

# SAILS Network News

April, 2020



## Providing Network Services When Libraries are Closed

By Kathy Lussier

The past few weeks have posed many challenges to SAILS libraries as they initially reduced programming and eventually closed their physical doors to their communities.

Following the closings were many messages to patrons to continue using the library online along with steps to make this online access easier than ever. Online patron registrations will stay valid until libraries open their doors again, and Overdrive is no longer checking for blocks before allowing access to its collection. Libraries have removed similar barriers for their own online resources.

Our statistics show that many of these steps are bringing more users to Overdrive. For the first time, SAILS monthly Overdrive use exceeded 30,000 checkouts for the month of March. Since March 15, daily Overdrive checkouts have never sunk below 2,000, a slight increase over the 1,781 average daily checkouts we saw during the previous year. This uptick in activity has been most apparent in our juvenile collections, where late-March daily checkouts were often twice as high as the average daily checkouts from the previous year.

### 20 Busiest Days of SAILS Overdrive Collection - Checkouts

	Date (5,444)	Checkouts (2,556,940) *	Checkouts (chart)
1	08/21/2018	3,784	
2	03/29/2020	2,558	
3	03/30/2020	2,511	
4	04/02/2020	2,356	
5	03/22/2020	2,349	
6	03/23/2020	2,300	
7	04/01/2020	2,276	
8	03/31/2020	2,270	
9	03/24/2020	2,256	
10	03/25/2020	2,251	
11	02/18/2020	2,247	
12	03/28/2020	2,222	
13	02/23/2020	2,219	
14	02/17/2020	2,210	
15	02/16/2020	2,198	
16	03/21/2020	2,172	
17	03/17/2020	2,167	
18	03/26/2020	2,150	
19	06/28/2017	2,148	
20	02/24/2020	2,142	

\*8/28/2018 was a one-time blip that occurred when the Commonwealth eBook Collection moved to SAILS.

Online card registrations have seen a similar jump. SAILS had 710 online card registrations during the month of March, twice as many as we saw during most months over the last year. The Tumblebooks collections provided to SAILS K-6 libraries have also seen higher use in

March, and I'm sure all SAILS libraries are noticing similar increases in their individual online subscriptions.

Libraries have traditionally been a refuge in times of crisis. Closing the doors of the library's physical space during this pandemic is very difficult for everyone who understands that the public still needs the services a library provides. However, these numbers show that libraries are still reaching their users and providing a valuable service in this time of need.

Similarly, the SAILS network has been adapting over the past few weeks to find services that are most useful to our libraries in this time of closure. Here are some steps SAILS has taken to support libraries.

- Additional funds were allocated to purchase two new Simultaneous Use Overdrive collections, which are always available with no waitlists. The network has also been increasing the rate at which it is spending state grant funds for high-demand titles in the collection. We've been highlighting collections every day on our Facebook page to reach out to users who are staying at home.
- Many libraries have been looking for online training opportunities for staff. SAILS worked with Niche Academy to provide free webinars for library staff. The topics include collection development, technical services, customer service, and library programming. *How to Handle Angry Customers* has been the most popular class. SAILS staff also has the opportunity to take self-paced online classes available through SirsiDynix. See the link in the below bullet to sign up for these trainings and to take advantage of other training opportunities.
- Here is a document of possible tasks you can work on while at home. Some of these are through SirsiDynix and require a login. SAILS can set that up for you by emailing the request to support@sailsinc.org. Please let us know if you have any questions or are doing something not on the list and we will update it for everyone. Check with your director before registering for any of these classes or taking on any of these tasks..

<https://docs.google.com/document/d/1GS31aN3GYiHu70zbxNIC8DVGPSiK0L2Iusp/sharing>

- SAILS is available to assist libraries with remote access to your online resources. Ancestry libraries have contacted the office after learning that ProQuest is temporarily allowing access to this resource from home. If your library subscribes to Ancestry and you need help setting up remote access, please email support@sailsinc.org for assistance. If you are looking for other ways to improve access to your online users, just let us know.
- SAILS has relaxed restrictions on library staff accessing Workflows from home. If you need access to Workflows for cataloging or other cleanup tasks, please talk to your director and ask them to contact the office at support@sailsinc.org for information on how to download VPN software and Workflows.
- Some library directors are looking for ways for Trustees to meet online. If an online meeting platform is not available through your town, libraries are welcome to use the SAILS Zoom account for meetings. Because the account can only host one meeting at a time, you will need to schedule it an advance. Send an email to support@sailsinc.org for more details.

If you have other ideas for services that the network can provide to support you and your libraries during this time, please send me an email at klussier@sailsinc.org. We are continually seeking new ways to help all of you provide the best service you can during the pandemic.

We will continue posting COVID-19 updates for staff at <https://bit.ly/sails-covid19> and sending out those updates via email to the allsails list.

We hope that everyone in our SAILS community stays well over the next few weeks, and we look forward to continuing to support you when your libraries re-open again.

## **Working from Home and Cataloging in Workflows**

By Jennifer Michaud

For those of you who are working from home using Workflows, I want to remind you to check the properties of your most commonly used Cataloging wizards, including the Call Number and Item Maintenance wizard and the Add Title wizard. Remember that the properties are not tied to your login credentials, but are tied to your workstation, so that means that the properties that you have set at the library won't automatically be set on Workflows on your home computer.

### **Cataloging Properties**

You should make sure that the Call Number Library is set to your library for both the Call Number and Item Maintenance wizard and the Add Title wizard. You can also set other properties (like the Item Type and Home Location) to reflect the preferences you might have set at your desk at the library. Even if your library is listed in the Add Title wizard, select your library again, click OK, and then log out of Workflows to make sure that this property is set.

If you need a refresher about the properties, we have a handout on the SAILS staff website for the Circulation and some of the Cataloging Properties (including the Call Number and Item Maintenance wizard and the Add Title wizard). The Cataloging properties begin on page 11.

[Click here to view the Properties handout](#)

### **Property Setting for Multiple Windows Open at Once in Workflows**

To have this setting at home, select Preference (listed on the top toolbar of Workflows). Then select Desktop and then Desktop Setup. Scroll down to the bottom and click on the box next to: Tabbed windows. Once the check mark is next to Tabbed windows, click OK. You will need to log out of Workflows to make this change go into effect.

### **Cataloging Handouts**

If you need copies of any of the cataloging handouts (including adding to records and creating request records), you can access all of them on the SAILS staff website.

[Click here for the Cataloging Section on the SAILS website](#)

### **Error Reporting Form**

Here is the link for the cataloging error reporting form.

[Click here for the Cataloging Error Reporting Form](#)

### **WebDewey**

Don't forget that you can also access OCLC's WebDewey from our website in case you need to create call numbers during this time. Here is the direct link to WebDewey. The WebDewey login information is listed in the Cataloging Section of the SAILS website.

[Click here for WebDewey](#)

After you log in, the website will open to a "Welcome to Dewey Services" screen that includes a message of the day. Click on Dewey Services at the top left of the website to begin a WebDewey search. Don't forget to log off when you are done. OCLC also has a WebDewey user guide.

[Click here for the WebDewey user guide](#)

### **Contacting SAILS Cataloging**

As always, don't hesitate to contact SAILS Cataloging with any of your cataloging related questions or problems. The best email to contact us at is: [catsupport@sailsinc.org](mailto:catsupport@sailsinc.org) as that goes to all three of us in the department and ensures a faster response to your email. Although we are working from home, we are working our usual hours and are here to assist you. I hope all you are doing as well as can be expected during this difficult time and stay safe. All of us at SAILS are here to help you in any way that we can.

### **SAILS Facebook Page**

By Chelsea Hester

Most of you already know that SAILS has a Facebook page. What you might not have realized over the past few weeks is that SAILS has begun utilizing the Facebook page to ramp up promotion of the OverDrive collection due to the fact that most people are unable to access their physical libraries right now. This is something we are in a unique position to do and as always we want to serve our member libraries in whatever way we can. Consider sharing these posts on your own Facebook page as a way of promoting OverDrive collections in general and preventing a duplication of effort! We have also recently acquired several simultaneous use collections which allow patrons to check items out immediately with no waitlists. This can be especially appealing to smaller libraries with collections that are being overwhelmed right now due to a sudden influx of interest in digital collections. We are also highlighting things on OverDrive that patrons may not have even known existed such as movies for kids and workout videos for all ages. If you haven't been to the Facebook page in awhile, come check us out!

<https://www.facebook.com/SailsNetwork/>

### **Sora Overdrive Collection for School Libraries Featured at Upcoming Membership Meeting**

By Kathy Lussier

All SAILS library directors are invited to attend the April 15 SAILS Membership meeting via Zoom.

The online meeting is scheduled to begin at 2 p.m. on April 15.

The meeting had previously been moved from our usual meeting time in the hopes of scheduling at a time that would work better for our school library members. Of course, we didn't know at the time that schools and libraries would be closed when the meeting was held.

Tressa Santillo from the Massachusetts Library System has been invited to talk about Sora, the Overdrive collection available at a cost to school libraries in Massachusetts. She will also show how Sora users interface with their public library's collection in Overdrive.

### **What you need to know about joining this meeting.**

- A Google calendar invitation for the meeting will be sent to all library directors. Call-in details will be included in the invitation. Please let us know if you are planning to participate.
- As is the case with all Membership meetings, school library directors from any school library are invited to attend. However, each school district has one vote. If multiple people from the same district attend the meeting, please let us know who the voting member is.
- You will need to connect through an Internet browser to view the presentation. To listen and talk, you can use your computer's audio/microphone or you can call a long-distance phone number. If using the computer's audio, a headset that includes a microphone will provide the best quality.
- Because this meeting is so large, we will mute participants as soon as they enter the meeting. If you need to speak, you can unmute yourself through the attendee controls. More info on attendee controls is available at <https://support.zoom.us/hc/en-us/articles/200941109-Attendee-Controls-in-a-Meeting>.
- If you are unfamiliar with Zoom, there are some tips for participating in a Zoom meeting available at <https://www.refinery29.com/en-us/2020/03/9561576/zoom-online-meetings-classes-coronavirus>.
- The SAILS office will also schedule some Zoom practice sessions prior to the meeting to give you a chance to try out the meeting controls. More details will be sent to the director's list.

## **Heritage Quest Online from the MBLC**

By Chelsea Hester

Many of you may already be familiar with Heritage Quest Online, the ProQuest Database that gave patrons access to many of the same resources they could get through Ancestry Library Edition. This database has been around for many years and is a really great introduction to genealogical research. It is an especially good option for libraries that could not afford to invest in the full Ancestry Library Edition subscription. Heritage Quest Online does offer a limited amount of records compared to the ALE, especially concerning international records but it gives patrons the ability to access it remotely. What you may not be aware of is the MBLC's recent subscription of the database for the state. Those of you who were unaware of Heritage Quest Online altogether this is great news for your patrons!

Our purpose in highlighting this recent database subscription by the MBLC is to help get the word out to all of our member libraries that this is something that all of your patrons now have access to ***from home***. These are unusual times and we know that many of your patrons are sitting at home with little or nothing to do. Just in case this flew under the radar for anyone we wanted to give it one last chance to register and if anyone has any questions about the database or how it works please feel free to reach out to Chelsea at [chester@sailsinc.org](mailto:chester@sailsinc.org).

## SAILS Workshop Cancellations

By Kathy Lussier

The following April SAILS workshops and information sessions have been cancelled. We will reschedule these trainings when libraries re-open again and will contact attendees directly with the new meeting dates.

- Beginning Cataloging Workshop, April 8.
- Overdrive Marketplace Training, April 9
- Digital History Collection Informational Session, April 14
- Annual Technical Services meeting, May 7

## Highlights from the March SAILS Board Meeting

By Kathy Lussier

### Highlights from the March SAILS Board Meeting

- The Board voted to approve a recommendation from the Budget Committee to make line item adjustments to the FY20 budget. The adjustments included increased funding for Overdrive magazines to expand the collection to 50 titles, the transfer of funds to support two new Simultaneous Use collections in Overdrive, and the purchase of adjustable standing desks for SAILS staff to improve their work environment.
- The Board discussed the withdrawal timeline for Bristol Community College. The timeline originally was set to stop holds at BCC as of April 1, but this change will become effective immediately due to COVID-19 closings.
- The Board also discussed the SAILS response to COVID-19 closings. Some directors indicated that they were seeking opportunities for staff to take online training during the closings.

## Network Stats

### Circulation (no Overdrive):

Total Items Circulated: 191,180

Items Loaned between SAILS Libraries: 38,015

### OverDrive Circulation to SAILS patrons:

Ebook: 32,949

Audio Book: 15520

Video: 149

Magazines: 1,369

### Database Size:

Titles: 1,136,300

Items: 3,610,039

Total Patrons: 434,102



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