

# SAILS Network News

February, 2019



## MLA Legislative Day

The Massachusetts Library Association is holding its annual Library Legislative Day on March 5 at the State House. This is an annual event that allows library supporters to advocate for increased state library funding.



As has been done in the past, SAILS is chartering a bus that will take attendees to and from Boston. The bus will make 3 stops to pick up passengers – New York Bagel in Fall River, Staples Plaza in Raynham, and Lowes Plaza in West Bridgewater. The cost is \$10 per person. To register for the bus fill out this form: <https://www.surveymonkey.com/r/BPS8JJP>

Time and again legislators have said it is critically important for library supporters to communicate the need for funding. This is the main event of the year to speak up for libraries and it is important that everyone participate.

## Legislative Breakfast

The Legislative Breakfast was held January 25th at the Boyden Library in Foxborough. The breakfast was well attended with 12 legislators in attendance. Many thanks to Manny Leite for hosting, the Friends of the Boyden Library for supplying the breakfast goodies, Olivia Melo (Director, New Bedford Free Public Library), Juri Love (Patron), Arthur Muldoon (Patron), and Rachel Barrett-Habicht (Library Media Specialist, Foxborough) for your speeches. A special thanks to Senator Paul Feeney for sponsoring our breakfast and for his inspiring speech.





**Elizabeth Sherry is New Director in Marion**



Elizabeth Sherry is the new director at the Elizabeth Taber Library in Marion.

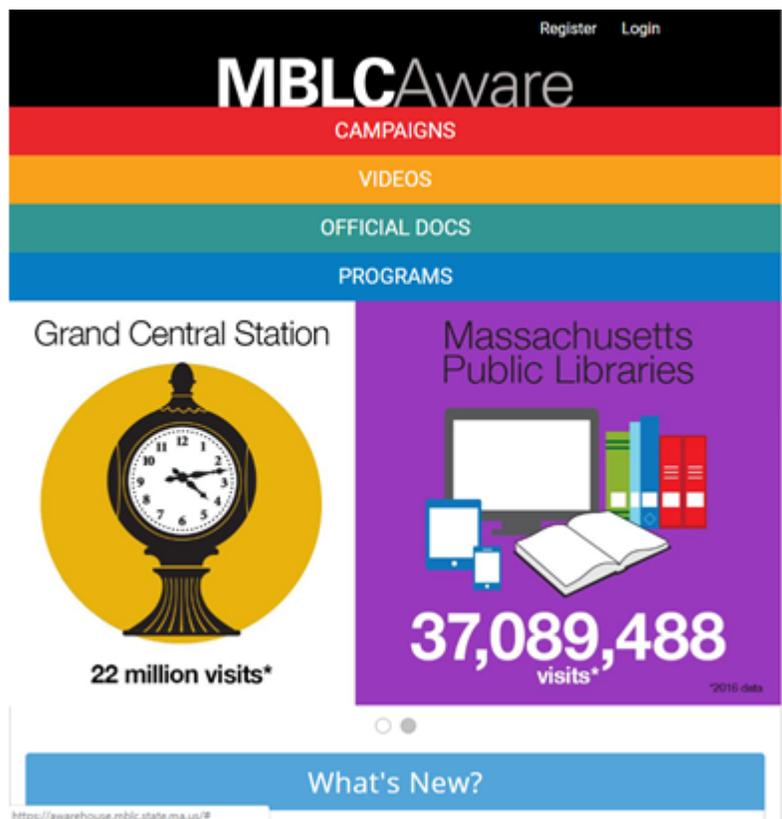
Elizabeth, who started in Marion on January 14, has worked for the past nine years as the Reference and Adult Services librarian in Mattapoisett. She also did young adult services and tech services in Mattapoisett. She previously worked at the W.E.B Dubois library at Umass Amherst during her undergraduate days and then worked at Borders while pursuing her Master's degree.

Congratulations to Elizabeth on her new position!

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## **Facebook Fodder (and so much more)**

We know in order to stay in the public eye, we need to post to Facebook on a regular basis. A place to get graphics and interesting information to share is the MBLC Awarehouse (<https://awarehouse.mblc.state.ma.us/>) If you haven't gone there, you should right now. There are printable posters, bookmarks, and flyers; graphics to post on social media; and coordinated campaigns. If you create an account, you can get emailed each time new material is posted.



The MBLC PR Committee is also working on branding the Overdrive RLA (Reciprocal Lending Arrangement). This is the feature where patrons (and staff) can borrow titles from other MA networks' Overdrive collections. If you haven't taken a look at this yet, the best way to do so is to use the Libby app. Read all about it at <https://meet.libbyapp.com>. And if you need any help or have any questions, don't hesitate to ask [support@sailsinc.org](mailto:support@sailsinc.org).

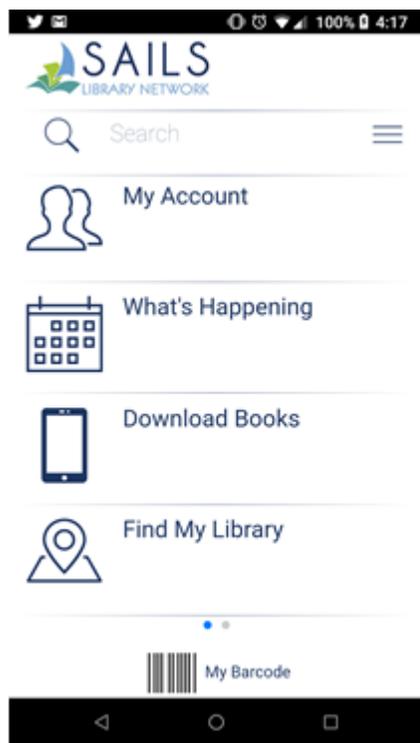
## **SAILS Mobile App - Bill Pay!**

Many of us have been waiting for the SAILS Mobile App to allow patrons to pay their bills online, as is currently available in BookMyne (the old, old app) and Enterprise. BC Commerce will be available momentarily, and work as it does in Enterprise. When it is, we will send out information for you to share with your patrons. Just another reason to remind people to install the app!

The Attleboro Public Library has a large number of mobile app users, so we asked them to share how they get patrons to use it. Here are a couple ideas you can use as well.

"I made a master copy of the initial postcard sized handout SAILS had provided. We print those out in batches, as we run out. We keep them at the circ desk in patron view. I think this makes a huge difference. As staff mention the app to patrons, we can give them this paper hand out, to remind them later at home, to download it.

We often use the "my card key tag is falling apart!" conversation as a way to mention the app." - Katie Redfearn, Circulation Supervisor. Take a look at the available Mobile App marketing materials at: <http://www.sailsinc.org/sails-mobile-marketing/>



"I think mentioning it at an opportune time is really helpful. When someone is struggling to find their card, trying to figure out how to do their first hold, etc. I've had several people download it right in front of me at the circ desk in those situations. I've also had book club members recommending it at our meetings!

I think it also helps that so many of our staff use it and are able to give personal recommendations." - Amy Rhilinger, Assistant Director

If anyone has a great idea or observation about the app they'd like to share, please email [support@sailsinc.org](mailto:support@sailsinc.org) and we'll spread the word!

## How You Use Novelist

We got a pretty good response (72) to the quick survey we sent out asking how you use Novelist. Twenty-seven libraries in the network are represented with it being common for there to be three or four responses per library.

Here is what you had to say.

The primary uses for Novelist you've identified are:

Read-Alikes: 16

Series: 17

Readers Advisory: 26

Carrie Tucker, from East Bridgewater Jr./Sr. High School uses it, "1. As a teaching aid--to help students become independent readers. 2. To individualize instruction by identifying books for students at different reading levels. 3. PD for teachers--as a way to identify new materials "

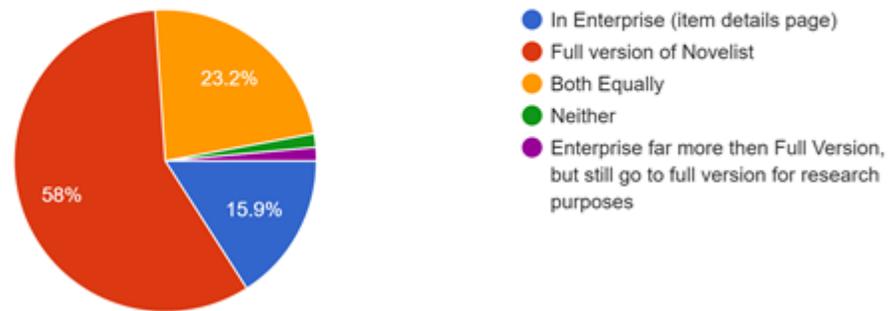
A couple libraries said they use it for collection development and recommendations for their newsletter

Several use Novelist for their own reading pleasure.

It's also encouraging that people are using it in Enterprise as well as the full version of Novelist.

## Do you use Novelist mostly in Enterprise or go to the full Novelist product?

69 responses



Thank you to all who responded!

## Changes Coming to Statewide Overdrive Project

Phase 2 of the statewide Overdrive project is scheduled to launch in early February with changes in the way holds will be filled and in how patrons will access collections from other networks.

The statewide Overdrive project allows SAILS patrons to place holds on and borrow Overdrive titles from other networks in the state. There are currently six networks participating in the project.



Starting next week, when there are holds on a title, Overdrive will give preference to patrons from the home network before lending a title to a patron from another network. For Advantage titles, preference is first given to patrons from the home library.

Overdrive will also start making a distinction between two different types of users. A **home user** is a patron interacting with their own consortium. A **visiting user** is a patron from another consortium interacting with our collection. Once Phase 2 is implemented, libraries will be able to track statistics by home and visiting users. These statistics will not be retroactive.

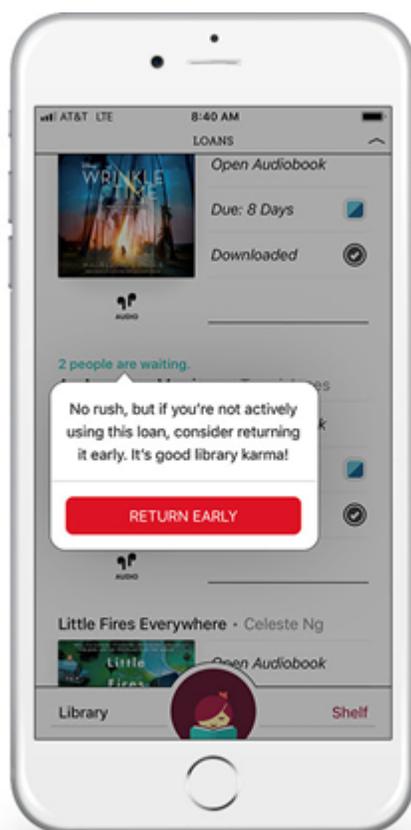
There will also be a new Partners Library dropdown menu that will appear at the top of the SAILS Overdrive portal letting patrons know they can borrow at other libraries. This menu will not yet appear in Libby.

**The latest updates for your library in Libby**

We always strive to help your library delight more readers. With that in mind, we're excited to share the following enhancements for your library in Libby:

**Helpful Shelf tips:** We know one of your top priorities is managing patron demand for the highest circulating titles—and we want to help! We've added new Shelf tips, including one that encourages readers to return books once they're done. Users will see this early return prompt based on their reading progress and the number of other readers waiting for a title. By promoting early return, your library's titles will circulate faster for more readers to enjoy.

**Updated Loans display:** We've refreshed the look of the Loans screen, adding a reading progress bar and exact due dates. A simple tap on the due date for each book brings up options to return early, renew, or go to the details page.



**Improved wait time display:** Users can see their estimated wait time for a hold by tapping the new calendar icon on their Holds shelf. To create a consistent user experience, we've also added an approximate wait time to your library's OverDrive site. Note that all wait times are estimates and a user's actual wait time may change based on various factors, like early return and hold pickup time.

**New Shelf summary:** When visiting the Shelf, your users will be greeted with a quick summary of their current read, titles available to renew, recent returns, and more. Improvements for your users with multiple library cards: We know many libraries serve users with access to more than one library card. To provide the best experience for all your patrons, Libby now allows users to borrow and place holds on the same title from more than one library (if they have a card at each one). OverDrive app users have long enjoyed this option, and it's been one of the most popular requests for Libby.

**Kindle updates (U.S. only):** We've made it even easier for your library to serve readers who prefer to set Kindle as their reading preference.

You can see a summary of this and other recent releases directly in the Libby menu (**Menu > Libby > What's New in Libby?**).

As a reminder, OverDrive is happy to provide support for your users directly through the Libby app.

We're proud to be your partner in creating reading happiness and look forward to telling you about more feature updates and improvements soon.

Happy reading,  
Kristin Preyss, Overdrive

## Highlights from the January 2019 Members Meeting

SirsiDynix representatives did an online presentation of eResource Central. This product would allow patrons to see the availability of Overdrive and Hoopla titles from the catalog and to manage their eResource checkouts and holds from their accounts in Enterprise. SAILS is seeking a quote and will explore whether it's feasible to allocate funding to support this subscription service. Feedback from members attending the meeting was positive.

The members voted to approve the following policies for Phase 2 of the statewide Overdrive project:

- to enable holds priority, so that SAILS titles will first go to SAILS patrons before going to other networks in the state;
- to allow Metered Access titles to circulate to patrons from other networks;
- to disallow Cost Per Circ titles from circulating to patrons from other networks;
- and to allow patrons from other networks to submit recommended purchases.

The members also voted to approve expending funds to hire a bus to transport SAILS members to Library Legislative Day on March 5. Donations to the Legislative Breakfast will help fund the bus. There will also be a small \$10 fee charged to each person who rides the bus.

SAILS will begin the process of moving away from Symphony to generate monthly and other reports. Those reports are currently generated in BC Analytics and are accessible from the SAILS web site. Once those reports are moved, SAILS is planning to generate HTML notices for libraries. These notices will allow libraries to customize their notices, to add logos, and to create a more professional appearance. We anticipate this will be a long process, but will result in improved notices sent to patrons.

SAILS staff also gauged interest in a one-year subscription for Librarian's Guide to Homelessness training. The training is not only helpful for working with patrons experiencing homelessness, but with other patrons who might present problems for staff. A subscription purchased for the entire network would result in a 75% discount on the product. A follow-up survey will be sent to determine how many libraries would be interested in subscribing.

The membership voted to establish a Task Force to evaluate the SAILS integrated library system. This Task Force is expected to begin its work in the spring.

## Network Stats

02,319

### **Circulation (no Overdrive):**

Total Items Circulated: 326,528

Items Loaned between SAILS Libraries:

63,964

### **OverDrive Circulation to SAILS**

#### **patrons:**

Ebook: 22,496

Audio Book: 10,464

Video: 78

#### **Database Size:**

Titles: 1,213,315

Items: 4,618,664

Total Patrons: 466,964



## **SAILS**

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