breakout sessions include everything from Sharing with All: Accessibility and Historical Resources to Describing photographs. The full program is on the [Digital Commonwealth's Conference website](#).

The Early registration ends on March 12th and SAILS members can register for the member rate which is \$110.00 and includes lunch.

[Click here to register](#)

Library Showcase

Bristol Community College Wednesday, March 14th at 10:00

Don't forget to register for the network's 3rd annual Library Showcase. This year the showcase will consist of 8 presentations covering a wide range of topics. This is a wonderful opportunity for network members to hear what other libraries have been doing. Many times this is the only time library staff members get to meeting staff from other libraries.

Registration ends March 7th – you don't want to miss this!

[**REGISTER FOR THE 2018 SAILS LIBRARY SHOWCASE**](#)

WEBCAST

Market Digital Books to Kids and Teens in your Community

By: Briana Johnson-Sims, OverDrive Training Specialist



Digital learning technology is proven to help students study, focus, and get better grades. Your digital library has an important role to play in student success, and Team OverDrive is here to help you with our newest special webcast, [***Marketing Digital Books to Kids & Teens***](#).

Join Overdrive on March 1st at 11 AM or 2 PM EST to learn how to draw younger readers to your digital collection. Our outreach experts will share ideas and resources you can leverage to start the conversation in person and online. To get a head start, browse our [**free marketing materials**](#) on the Resource Center.

This webcast is perfect for library staff who work with children, but it's also great for anyone who wants to get more books in the hands of younger readers. Kids and teens have unique needs, read different books, and even have their own way of communicating. This webcast will help you overcome some of those challenges and connect with the juvenile and young adult audience in your community.

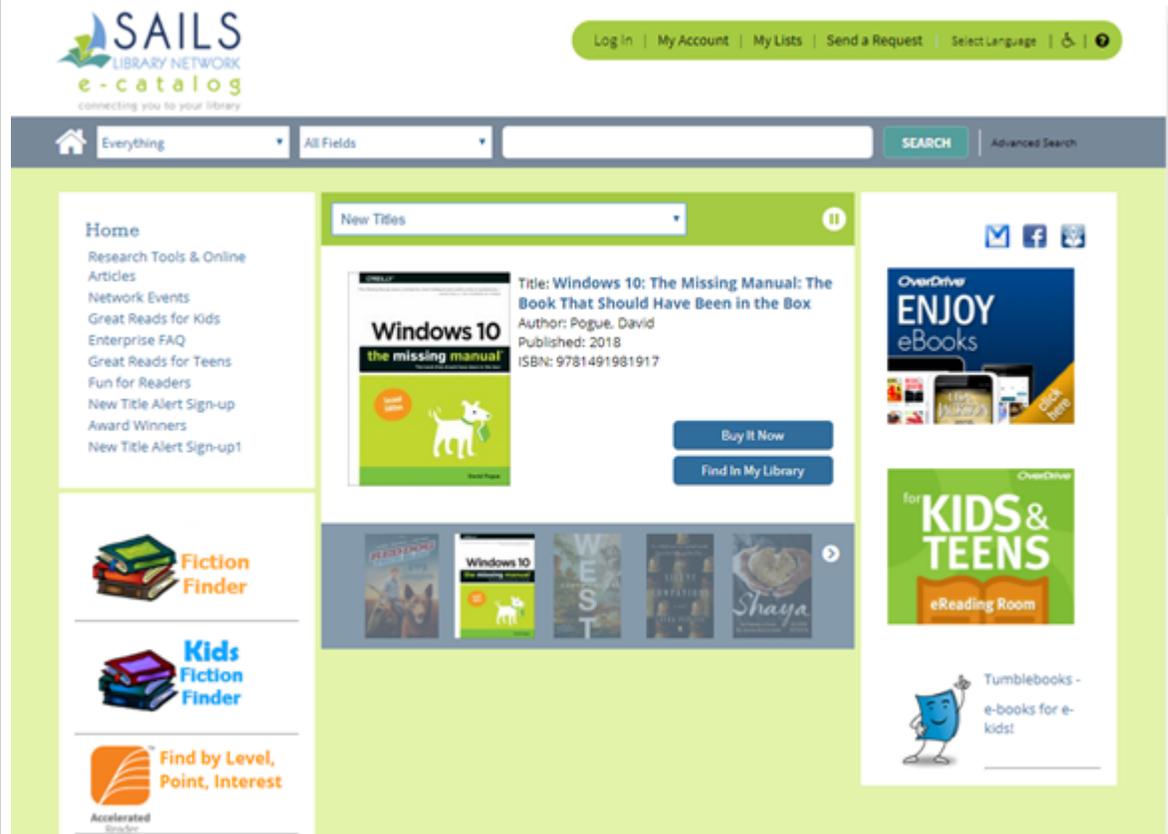
Register for this webcast and more on the [**Staff Training page of the Resource Center**](#).

We hope to see you there!

New Look & Feel for Enterprise

We will soon be rolling out a new version of Enterprise. It will have a couple of new features but the biggest change will be in how it looks. Upcoming versions will be using a responsive design. This means the webpages will automatically adjust to a better view when they're accessed from a mobile device. We try to do that now with very limited success, but this will be much prettier and user friendly.

To make it easier to move toward that upcoming feature, we're putting the theme that is required for the mobile view in place now. Here is what the homepage will look like:



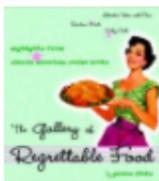
Other changes include two new options in the drop-down search index box. If you go to do a search, in the 2nd drop-down you'll find a new option - "keyword in subject heading". Here you can more easily search for subjects, such as cats. You'll see a list of subjects with a number after. The number is the number of titles in the system that match the search. It is very similar to using the facets after doing an initial search. It is not limited to nonfiction, but anything with fiction can be disregarded. It's the answer to the much requested "browse" searching we can do in Workflows.

Everything Keyword in Subject headings cats

- Black cats -- Fiction.(3)
- Blind cats -- Biography.(5)
- Calico cats -- Juvenile fiction.(4)
- Calico cats -- Juvenile literature.(4)
- Cats(9)
- Cats -- Aging.(3)
- Cats -- Anatomy.(4)
- Cats -- Anecdotes -- Juvenile literature.(5)
- Cats -- Anecdotes.(58)
- Cats -- Antarctica -- Fiction.(2)
- Cats -- Arizona -- Fiction.(2)
- Cats -- Australia -- Biography.(2)
- Cats -- Behavior -- Anecdotes.(3)
- Cats -- Behavior -- Juvenile fiction.(8)
- Cats -- Behavior -- Juvenile films.(2)
- Cats -- Behavior -- Juvenile literature.(18)
- Cats -- Behavior -- Massachusetts -- Anecdotes.(2)
- Cats -- Behavior -- Michigan -- Lowell -- Anecdotes.(2)

We will also put in an author search that works the same way.

The results list page will be updated to show your library's holdings in bold, if you own a copy, and collapsing other copies, with an option to show other copies. If you don't own a copy, the list will display the other copies with the option to hide the copies. It will hopefully create an easier to read results page.



The gallery of regrettable food / James Lileks.

by Lileks, James.

Preferred Shelf Number 641.5 LIL

Edition 1st ed.

Format  Books

Publication Date 2001

SAILS ISBN 9780609607824



[Hide additional copies...](#)

Library	Call Number	Material Type
Middleborough Public Library	641.5 LIL	Book
Richards Memorial Library	641.5 L627	Book



The cooking contest cookbook : more than 120 prize winning / [compiled by] Joyce Campagna and Don Campagna.

by Campagna, Joyce.

Preferred Shelf Number 641.5 CAM

Format  Books

Publication Date 2000

SAILS ISBN 9780684844473



Library	Call Number	Material Type
Attleboro Public Library	641.5 COO	Book

[View 1 more copies...](#)

We will give plenty of notice to you and your patrons before we go live with this new version. For those of you who use Enterprise as your website, we will add the new features and work on the incorporating the new theme in a way that will not change the look and feel.

Does your computer seem slower?

You may have noticed your computer is a little slower than it had been. The older and slower it was to begin with, the more you'll notice this. Microsoft and other software vendors have been putting fixes in place for securing the issues reported earlier about hardware vulnerabilities with processors ([Meltdown & Specter](#)).. This affects everyone

and there's nothing that can be done about it. If you notice a big slowdown where you can't get your work done, and aren't planning a hardware replacement, we're suggesting not running every application on one computer.



Other causes for slowness include an old processor, not enough RAM (and not all computers can be upgraded), too many programs open at once, and in Workflows, the patron record may have a large charge history and/or bills.

Even if you're not on the PC Support program, you can still purchase computers from SAILS. We have a form at <https://www.sailsinc.org/networkresources/order-form/order-form-pc-order/> and will be happy to get you a quote.

CHECK before you CHECK IT OUT!

Quite a few public libraries will check out materials to patrons without requiring the patron to have a library card with them at the time of check out. This means that staff members are doing a patron name search and checking out items based on the patron selected from the results list. Recently SAILS has received quite a few emails from patrons in response to overdue notices stating the patron never checked out the item listed. After investigation we find the wrong patron was selected from the results list.



If your library allows patrons to check out items without a library card, you must verify that you have picked the correct patron before check out. This is particularly important for communities where a Juvenile or YA patron could have a student record in the local school as well as a public library record. (***Remember school patron records should never be used to check out items in a public library***) Just like the pharmacy staff does at the local CVS etc., you should always ask the patron to verify the information that appears in the check out screen. Even if you know the person, ask them if the address and phone number that you see on the screen matches their information. Taking a few seconds to verify that you are checking items to the correct patron will save everyone a lot of time trying to untangle an incorrect transaction.

Here is a screen shot from the check out screen. Check the patron address and phone number before scanning items. If the patron record is for a student record begin your search again.

Name: Conrad, Deborah K.
Id: 21637000519441
Group ID:
Profile name: STAFF...

Identify user

User ID:

Street: 10 Riverside Drive Suite 102
City, state: Lakeville, MA
Zip: 02347
Primary Phone: 5089582207 EMAIL
Email: dconrad@sailsinc.org,dkconradus@gmail.com

Paying with a Credit Card - How does it work?



Public Library patrons may pay for any library fines and fees using a credit or debit card in Enterprise. There is a \$.50 charge for using a credit card. Prepaid cards such as H & R Block refund cards will not work nor will a debit card that does not have the Visa or MasterCard logo. Payments should be recorded on the patron's record immediately. If there is a telecommunications "blip" or the patron leaves the payment screen too soon the payment will be charged to the patron's card but the patron's record will not be updated. In cases where that happens do not record a cash payment but send an email to support@sailsinc.org. SAILS can manually clear the patron's record and reconcile it with a payment report the following day. If a patron is charged twice for the same payment SAILS can issue a refund to the patron's credit card. Do not remove a patron's barcode from the system the same day the patron pays a fine with a credit card. This removes the link to the SirsiDynix system and SAILS is unable to identify to which library the payment should be credited.

SAILS staff members receive a daily report of credit card transactions and that report is used to reconcile payments. At the beginning of the month each library receives a breakdown of payments received in the previous month. Payments for lost and damaged items are made to the item's owning library. All other payments are issued to the billing library. Libraries receive reimbursement before the end of the following month.

If you have a problem with a credit card payment email support@sailsinc.org.

News from the Board



Board Meeting

The SAILS Board met on February 21 at the SAILS Offices. The Board approved line item transfers to rebalance budget line items. SAILS has added additional liability insurance, staff life insurance, and staff long term disability insurance for which funds had not been budgeted. Additional money was also moved to telecommunications maintenance and professional services. The FY18 budget had extra money budgeted for telecommunications lines that could be moved to other expense line items after the network received Erate discounts.

The Board reviewed the revisions to the Personnel Handbook as recommended by the network's attorney. The review was triggered by the need to ensure the network was in compliance with state and federal regulations. The Personnel Committee also wanted some out of date policies to be reviewed and revised. The Board approved the revisions effective immediately. The revised Handbook will be posted on the SAILS staff website after a network staff meeting is held to review the changes.

The Board also approved the Personnel Committee to establish a new employee benefit – life insurance and long term care insurance. The health insurance for the upcoming year was also selected.

The draft charter for the network's Investment Committee was discussed and approved. The Investment Committee members are Bob Rezendes (network president), Jayme Viveiros (network vice-president), and Frank Ward. The Committee has met twice with Mark Salamone from Alpha Pension to review the network's 403b retirement plan. Alpha Pension will be holding a one day meeting for staff to review the retirement plan options and to provide one on one consulting with plan participants.

The network's attorney has recommended that the By-Laws be revised. The Board reviewed his recommendations and moved that they be brought to a membership vote. Voting will take place in March.

Jean Gallant (Holmes Public Library, Halifax) was elected to serve the remainder of Bill Schneller's term on the board, representing public libraries in communities with populations less than 10,000.

The next meeting of the board will take place April 11. At that time the Executive Director's Search Committee Chair (Manny Leite, Boyden Library) will have a report about the posting of the opening.

Upcoming Events



Tuesday March 6, 2018

10:00 AM - 1:00 PM **MLA LEGISLATIVE DAY**

Contact: Deborah Conrad 508-946-8600 x211 dconrad@sailsinc.org

Sponsored by the Massachusetts Library Association

An opportunity to meet with Legislators and Advocate for Libraries

Wednesday March 14, 2018

10:00 AM - 12:00 PM **SAILS 3rd Annual Library Showcase**

Location: Bristol Community College Building G

[Register Now](#)

Monday March 19, 2018

Barcode Order

Contact: Lisa Hart 508-946-8600 X210 lhart@sailsinc.org

Last day to place Patron and Item Barcode orders.

Wednesday March 21, 2018

10:00 AM - 12:00 PM **ComCat Training**

Contact: Laurie Lessner 508-946-8600 x214 llessner@sailsinc.org

Learn the basics of processing items in the Commonwealth Catalog;

Lending items to other networks

Borrowing items for your patrons

Understanding the different statuses

See how to view statistics and reports

Get tips to help your patrons

Be sure to bring along some items that need to be processed (as both lending library and borrowing library) so we can have real-time examples.

Location: SAILS Meeting Room

[Register Now](#)

1:00 PM - 3:00 PM **ComCat Training**

Contact: Laurie Lessner 508-946-8600 x214 llessner@sailsinc.org

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Location: SAILS Meeting Room

[Register Now](#)

Thursday March 22, 2018

10:00 AM - 12:00 PM **ComCat Training**

Contact: Laurie Lessner 508-946-8600 x214 llessner@sailsinc.org

Learn the basics of processing items in the Commonwealth Catalog;

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See how to view statistics and reports

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Location: SAILS Meeting Room

[Register Now](#)

1:00 PM - 3:00 PM **ComCat Training**

Contact: Laurie Lessner 508-946-8600 x214 llessner@sailsinc.org

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Be sure to bring along some items that need to be processed (as both lending library and borrowing library) so we can have real-time examples.

Location: SAILS Meeting Room

[Register Now](#)

Network Stats

January 31, 2018

Circulation:

Total Items Circulated: 277,908
OverDrive Circ: 32,628
All Formats Circ: 310,536
Resource Sharing:
CommCat Items Borrowed: 1,294
CommCat Items Loaned: 715
Total Intranetwork Loans: 59,201
Patron placed holds: 53,135
Overdrive holds: 11,358 (current)
Holdings:
Cataloging Requests: 9,965
MARC Records Added: 9,070
Overdrive Holdings: 25,937
Patrons Added: 2,090
Total MARC: 1,330,723
Total Holdings: 4,526,969
Total Patrons: 464,023



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