

SAILS Network News

February, 2020



Chelsea Hester

Hello SAILS Member Libraries! I am delighted to be writing to you all as the newest member of the SAILS Team. I believe my experience in multiple SAILS Libraries makes me a sympathetic colleague and I hope to bring the same level of service to the libraries as I have been able to bring to my patrons over the years. I am also excited to explore the opportunities available to you all through the SAILS Digital History Collection. With my degree in Archives Management I hope I can use my enthusiasm for history, genealogy and digitization to the benefit of everyone, especially those of you that might feel overwhelmed just thinking about it! I believe that the one thing that unites librarians, archivists, genealogists and historians (among others) is access. No matter what kind of material it is or why you want to use it, if you can't find it, it might as well not exist. Digitization truly is a wonderful tool but it takes time and resources to do it correctly. I am looking forward to working with anyone interested in starting or developing their digital history collection with SAILS!



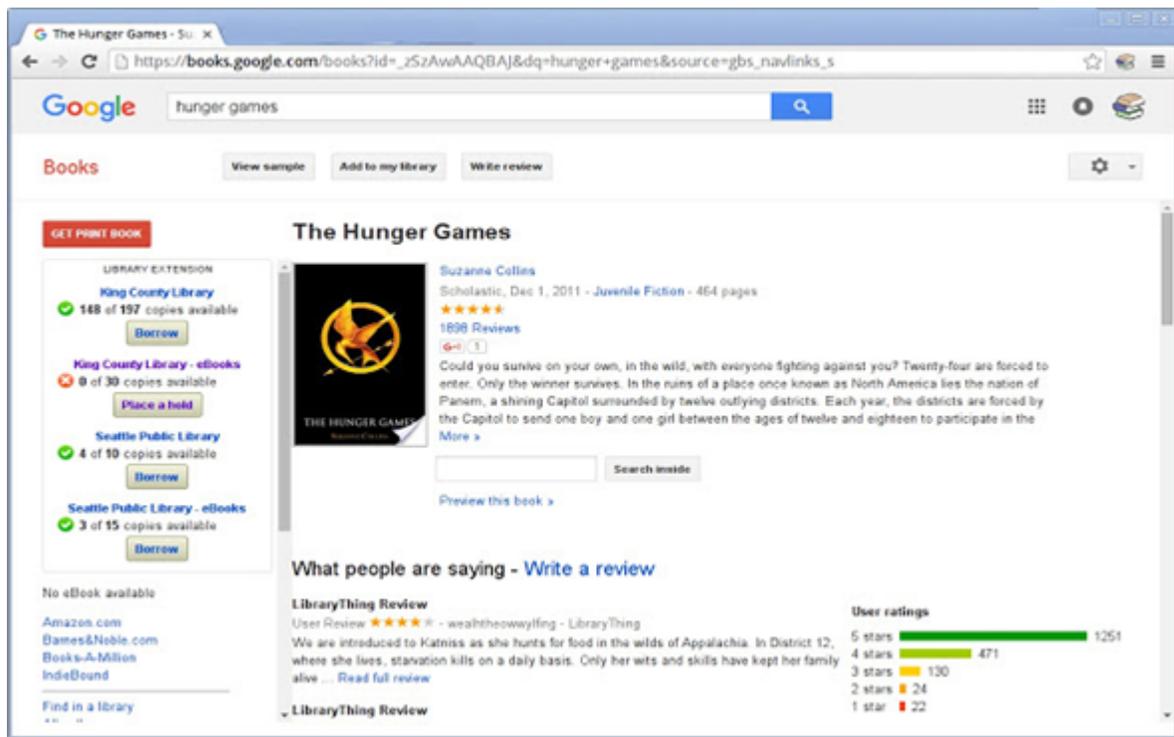
The owner has nicely agreed to load all of our sites and was very happy to do so. **An Extension to try out for Chrome**



Some of you may already be using this tool, or maybe your patrons are? It's the Library Extension
Offered by: <https://www.libraryextension.com>

"See books, music and more at your local library as you browse the internet. See instant availability information for books, music, and audiobooks from catalogs offered by your local libraries as you browse various sites."

You can be searching in Amazon, GoodReads, or a few other sites, and click the little icon in your browser, and see if it's at a SAILS library. Very simple, very convenient.



Setup is also simple. Once installed, find your specific library. The owner has nicely agreed to load all of our sites and was very happy to do so. For that service and his continued upkeep, we have donated \$25 to the extension. Please let us know what you think!

Workshop Recording Available - Searching for Library Staff

For those of you who were unable to attend the Searching for Library Staff webinars, you can find the recording at the bottom of this page: <https://www.sailsinc.org/training-opportunities/>

The "Searching Workflows - tips & manual" contains practice questions as well as some screenshots with step by step instructions.

If your library would be interested in having training either at SAILS or at your library, please let me know! - Laurie (llessner@sailsinc.org).

New Cataloging Handouts for Vox Books and Wonderbooks

SAILS Cataloging has created two new handouts for creating request records for VOX Books and Wonderbooks. VOX Books (from Playaway) and Wonderbooks (from Library Ideas) are both print books with a ready-to-play audiobook that is permanently bound to the inside cover of each book. The built-in audiobook contains the entire story of the book. Email SAILS Support (support@sailsinc.org) if you need an Item Type for VOX Books or Wonderbook added

to your collection. These handouts can be found in the Cataloging section of the SAILS staff website with the other Creating Request Records handouts.

[Click here for the VOX Books request record handout](#)

[Click here for the Wonderbooks request record handout](#)

Conferencing and Online Training

This year our usual conferencing service, ReadyTalk, was changed to GlobalMeet. We haven't found this to be a service we want to keep using, so have been looking for alternatives. In doing so, we thought about libraries who are still using phones to connect to the audio part of online meetings. In case there are libraries who still pay for long distance as well, we want to have a toll-free option.

This lead to more questions about how to help people get a better online experience when using SAILS for meetings and training, so we're asking everyone to fill out this form (<https://forms.gle/zzegdVMeJGT9xDyW6>) to let us know what options you have available at your library, or wherever you may be for training/conference calls. We're also adding a new item to our order form - headsets w/ microphones. They are under \$20 and we encourage libraries to invest in these. It's up to you, but we also recommend one headset per person. It really makes the experience so much nicer when your hands are free to take notes, etc.

NextReads Newsletter Service

libraryAware

We received an email from a patron asking why one of the titles featured in a newsletter from LibraryAware was not in the catalog. I hadn't had that happen before and, wrongly, assumed all the titles were ones found in our catalog. That is not the case. The newsletters do not make sure we own the titles before they are suggested to the public. So you don't get caught with promoting titles that you don't own, or aren't in any SAILS library, you can check before the newsletters are sent to subscribers.

LibraryAware has a place on their website where you can preview the lists. It looks like most lists are there through April, so you can be sure that someone in the network has the title available if your patrons want to read it. As many of you know, LibraryAware has terrific training available. Their help files have step-by-step instructions on how to do practically everything in the system. This page -

<https://libraryaware.uservice.com/knowledgebase/articles/231189> - is the best starting point for how to get a handle on the newsletters that are available to patrons. Use their reviewed titles for collection development or for ideas to feature on your websites and displays.

This is a service for the public libraries, and each director has an account. Email support@sailsinc.org if you need help with your login or anything else. - Laurie

Upcoming Changes to Overdrive No More Barcode Replacements!

The SAILS Overdrive Committee has agreed to implement a couple of changes to how Overdrive manages patrons.

By the end of this week, SAILS will implement a change to the way Overdrive identifies a patron's library. Until now, Overdrive determined the patron's library based on their barcode prefix. In a majority of cases, the prefix library is the same as the patron's home library, but there are some cases where a patron changes their home library while keeping their barcode number. SAILS uses the patron's home library when generating other statistics of patron activity, and Overdrive stats will now match this practice. In particular, Overdrive will now be able to capture the statistics for online patrons who have not yet updated their library cards. Statistics for those patrons were previously given to the SAILS office, not the patron's home library.

Later this month, SAILS will implement another change that will allow patrons to continue to maintain their Overdrive reading and holds activity even after their barcode has been replaced in Workflows. Currently, if a patron loses their card and gets a replacement, SAILS staff must merge the patron's two barcodes in Overdrive so that they don't lose their checkouts or holds. With this upcoming change, these merges will no longer be necessary. Patrons will continue to log into Overdrive with their barcode, but Overdrive will start identifying these patrons by a persistent id, called the user key, that Symphony creates whenever a new patron account is created. We never see this user key, but SAILS will turn on its display in the patron record when this change is made to Overdrive.

Staff will no longer be able to see barcodes for users in Overdrive Marketplace after this new method is implemented. However, the Overdrive Committee and directors at the January members meeting agreed that the improved user experience outweighs this downside. There will no longer be a disruption in the Overdrive experience when users have their library cards replaced.

Overdrive Hold Redelivery

Hold redelivery is scheduled to go live **the week of March 2, 2020**. At that time, hold redelivery will replace auto-checkout for all new and existing holds.

As previously shared, hold redelivery will give your users more flexibility to manage their holds and allow them to suspend a hold even after it's made available to them, while maintaining their place on the wait list. By enabling users to pass books they don't have time to read on to the next person in line, hold redelivery will help your library connect more readers to the right

book, at the right time. Please review the below summary for important details about this change.

How will it work?

Libby notifications will alert users when their holds become available. We will also add a "Notifications" section to your OverDrive website and the OverDrive app. After receiving notification that a hold is available, users can:

Borrow the title within 3 days. If your library has a different hold pick-up setting, OverDrive will automatically update it to 3 days.

Suspend the hold by selecting "deliver later." This option passes the book to the next person in line while maintaining the user's place on the wait list. After the suspension period (set by the user), the user will be able to borrow the book when the next copy is available.

Cancel the hold.

If the user takes no action, their hold will automatically be suspended as a one-time courtesy for 7 days. If no action is taken a second time, the hold will be cancelled automatically.

With the removal of auto-checkout, you may see a slight decrease in circulations as users defer checkouts. We expect this to level off over time as users adjust to the new functionality.

User messaging

In the coming weeks, we will add the following message on your OverDrive website and in the OverDrive app to provide users with advanced notice of this change. It will link to a Help article with more details.

In early March, we're releasing a new feature to give you more **control** over your holds.

Help & resources

As with any change, we know there will be an adjustment period for users, so we've compiled the following resources to help with the transition:

Notifications: Push and email hold notifications will be updated to reflect the new options.

Marketing and communication kit: At launch, we'll provide updated resources to help you spread the word about this change to your readers.

Marketplace tools: Suspended holds data is available in reporting and shopping features throughout OverDrive Marketplace. Suspended holds are excluded from holds ratio calculations, and you can choose whether they are included in Holds Manager plans.

API Integrations: We have shared our timeline for removing auto-checkout with vendors who utilize OverDrive APIs.

We will follow up once this update is live. Please feel free to forward this message to additional staff at your library. As always, you are encouraged to reach out to your Account Manager with any questions.

Thank you,
OverDrive

Save the Date for Overdrive Training

Overdrive Account Manager Kristin Preyss will be visiting the network at 10 a.m. Thursday, April 9 to show libraries how to keep up with patron demand in Overdrive.

Participants will learn how to use automated carts and reports to keep on top of expiring Metered Access titles and managing patron holds. Kristin will also be available to answer any other questions you have about Overdrive. Registration and location details will be shared via the Public Library Director and Library Advantage mailing lists later this month.

Workflows Reports

For those of you who look at the finished reports in workflows, could you send an email to support@sailsinc.org with the reports you don't ever use? If you don't know what a report is doing, let us know that too!

You can actually highlight a line in the wizard and use ctrl c, to copy what's listed and ctrl v to paste it into the email. Let us know if you have any questions.

Processing Fee Survey

The SAILS Circ Policy Committee is considering how libraries should handle processing fees they collect for items belonging to other libraries.

The current SAILS policy is for libraries collecting funds to keep these processing fees. However, many libraries have indicated that they send these fees to the owning library. Since many patrons pay the processing fees at the same time they pay lost fees, it is often easier to send the entire payment to the owning library.

SAILS has posted a survey asking libraries how they handle these processing fees. We are asking that one person from each library fill out the survey. The survey also asks libraries that assess processing fees if they would be likely to discontinue assessing these fees to lost items. The survey is available at <https://forms.gle/AdTZdZenzZ5bkzTw9>.

Highlights from the January SAILS Members Meeting

- The ILS Evaluation Task Force issued a recommendation to begin negotiations to extend its contract with SirsiDynix, but to leave the option open to continue the procurement process if these negotiations are unsatisfactory. Joanne Nichting (Somerset) and Carole Julius (Carver) were appointed to a negotiations committee that will work with the Executive Director to begin negotiations. Another director will also be appointed to the committee.
- Libby O'Neill was appointed to the SAILS Budget Committee to represent libraries with a population of 10,000 to 24,999.
- Susan Pizzolato (Mattapoisett) led a discussion on how libraries can support the Census. Many people will be filling out the census forms online at the library. Libraries can raise awareness about the census, particularly among populations that have traditionally been undercounted. For example, with young children being an undercounted populations, librarians could mention the census at story times so that parents know they need to be counted.
- SAILS members voted to establish an Assessment Review Ad Hoc Committee. The committee will review the current assessment formula and make recommendations for the assessments that will be calculated for FY22. All SAILS budget committee members will serve on the committee, along with Lee Parker (Norton) and Dina Brasseur (Acushnet). SAILS President Jocelyn Tavares, Executive Director Kathy Lussier, and Support Specialist Lisa Hart will also serve as ex officio members.
- Membership also voted to authorize a contract for the SAILS Legislative Bus, which will bring SAILS library staff, trustees and supporters to Library Legislative Day in Boston on April 2. The fee for the bus may increase this year, but will not exceed \$15.

Network Stats

Circulation (no Overdrive):

Total Items Circulated: 336,392

Items Loaned between SAILS Libraries: 72,372

OverDrive Circulation to SAILS patrons:

Ebook: 29,691

Audio Book: 17,764

Video: 81

Magazines: 1,301

Database Size:

Titles: 1,137,228

Items: 3,621,583

Total Patrons: 435,412



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