

SAILS Network News

August, 2020



Symphony Workflows - 3.7 Installing

By Laurie Lessner

Sunday evening – August 23rd, at 7:00 PM, we'll be installing the newest version of Symphony Workflows.

The only enhancement that will be visible is the new **User Note alerts** - The CheckOut and Display User wizards in WorkFlows can now automatically display user notes in popup windows, even when the patron has no obligations on the account. This can be used as a data cleanup opportunity as well!

Other updates have to do with PIN policies and additional security options, and the ability to specify what constitutes the "last activity date" in a patron record. These will need to be policy discussions. Making database changes is also simplified for trained symphony administrators.

If you want to be able to install workflows without needing admin access on your computer, an administrator needs to install a piece of software prior to installing the workflows client. This allows all future updates to be done by non-admins. If you don't want to go through that extra step, you will still need to have administrative access to your computer.

If you're in a school or your library is not allowed to install software without IT support, be sure to keep them in the loop that this is coming and we will make the extra software available when we get closer to the upgrade.

Installation Instructions - for upgrading Workflows for the first time:

1. Double-click on the WorkFlows icon.
2. When you are prompted to either Install Now or Install Later, **click Install Now**.
3. **Select OK when you are prompted to exit the client.**
4. Double-click the WorkFlows shortcut on your workstation, if necessary.
5. Follow the instructions in the setup windows.
6. Answer the questions posted by the installation program by saying "yes" or "ok".

At the end of the install, you will be prompted to connect the client to the SirsiDynix Symphony server. Allow the WorkFlows client to connect to the Symphony server and transfer server files to the client workstation.

If you are using a Macintosh workstation, please contact SAILS (support@sailsinc.org)

ComCat

By Laurie Lessner

Just a reminder that **borrowed ComCat items can now be returned through delivery.** Please note that some libraries are still closed (especially academic libraries) so they may not get their items back right away. Regardless of the lending library's status, you are still free to return their item(s).

New answers from the [ComCat COVID-19 FAQ](#) page, which is updated regularly, so keep the link handy.

What should we do when the library gets an item back from delivery that was lent to another library?

If you get a ComCat item back from delivery that *belongs to your library*, feel free to process it normally. You can mark it "Check In" and complete the request.

What should we do with items we've borrowed from other ComCat libraries that we'd like to return?

Delivery is now accepting borrowed ComCat items. Please process them normally (mark them "Returned" in ComCat and attach appropriate straps/labels). Note that some libraries are still closed (especially academic libraries) so they may not get their items back right away. Regardless of the lending library's status, you are still free to return their item(s).

When can we start lending and requesting items in ComCat?

At this point in time, it's looking like ComCat lending and borrowing will not resume **until fall at the earliest.** Of course, this is subject to change in these unpredictable times. It's very likely that not all ComCat participants will be ready to manage requests within the same timeframe, so a phased reopening is expected. We will be able to block requests from reaching libraries that cannot handle them.

Digital Bookmobile Virtual Patron Training

By Kathy Lussier

As a result of a cancelled program for the Overdrive Digital Bookmobile at the Attleboro Public Library, Overdrive is offering a Libby training that is available to all SAILS cardholders.

The program will be held on Friday, August 7. Beginner sessions will be held from 9 to 9:30, 9:30 to 10, and 10 to 10:30 a.m. A Q&A session for more experienced users who have questions will be held from 10:30 to 11 a.m.

Patrons can register at <https://bit.ly/SAILStrain>. Some marketing materials, including a graphic to use in social media posts and text to include in patron emails, have been shared on the public library director and Overdrive Advantage mailing lists.



Summer Reading Overdrive Collection

By Chelsea Hester

With most libraries having limited access to their physical collections this summer we thought it might be helpful to put together an Overdrive Summer Reading Collection from various lists we have access to. Since many of the titles show up on multiple lists one giant collection seemed to be the best way to go about it. Feel free to take a look and if there is a title on your summer reading list that is owned by SAILS and missing from the collection send it to chester@sailsinc.org and we can get it added!

Support Requests for Reopening Libraries

By Kathy Lussier

Please remember that you need to email support@sailsinc.org to request the following services. A spreadsheet identifying which notices are running for each library is available for reference at <https://bit.ly/covid-notices>.

- **Hold pickup notices** We will not start hold pickup notices for your library until you request them. Email notices can be customized with information about your library's pickup procedures or a link that explains the procedures. SMS and voice notices cannot be customized. You can opt to enable one form of notification, but not others.
- **Due date reminder notices** Due to confusion with quarantine periods, we turned off due date reminders for most libraries at the end of July. Please let us know if you would like us to turn them back on. The notice will include a note saying "If you have already returned these items, please note that check ins may be delayed because most SAILS libraries are quarantining returned materials"
- **Seven-day overdue notices** Depending on your quarantine period, your library may want to suspend notices that go out seven days after an item is due. Because libraries have different quarantine periods, the network will not be suspending these notices on a network-wide basis.
- **School checkouts** K-12 libraries can continue to request checkout reports/notices for their students/teachers at any time throughout the summer.

[The SAILS COVID-19 Updates for Staff](https://www.sailsinc.org/networkresources/) document, available from the SAILS staff web site at <https://www.sailsinc.org/networkresources/>, is updated with new information as it comes out. Feel free to contact the SAILS office if you have any questions.

Membership Meeting Scheduled for Afternoon of August 19

By Kathy Lussier

The August SAILS Membership meeting is scheduled for 2 to 4 p.m. on Wednesday, August 19 via Zoom.

All Membership meetings over the next fiscal year will be scheduled for 2 p.m. as it is a better time for school librarians to attend. The August and October meetings will be held via Zoom. We have scheduled locations for the January and April meetings, but are prepared to move to Zoom if current social distancing guidelines remain in place.

Paul Kissman from the Massachusetts Board of Library Commissioners will attend the August meeting to discuss funding opportunities through the e-rate program, CIPA compliance and the current state of filtering. Given that a lot of technology funding is available to libraries that comply with CIPA, the talk will give libraries a chance to learn what would be required to be eligible for this funding.

Highlights from the July 2020 Board Meeting

- The Board approved assessment extension requests for Berkley, Hanson, Mattapoisett, and Pembroke.
- The Board discussed the possibility of restarting Commonwealth Catalog services if all networks cannot join at the same time. Several Board members indicated that they have patrons who are asking about ComCat services. There was a willingness to move forward as long as there were a couple of other networks ready to share materials. At this time, the state is talking about a fall restart of ComCat services.
- Laurie Lessner reported she would be sending out Diversity Analysis reports for picture book collections soon.

Network Stats June

Circulation (no Overdrive):

Total Items Circulated: 118,989

Items Loaned between SAILS Libraries: 52,613

OverDrive Circulation to SAILS patrons:

Ebook: 41,795

Audio Book: 17,050

Video: 74

Magazines: 1,171

Database Size:

Titles: 1,125,017

Items: 3,553,955

Total Patrons: 419,182



SAILS

10 Riverside Dr.
Lakeville, Massachusetts 02347
508-946-8600

www.sailsinc.org