

# SAILS Network News

September, 2020



## Welcome to New SAILS Directors

SAILS gives a big welcome to two new directors in the network.

**Kate Hibbert** started as Director of the Seekonk Public Library on August 31. Kate has served as Associate Director at the library since October 2016 and previously worked for twenty years at Attleboro Public Library. Kate lives in Attleboro with her golf loving husband, college age daughter, one dog and various reptiles. Besides reading, she loves to garden and avoids playing golf at all costs.



**Jennifer Jones** started at the Mattapoisett Free Public Library on August 17. Jennifer has worked in the library field since 2005, working in various roles at the Plymouth Public Library for those 15 years. She has worked in Youth Services, worked as the Branch Librarian, and recently served as the Assistant Library Director. Jennifer earned her MLIS while working and graduated from Simmons University in 2010. Her undergraduate degree in Sociology is from the Environmental School at Clark University. She also works with a performing arts center in Plymouth, the Spire Center for Performing Arts, which has been closed due to the pandemic. She loves music, reading (obvious one there), cooking, and crafting.



Please join the network in congratulating Kate and Jennifer on their new roles!

## Best Wishes in Your Retirement!

Peter Fuller, Seekonk Public Library  
Susan Pizzolatto, Mattapoisett Free Public Library

## ComCat Re-Start

By Laurie Lessner



And soon is very soon!

Comcat is set to restart with a target date of 9/21. The initial libraries/networks should include: Bridgewater, CLAMS, CW MARS, MassCat, MBLN, MVLC, OCLN and SAILS. Libraries in SAILS will be limited to those who are currently open and filling holds.

This is what to expect:

**Requesting** - The Request button will be on for patrons, staff and guests. Libraries that are not ready will continue to have the Request button turned off for patrons, staff, and guests.

**Lending** - Libraries that are re-starting won't notice any change from the usual comcat process. Libraries that are not ready to re-start will be placed "On holiday" until the end of the year. Holiday status will be removed when libraries are ready to re-join. [Note: libraries that are "On holiday" will still be picked as lenders during the lender list building process but will automatically be skipped. The borrowing library will be informed in the request that some lending libraries are on holiday.]

**Searching** - In the selected Search Resources, only participating networks will show up by default. This will be less confusing, but also allow for searching across all of ComCat. All the resources can be changed to selected, by checking the boxes in the search resources dropdown.

**Quarantine** - "Since the practice of quarantining items varies greatly from library to library, leave loan periods and the "days to supply" untouched in ComCat. Requests might go into "Not Received" status more frequently, but this shouldn't affect patrons or the check-in/checkout process. We will review this if it isn't working well." - Walter Stine

## Support Requests for Reopening Libraries

By Kathy Lussier

Please remember that you need to email [support@sailsinc.org](mailto: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.
- **Privilege expiration notices** Laurie updated the privilege expiration date to September 30 for most public libraries. However, we only turned on the 30-day notification for libraries that requested it. Please let us know if you want these notices to be sent. If you think you might want to extend the privilege expiration date out further than September 30, we recommend keeping these notices turned off for now. We will reach out later in the month about possibly extending this date further. The privilege expiration date for your library and notice status is in the last column of the spreadsheet.
- **Changes in pickup procedures/hours** If your library added specific pickup procedures or open hours to any notices, please be sure to update this language as these procedures/hours change.
- **School checkouts** K-12 libraries can continue to request checkout reports/notices from the past school year as they get ready for reopening later this month.

[The SAILS COVID-19 Updates for Staff](#) 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.

## Upcoming Dates for K-12 School Libraries

By Kathy Lussier

- **September 14** - Holds on your collection will be available for your school's patrons and faculty only.
- **October 5** - Holds on your collection will open up to the rest of the SAILS network.

If your library does not plan to start delivery on the **September 8** start date, please let the SAILS office know by sending an email to [support@sailsinc.org](mailto:support@sailsinc.org).

## Blackstone Renewal

By Chelsea Hester

This month we renewed our Blackstone Audio Simultaneous Use collection. Simultaneous Use collections are collections that do not have limits placed on how many people can check the items out at one time and in the case of the Blackstone Subscription they can be checked out as many times as possible within the yearly subscription. We evaluated the titles from last year that did well and selected 14 that we wanted to replace. The titles we kept were:

**The 4-Hour Workweek: Escape 9-5, Live Anywhere, and Join the New Rich**  
**Brave New World**  
**Dirty Billionaire / Dirty Pleasures / Dirty Together: Dirty Billionaire Trilogy, Books 1-3**  
**Everything I Never Told You**  
**Little Women: Little Women Series, Book 1**  
**Maisie Dobbs: Maisie Dobbs Series, Book 1**  
**Mary Poppins: Mary Poppins Series, Book 1**  
**My Brilliant Friend: Neapolitan Series, Book 1**  
**Next Year in Havana**  
**Pretty Girls**  
**A Study in Scarlet Women: Lady Sherlock Series, Book 1**

The titles we selected to round out the 25 title collection this year are:

**The Brain Fog Fix**  
**Dirty Girl Duet Books 1-2**  
**Invisible Women: Exposing Data Bias in a World Designed for Men**  
**Kingpins: Houston**  
**The Last Widow**  
**Me and White Supremacy**  
**Mostly Dead Things**  
**The Near Witch**  
**Three Sisters In Black**  
**So You Want to Talk About Race**  
**Soaring to Glory: A Tuskegee Airman's Firsthand Account of World War II**  
**Unf\*ck Your Brain: Using Science to Get over Anxiety, Depression, Anger, Freak-Outs, and Triggers**  
**White Kids: Growing Up with Privilege in a Racially Divided America**  
**A Whole New World**

## New OverDrive Portuguese Collection

By Chelsea Hester

For those of you not familiar with it, the Cost Per Circulation lending model gives us the option of making titles available without having to purchase them first. We do this by setting a budget ahead of time and we are charged every time a patron checks out the title. While it is not cost effective for popular titles we thought it might be a good idea to make all of the materials in a

certain language available to gauge the interest as well as offer the niche titles with a low initial investment. The SAILS OverDrive Portuguese Collection was born! OverDrive has promotional materials in many languages, however Portuguese is not one of them. We are creating promotional materials for our collection and in doing so we reached out to Olivia Melo and Daniela Ferreira at the New Bedford Free Public Library and Casa da Saudade Library Branch respectively to assist with the translation of the language into Portuguese. These materials will be available to you for use at your library soon! If you have any questions about the collection or you want to know more about the Cost Per Circ lending model feel free to email Chelsea at [chester@sailsinc.org](mailto:chester@sailsinc.org).

## Overdrive Security Update

By Kathy Lussier

Overdrive is preparing to end support for older devices that do not use modern security protocols. This change is most likely to affect Android devices that cannot upgrade to at least Android version 5, including early Kindle Fires, early Samsung Galaxy tablets, and Kobo Arc devices (all of which were released in 2014 or earlier).

After **October 30**, the OverDrive app and OverDrive websites will no longer work on these devices. Based on Overdrive analytics, usage of these devices has been declining and currently accounts for approximately 0.5-1% of users across all OverDrive libraries. Most of these devices are also no longer supported by their manufacturers, cannot access other modern apps and websites, and currently offer a substandard experience with many apps and websites, including your OverDrive service.

To keep using the OverDrive app and OverDrive websites, affected patrons will need to either update their device's operating system (if possible) or switch to a device that supports TLS 1.2. Users can also choose to only update their device's browser to a version that supports TLS 1.2, which will allow them to use OverDrive websites in their browser (though they won't be able to use the OverDrive app). Users of early Kindle Fires and other ereaders that don't support TLS 1.2 will still be able to read library ebooks that are delivered or transferred to their Kindle Fire or ereader from a supported device.

Current Libby users on Android devices should not be affected, as Libby's minimum system requirements were already raised to Android 5 in June 2020.

Beginning September 1, 2020, the OverDrive app and OverDrive websites will display a message on devices currently using TLS 1.0 and 1.1 to alert affected users of the upcoming change. This message will link to a help article that explains the change and provides information about the system updates that will be needed to access the OverDrive digital library after October 30.

## Upcoming User Services Training

By Laurie Lessner

### Searching for Library Staff

Do you ever get behind the circ desk and a line of patrons come up, asking for you to place holds for them? Want to lessen the stress? Sign up for this webinar and learn how to place holds more efficiently, find out past bills on an item, if/why a hold was removed, and other search tips to make your job easier. We'll also find out if using Enterprise is a better search option and if so, in what cases? Come with examples!

Register at:

TUE SEP 22, 10 - 11:30 am

[Register Now](#)

TUE SEP 22, 1 - 2:30 pm

[Register Now](#)

WED SEP 23, 1 - 2:30 pm

[Register Now](#)

WED SEP 30, 1 - 2:30 pm

[Register Now](#)

FRI OCT 2, 10 - 11:30 am

[Register Now](#)

### Simple Weeding Reports Demo -

If you are interested in running your own weeding reports, or want to find out if you'd be interested, or have already been trained and want a refresher, come join this demo of weeding reports in BC Analytics.

We'll have plenty of time for Q&A!

MON SEP 28, 3 - 3:30pm

[Register Now](#)

TUE SEP 29, 11 - 11:30am

[Register Now](#)

TUE SEP 29, 2 – 2:30pm

[Register Now](#)

FRI OCT 2, 1 – 1:30pm

[Register Now](#)

TUE OCT 6, 11 – 11:30am

[Register Now](#)**ComCat Training -**

Learn the basics of processing items in the Commonwealth Catalog;

- Lending items to other networks
- Borrowing items for your patrons
- Understanding the different statuses
- Get tips to help your patrons

TUE OCT 6, 1 – 2:30pm

[Register Now](#)

THUR OCT 8, 11 – 11:30am

[Register Now](#)**New Advisory Committees Formed**

By Kathy Lussier

SAILS Membership voted to form an Electronic Resources Advisory Committee and a Digital History Advisory Committee at its August meeting.

The Electronic Advisory Committee will help the network fulfill objectives in its FY21-26 strategic plan to explore additional electronic resources to make available to members either as an optional or core service. The committee will provide feedback on possible resources that could be made available at a discount as a group purchase or could be purchased for the

entire network. The committee will meet via conference call/Zoom a maximum of two times per year with discussions supplemented by email communication. Anyone interested in serving on this committee should contact Kathy Lussier at [klussier@sailsinc.org](mailto:klussier@sailsinc.org). Staff should be sure to get the permission of their directors before volunteering for the committee.

The Digital History Advisory Committee will also help fulfill an objective from the SAILS strategic plan to evaluate the SAILS Digital History Collection and explore possible improvements to the project. Initial questions that this committee will explore include establishing a policy for the site and determining if the network should continue to host its own collection through Omeka or explore other options. This committee will also meet primarily via conference call/Zoom. After its initial work, it will also meet a maximum of two times per year with discussions supplemented by email communication. Anyone interested in serving on this committee should contact Chelsea Hester at [chester@sailsinc.org](mailto:chester@sailsinc.org). Staff should be sure to get the permission of their directors before volunteering for the committee.

## **Presentation on e-rate, CIPA, and filtering**

By Kathy Lussier

Paul Kissman, Library Information Systems Specialist at the MBLC, gave a presentation after the August Membership meeting regarding funding available through the e-rate program, what libraries must do to comply with the Children's Internet Protection Act (CIPA) in order to secure that funding, and the current state of software filters.

In order to be eligible for e-rate funding, libraries must filter all public and staff computers. However, Kissman noted that filtering has come a long way since CIPA was first enacted. There are also many grant-funded technology projects that other states do, but are not viable in Massachusetts due to the fact that most libraries do not comply with CIPA.

The full video of the presentation is available at <http://bit.ly/sails-erate-talk>. The PowerPoint can be found at <http://bit.ly/sails-erate-ppt>.

## **Highlights from the August Membership Meeting**

- Membership voted to allow blocked patrons to place, remove, and suspend holds; pay bills; and renew materials through Enterprise and the mobile app for as long as libraries are placing checked-in materials into quarantine.
- Membership voted to approve the use of some Overdrive funds for digital resources that circulate under the cost per circ model. These funds will be used to 1) support a collection of Portuguese materials and 2) to purchase circs for some low circulating, expired titles that have 1 to 3 holds.
- The Overdrive Committee also reported that SAILS will explore automatically weeding titles that have expired and have no holds. Once titles are weeded, they will no longer

show up in Overdrive search results. This change will prevent an issue where patrons place holds on low-circulating titles that are no longer available, requiring the network to either purchase the title or cancel the user's hold.

- Laurie Lessner demonstrated two new features in Enterprise. One feature displays additional content in tabs at the top of the record. The other will group multiple formats of a title into one search results. Laurie reported that SAILS is continuing to work with SirsiDynix to improve these features. Feedback to the features was generally positive.
- Kathy Lussier delivered several COVID-19 updates
  - Based on feedback on a recent survey of directors, the network will maintain the two-month privilege expiration period for online registrations and will not check for blocks when patrons are accessing Overdrive. The network will revisit this decision when more libraries are open to in-person service.
  - The Assumed Lost process was suspended for all libraries. Libraries that want to resume this process should contact SAILS at support@sailsinc.org.
  - Membership agreed to extend the privilege expiration date for most libraries, unless otherwise requested by the director, to the end of September. Privilege expiration notices must be requested by the library. SAILS will reach out to libraries later in the month to see if any need to extend the date further.
- Membership voted to approve the following Statement Reaffirming the SAILS Privacy Policy:

SAILS, Inc. reaffirms our current patron privacy policy, which prohibits the use of the Network ILS system for contact tracing purposes.

SAILS adheres to Massachusetts General Laws Chapter 78, Section 7 which states that library records shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.

## Network Stats August

### **6Circulation (no Overdrive):**

Total Items Circulated: 154,314

Items Loaned between SAILS Libraries: 59,641

### **OverDrive Circulation to SAILS patrons:**

Ebook: 40,849

Audio Book: 17,555

Video: 83

Magazines: 954

### **Database Size:**

Titles: 1,123,117

Items: 3,546,589  
Total Patrons: 416,772



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