

SAILS Network News

September, 2018



Best Wishes to Kristin Slater



We are sad to announce that Kristin will be leaving the SAILS staff to become the Head of Technical Services and eCollections, Merrimack Valley Library Consortium, North Andover, MA. Kristin has been a part of the SEAL/SAILS staff since 1994. As Manager of Bibliographic Services she has streamlined the SAILS cataloging procedures, worked with libraries as they adopted new techniques for ordering materials, and coordinated libraries' efforts to post historical documents online. She has helped the network move into the world of eContent. In fact, it would be impossible to list all of the things she has done for the network. She will be missed.

Please join us for a reception being held in her honor Wednesday, September 19 from noon until 3:30. Drop in and say good luck!

SAILS 4th Annual Library Showcase

SAILS is hosting its 4th annual member library showcase on November 7, 2018 from 10 a.m. to 12:30 p.m. The showcase will be held at Loon Pond Lodge, Ted Williams Camp, Lakeville, MA. The network is inviting member libraries to submit proposals for 10 minute presentations about services, programs, or new technology that might be of interest to other libraries. No program is too small to be included - the intent is to provide models for programs etc. that can be duplicated at other libraries. This is open to all members. The SAILS Board has appointed a committee to review the proposals and eight will be selected for the showcase. If you have

an idea for a showcase rather than a presentation the network will have tables available for libraries to set up displays.

Submit your program idea today using the link - The deadline for submission is September 30.

[Submit](#)

Executive Director Candidate Meets the Directors

The final candidate for the SAILS Executive Director's Position will be meeting SAILS directors for a question and answer period. The candidate will respond to previously submitted questions. All directors are invited to attend. Pre-registration is required.

[Register Now](#)

Barcode Order

SAILS will be submitting the quarterly group order for item and patron bar codes on September 13th. Submit your order using the online order form (see link below). You must include a specific quantity - the number of bar codes on a roll can vary.

[Order Form](#)

Fall Circulation Roundtables

SAILS will be hosting 3 Circulation Roundtables in September. Bring your handheld device and we will download the new mobile app so we can review its features including the ability to have a digital representation of your library card, link cards, and so much more. (Bring your library card too!) At the same time we will download Libby (if you haven't already) so we can see how your patrons can use their SAILS card to borrow Overdrive titles from networks across the state.



We will talk about the auto renewal feature being used by many libraries in SAILS and about changes made to the due date for renewed items.

We can talk about the new way SAILS is delivering monthly statistics.

And as always there will be plenty of time just to chat about things.

All Roundtables begin at 10 a.m. and finish by noon.

September 11 – Raynham Public Library (only 2 spaces left!) [REGISTER](#)

September 20 – Holmes Public Library (Halifax) [REGISTER](#)

September 25 – Attleboro Public Library [REGISTER](#)

We hope you can one of these meetings - they are always interesting and much more informal than the annual meeting in the spring.

Beginning Cataloging Workshop

Beginning Cataloging Training

Prerequisite - Attendee must know how to use Workflows either through taking Mentor introduction to Workflows or in house training.

Provides an overview of the basic data entry procedures new staff. This workshop will only cover print materials.

This workshop is for Adding records using the Workflows Java Client.
Attaching Call Number and copies records and creating request records.

This is a hands on workshop

CONTACT: Jennifer Michaud catsupport@sailsinc.org

LOCATION: SAILS Meeting Room

[Register Now](#)

A New Publication by Uma Hiremath and Kay Ann Cassell



Uma Hiremath, Executive Director of the Ames Free Library in Easton and Kay Ann Cassell, Lecturer and Director of the MLIS Program in the School of Communications, Information, and Library Sciences at Rutgers, State University of New Jersey, have published the 4th edition of Reference and Information Services: an Introduction. "A tool for library school students, new librarians, the public library reference desk, or anyone needing a general resource about providing information services and recommended tools of the trade ... A well-written, readable work that is worth adding to a general ready-reference collection or a library student's bookshelf." --Journal of Electronic Resources in Medical Libraries. Congratulations to Uma on this impressive achievement.

Ebsco Charging Station and Fax24

Submitted by Olivia Melo, New Bedford Free Public Library

Recently, we opted in to the free program offered through Ebsco for a free mobile device charging station. Below is the link to the product.

<http://ebsochargingstation.com/>



It was really easy to utilize this service. Via the web link, you send your library's information and a rep will contact you for more details. They then send out an email to all of the library's surrounding businesses "soliciting" sponsorship for 2 years of the product. They do all the work! They initiate the conversation, coordinate with the company interested in sponsoring, notify company when product arrives and all we had to do was find an outlet to plug the unit into.

Here is a picture of the unit and when in use, which we have decided two people at a time is manageable so as not to overcrowd the space.

We are also using a standalone public fax via Fax24 for the past 2 years. Located in our Reference department and connected through a rarely used phone land line, patrons are able to independently fax their documents. Payment is through their debit/credit card, so the library staff doesn't handle any form of payment, nor do we need to keep a log of money

collected. Each quarter, we receive a commission check for faxes sent and we are using these funds for programming in the reference department.

<https://www.fax24.us/?redirect=false>

The service on the equipment is managed by the company and recently, they contacted us that they were replacing our 2 year old model with a new one which works faster and is on a kiosk at a better height for patrons. Previous to this model,, the unit was white and the kiosk was lower than the service counter.



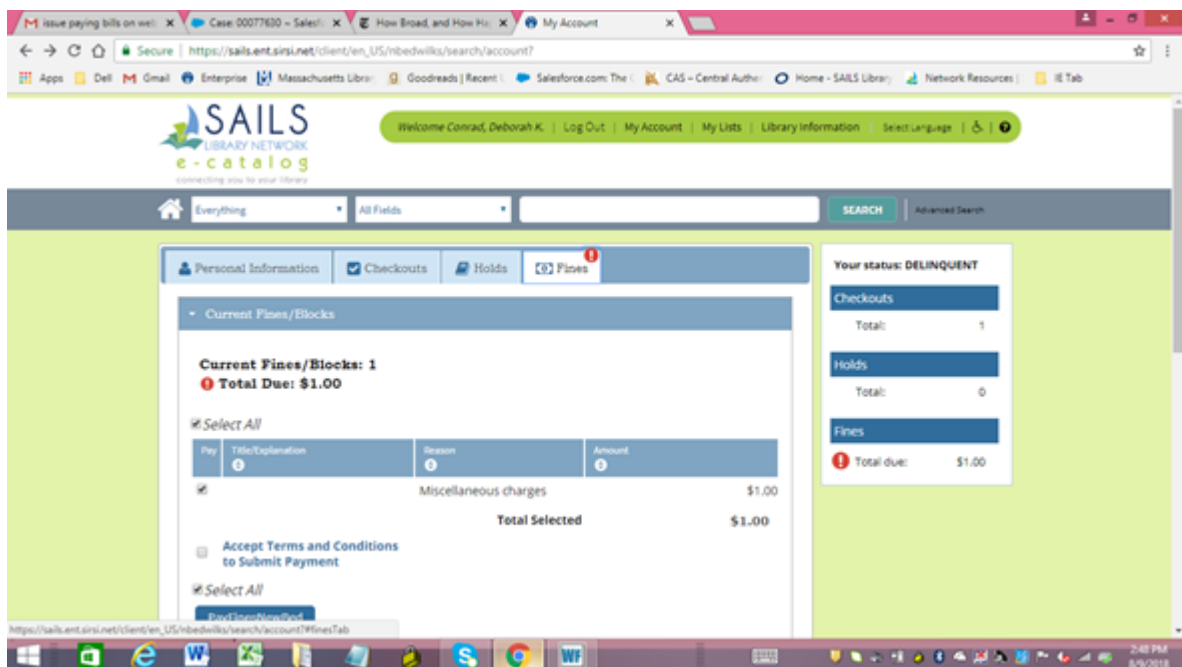
Staff are finding both products a great service to our patrons and appreciate the self service features. While the fax sometimes requires some assistance, once a patron learns how to use it, they are independent of staff help in the future.

Submitting Credit Card Payments in Enterprise

It has been several years since SAILS added the ability for patrons to pay outstanding fees and fines using a credit card through Enterprise and from time to time questions arise. Payments can be submitted once the patron has logged into an Enterprise instance for a library that accepts credit card payments. Not all libraries (K-12 and Academic) accept credit card payments because they have to report payments to a Bursar or some other financial department. Patrons who log into the generic Enterprise will be able to view their fines but not be able to submit them. Encourage your patrons to bookmark your library's Enterprise and make sure your public computers are pointing to your own library's Enterprise. Not sure how to find your library's Enterprise – go to <https://www.sailsinc.org> and click on the Choose your Library Link under go to e-catalog Enterprise.



Other problems can arise when the patron forgets to check the Accept Terms and Conditions check box.



If the patron's browser blocks pop-ups they will not be able to move to the actual payment screen. If the patron doesn't wait to see that the payment has been processed their card could be charged but the fines not paid in Workflows. Debit cards will not work unless they have a Visa or Mastercard symbol. Many companies now send rebates in the form of a credit card and often those will not be accepted.

If your patron experiences a problem you can contact support@sailsinc.org.

From TrendWatching's Innovation of the Day

Are there any libraries out there who do similar? If so, share your story and we'll put it in the next SAILS Network News.

In July 2018, UK supermarket chain [Morrisons](#) rolled out a 'Quieter Hour' across all of its 439 stores nationwide. The aim was to make visits easier on autistic shoppers, who can struggle with the noise associated with retail environments.

Introduced on Saturdays from 9am–10am, the stores turn off music, dim lights, avoid using the tannoy and turn down the volume on check-out beeps. Morrisons worked with the [National Autistic Society](#) to launch the initiative.

This isn't the first time a brand has taken action along these lines. UK supermarket ASDA trialed a similar initiative for one day in 2016, and we recently featured the NBA, which [relaunched their flagship store in New York City as a sensory-inclusive retail space](#).

Our recent report on [The Future of Retail](#) flagged a trend called PRACTICAL POST-DEMOGRAPHICS, all about rising expectation that retail brands do more to serve diverse and often marginalised groups. In Morrisons' decision to roll out this move across *all* stores, then, we see a powerful signal of this trend and a reminder of the relentless acceleration of customer expectations. And of course, this move will in turn only push expectations even *higher* when it comes to expectations that brands do more to be truly inclusive.

Want to address these expectations yourself? Take these questions to your team:

- Are we truly giving *all* customers a voice when it comes to telling us how it feels to engage with our brand?
- Which group of customers have we traditionally overlooked or marginalised? How could we reimagine what we do around their needs?

[Spread the love! Forward this email to your trend-obsessed friends and share on social media](#)
[»](#)

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"Supermarket Goes Quiet for Autistic Shoppers." Trendwatching, TrendWatching, 30 July 2018, info.trendwatching.com/supermarket-goes-quiet-for-autistic-shoppers-1.

Network Stats

Circulation (no Overdrive):

Total Items Circulated: 323,509

Items Loaned between SAILS Libraries: 68,938

OverDrive Circulation to SAILS patrons:

Ebook: 23,622

Audio Book: 10,085

Video: 87

Database Size:

Titles: 1,356,635

Items: 4,771,217

Total Patrons: 461,354



SAILS

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