

SAILS Network News

October, 2020



Submit Your Proposals for the SAILS Library Showcase!

SAILS is now accepting proposals for the 6th annual SAILS Library Showcase. The Showcase will be held from 1:30 to 3:30 p.m. Wednesday, November 18 via Zoom.

Have you found a unique way to reach patrons while they are at home? Is there something interesting you've been doing with curbside pickup service? Is there any technology that has helped you provide in-person service under new COVID restrictions? This year's Showcase will focus on innovative programs and services that have been developed in response to COVID.

SAILS is looking for speakers who are willing to share their ideas with other SAILS members. All presentations should be ten minutes long. The intent is to provide models for programs that can be duplicated at other libraries.

SAILS will also hold a random drawing to give away a Roku stick to one of the presenters' library.

Proposals should be submitted to



<https://forms.gle/quHfkwkJXpRRcsLX9> by Friday, October 9. Please contact Kathy at klussier@sailsinc.org if you have any questions.

Overdrive/Libby Portuguese Collections

By Chelsea Hester

The OverDrive/Libby Portuguese eBook and Audiobook Collections are now live!

You can view them here: <https://sails.overdrive.com/> or here <https://libbyapp.com/library/sails>.

As promised, we also have marketing materials for you to use to promote them to your patrons. We decided to create a "Social Media Graphic" and Bookmarks in Library Aware for you to use. We chose Library Aware for the flexibility of multiple users being able to access the content and make it their own. On the social media graphic, we didn't leave room for branding because it is likely that you will be posting it directly from your own social media platform.

However it is possible to add that if you wish. On the bookmarks, however, there is specifically a place on them to add your library's information.

The process for doing this is a bit complicated if you are not familiar with Library Aware. After you log in with your normal Library Aware account, it breaks down to this pathway Folders > All Items > Create Item > Portuguese Libby Bookmarks (for example). What we have created is a template for you to use to create your own version of each.

This is understandably confusing but please do not hesitate to reach out to Chelsea at chester@sailsinc.org with any questions. We hope you and your patrons enjoy these new collections!

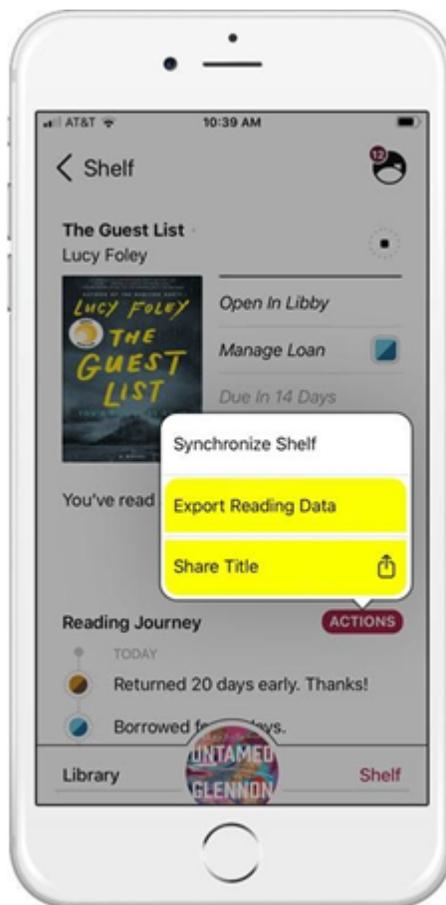
New from Overdrive

Thousands of readers are discovering and enjoying your library's digital collection in Libby every day, and we are always working on more ways to increase reader engagement. With that in mind, we're pleased to share the following highly requested features are now available in Libby:

Sharing titles: Users can now share titles on social media or directly with friends, using the **Share** button found on a title's Reading Journey and details screen. A shared title page shows the book's summary, basic details, and nearby libraries that offer the title through Libby. This new option encourages users to socialize their favorite reads with family, friends, and followers while spreading awareness of your library's digital collection.

Exporting reading data: Users can also export their reading data, including:

- Titles in a specific tag
- Their activity timeline
- A title's Reading Journey, which includes bookmarks, notes, and highlights



Users can select how to export their data and use it how they'd like, whether that's posting a favorite tag to Twitter, graphing their 2020 reading stats, or revisiting notes & highlights for a book club.

Note: Users have the option to disable activity recording from their activity timeline.

Visit Libby Help for more information about these new features as well as other FAQs. We look forward to sharing additional updates to Libby soon!

Assumed Lost Reports

By Laurie Lessner

There are very few libraries currently sending out assumed lost notices. We also have a varying degree of how long overdue an item needs to be, to get set to assumed lost. Please take a look at the spreadsheet at: [Library COVID Due Dates](#) to see your library's schedule.

What is happening if I'm not sending these out yet? Long overdue items will remain active checkouts on the patron record. No bills will be created. The item location will remain "CHECKEDOUT". Because no new assumed lost bills have been created, patrons will not

receive notification for these long overdue items. The assumed lost report sets things to assumed lost and bills the user. Some libraries have SAILS print paper copies of the bills for you to send out, or your library prints their own to send out. Although patrons with email in their accounts will get a notice, we don't recommend relying on email for a transaction involving money.

Many libraries also email out separate bill notices. These look for bills with the reason of LOST. Bills with the reason of LOST are created from the assumed lost process and also from a patron saying they've lost an item and library staff marking the item to LOST in workflows, using the "mark item lost" wizard. This will generate a bill for the patron, with the option to pay the bill at the time it's created or not. If the bill isn't paid at that time, the BILL notice will email patrons with an email in their record.

If you want to start sending your assumed lost notices, please email support@sailsinc.org and we will start it for you. These run on Tuesdays. If there are any questions, don't hesitate to contact us!

Reading History Reminders

By Kathy Lussier

SAILS has started sending reminders to patrons that they have opted into keeping a reading history in their accounts.

The SAILS Board voted last month to update its privacy policy to say that these reminders would be sent regularly instead of annually, as had previously been indicated by the policy.

The reminder is incorporated in the three-year privilege expiration notice. The end of this notice now reads:

We also want to let you know that you have checkout history on your account. You may turn off this service at any time by logging into your account.

Go to : https://www.sailsinc.org/f_EntLogin.html

Select your library then enter your barcode and pin.

Under your account, you will see the "personal preferences" screen.

Near the bottom, open "Preference" to uncheck "Record my checkout history" and "Show my checkout history".

To permanently delete your checkout history, please reply to this email and request its removal.

Library staff will not access or release your checkout history unless required by law to do so. Understand that anyone with access to your library card number and password can view your checkout history or any other information attached to your account.

Patrons who receive voice notification get a separate email notification reminding them that they have opted into maintaining a reading history.

If patrons asks to delete their checkout history, please contact the SAILS office at support@sailsinc.org to request that the history be deleted.

ComCat Training

By Laurie Lessner

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

THUR OCT 8, 11 – 11:30am

[Register Now](#)

Upcoming Circulation Roundtables

Sign up for the upcoming SAILS circulation roundtables to get an opportunity to talk and share ideas with circ staff at other SAILS libraries.

Staff are invited to bring questions and discussion topics to the fall circulation roundtables. We can discuss report schedules, holds management, checkout procedures, and anything else you'd like to share.

The roundtables will be held at 10 a.m. Thursday, October 22

[Register Now](#)

and 1 p.m. Tuesday, October 27.

[Register Now](#)

Highlights of the September Board Meeting

By Kathy Lussier

- The Board reviewed the Budget Committee's recommended FY22 budget. Under this budget, the network would see no increase in overall assessments. The committee also recommends capping assessment increases for individual libraries at 2 percent. Membership will vote on the proposed budget at the October 21 Membership meeting.
- The Board voted to approve updates to the SAILS Privacy Policy <https://www.sailsinc.org/wp-content/uploads/Privacy.pdf>. The Board also reviewed new procedures to remind patrons that they have opted into maintaining a reading history.
- The Board discussed Paul Kissman's presentation from the August Membership meeting regarding e-rate funding opportunities and complying with the Children's Internet Protection Act (CIPA) by filtering PCs. The Board indicated that they were interested in getting more information on the current state of filtering. SAILS staff will plan a program for interested libraries that will provide more in depth information on filtering options.
- The Board discussed the possibility of reducing the size of the SAILS office space to help save funds spent on the lease. If the office size were reduced, the conference room would no longer be available for meetings and training. However, when in-person meetings are feasible again, SAILS could hold meetings at member libraries. SAILS has time before it needs to make a decision.
- The Board discussed the SAILS hold fulfillment policy and agreed that there should be more clarification on collections that can be exempt from the policy. There was also consensus that the Board does not need to approve each exemption of the policy as long as those exemptions adhere to the exceptions listed in the policy. A draft revision will be presented to membership at its October meeting.



MLA will host our first VIRTUAL conference May 17-19, 2021. The theme? **Let's Get Digital!** We are in a whole new world now and we're interested in how you're adjusting, how you've handled the changes, and how you're keeping your chin up, etc.

Do you have a program idea that could be fun or beneficial to your peers during these trying times? If so, the Conference Committee wants to hear from you!

Have an interest but don't feel like presenting? That's OK. You could assemble a panel to discuss it!

Submit your program proposal by November 2, 2020. You will be contacted in late November after the Conference Committee has reviewed the proposals.

Please note: We've chosen to move some of our previously accepted programming from our cancelled 2020 conference to our 2021 virtual conference. Therefore, we will not be able to accept as many new programs as usual for 2021.

Network Stats September

Circulation (no Overdrive):

Total Items Circulated: 175,741

Items Loaned between SAILS Libraries: 63,611

OverDrive Circulation to SAILS patrons:

Ebook: 36,839

Audio Book: 16,304

Video: 89

Magazines: 998

Database Size:

Titles: 1,122,490

Items: 3,539,228

Total Patrons: 412,842



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