

# SAILS Network News

November, 2020



## Library Showcase November 18

By: Kathy Lussier

The sixth annual SAILS Library Showcase is scheduled from 1:30 p.m. to 3 p.m. Wednesday, November 18.

This year's Showcase will be the network's first-ever virtual Showcase held via Zoom. The following programs will be featured in this year's Showcase:

- Custom book bags via online forms
- What is a public library to do in a global pandemic?
- A discourse on Discord: using Discord for formal & informal teen programs
- Library on the lawn
- SAILS Mobile App - helping you go the distance
- Automated Carts in Overdrive

We will also have informational handouts on making the Read It and Eat It program, featured at last year's Showcase, a virtual program

Full program descriptions are available at <http://bit.ly/fy21sailsshowcase>.

Please register for the Showcase at <https://www.eventkeeper.com/code/ekform.cfm?curOrg=SAILS&curID=469322>. SAILS will also record the programs for those who are unable to attend.

## New Director at Millicent Library

By Kathy Lussier

SAILS is pleased to welcome Kyle DeCicco-Carey as the new director of the Millicent Library in Fairhaven.

Kyle started at the Millicent Library on October 19. Kyle comes from Harvard University where he worked in various positions in public services in the university's libraries and archives. He also has previous experience at the Mattapoisett Free Public Library. In addition, he is currently the president of the Board of Directors at the Mattapoisett Museum. He has a BA in history from UMass Dartmouth, an MLIS from Simmons University as well as certification from the Academy of Certified Archivists. He is also certified as a Digital Archives Specialist from the

Society of American Archivists. He is currently pursuing certification in Nonprofit Management at the Harvard Extension School.

He lives in Mattapoisett with his wife, their daughter in her junior year of high school, and their son who is in first grade. They have three chickens, a Corgi named Finley, and a tuxedo cat named Freddie Purrr-cury (Kyle lost the family cat naming vote with his submission of Nathaniel Clawthorne for a boy or Edna St. Vincent Meow for a girl).



Please join us in welcoming Kyle to the network!

## COVID-19 Update: Scaling Back Services

By: Kathy Lussier

With a large majority of SAILS communities designated as high risk for COVID-19 transmission, we face the possibility of libraries scaling back services or even closing over the next couple of months.

### Returning to All Curbside Pickup

If your library needs to move from walk-in service to only offering curbside pickup, please keep the following in mind:

- Hold Pickup Notices
  - Review the language in your **email hold pickup** notices. SAILS can customize the email notices to provide instructions for curbside pickup. Your library can also include a link in the notices to a page with opening/closing information and pickup information. As the library's services change, you can then just update the information on the web page with no need to update your notice language.
  - For **text notices**, there is an option to use a notice that includes language advising patrons to contact the library for pickup procedures.
  - SAILS is unable to change the language in **voice notices**. Your library may want to consider suspending automated voice notices since they don't provide further explanation about curbside pickup.
  - SAILS can also configure your email notices to go to all patrons with an email address, not just those that have requested notices. This option is helpful if you choose to suspend text and/or automated voice notices.
- Libraries may also want to consider extending **privilege expiration** dates when in-person service ends or might consider renewing privilege over the phone.

### Closings

If your library needs to close due to a COVID-19 infection, please email [support@sailsinc.org](mailto:support@sailsinc.org) with the following information:

- The dates of the closure.

- The due date that should be used for materials originally due during the closure. For extended closures, libraries may want to consider giving patrons a few days after reopening to return materials.
- The new hold pickup date that should be used for materials sitting on the holds shelf. For extended closures, libraries may want to consider giving patrons a few days after reopening to pick up their materials.

SAILS staff will extend due dates and hold pickup dates for closing libraries, will update the library calendar in Workflows, will send out an email to the rest of the network, and will also ensure that the [SAILS Library Phased Reopening spreadsheet](#) has been updated.

### Shutdowns

Libraries also have the option to work with a neighboring library for holds pickup while the building is closed. Please contact [support@sailsinc.org](mailto:support@sailsinc.org) for more information on making this change.

Although we are hopeful we will not see a widespread shutdown of libraries like we had in the spring, if SAILS staff start to see a rapid shutdown of a large number of SAILS libraries, we may decide to use a common due date for all libraries. The network may also choose to implement network-wide suspensions of notices.

No matter what your service change is, please review your [Notice Schedule](#) to determine if your library needs to suspend certain notices or change when they are sent out. Please ensure all information for your library on the [SAILS Library Phased Reopening spreadsheet](#) is up to date. All library directors have permission to make changes to this spreadsheet.

We hope everyone stays safe and healthy in the coming months.

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## Bristol Community College Status

By Kathy Lussier

SAILS has been working on a plan with former member Bristol Community College to clear outstanding BCC transits from the system.

BCC is scheduled to resume weekly delivery services this week to help clear out transited materials from the sort facility. Libraries should expect to see a return of their own materials over the next few weeks. After BCC has been on delivery for about a month, SAILS will send a report to BCC of SAILS-owned items that are still in transit. BCC will check their libraries for these items, put found items in delivery, and let us know which materials were not found. SAILS will then contact the owning libraries with information about items that can be checked out to their Missing in Transit patron.

Please do not check out BCC items to your Missing in Transit patrons at this time. If those items no longer show as in transit, we will not be able to include them in the report sent to BCC.

Please understand that, because BCC will not be checking in items with Workflows, any BCC items showing as in transit will remain in that status until we remove those items from the system. SAILS had originally planned on removing all BCC items and patrons in October, but COVID-19 and BCC library's long-term closing has delayed this plan. We will remove those items and patrons from the database towards the end of the calendar year. No BCC items appear in Enterprise, and BCC patron accounts are expired so that they cannot log into the system.

Please contact SAILS at [support@sailsinc.org](mailto:support@sailsinc.org) if you have any questions.

## **Promoting the - "For Readers" Page on the SAILS Catalog**

By Melissa Campbell

The Plainville Public Library created a new template in LibraryAware to promote the –For Readers page in the SAILS catalog. It's one of those things that is a great service that maybe not too many people know is there. I realized it when I had a mom email me to get a list of the Caldecott award books. That's when I realized she had no idea a full list, with covers and descriptions for her child to pick from was linked to from the SAILS Catalog – she just didn't know where to look for it. The best part is that the list is well done and professional looking and links right back to the SAILS Catalog for our customers to place holds. These award lists are just one of the features available. Searching by Accelerated Reader Level will come in handy as more parents search for books that are appropriate for their child's reading level. And the Fiction Finders for adults and kids are a great way to browse genres and find new favorite books.

The template can be found by just searching for SAILS from the home page of LibraryAware. You then edit it by clicking on "create", enter your details and save to your LibraryAware folder. Then just use it as you normally would for any other item. Save the picture and use it for your announcement TVs and websites, post it on Facebook, include it in your newsletters. We are hoping to create more templates that relate specifically to SAILS services to make it easy to promote your library and all that is available through SAILS to all of our customers.

## **Self-check through the Mobile App**

By Laurie Lessner

When patrons from other libraries use the self-check in a library that is not their own, the self-check transaction will first look at the library card they are logged into on the app. If it's an Attleboro patron and they're physically in Plainville, the app will need to see that Plainville is allowing Attleboro patrons to use self-check. To do so, we will be adding reciprocity permissions to each self-check participating location. We will also be enforcing location validation, based on GPS coordinates. If patrons are getting errors saying they're not in a location that allows the self-check service, please email [support@sailsinc.org](mailto:support@sailsinc.org) so we can add

additional GPS coordinates to your record. It's possible the radius isn't large enough or off a bit.

Statistics will be updated to show checkouts done through the sip2 connection, which includes those from the mobile app. If you have a non-rfid self-check at your library, at the moment, these numbers will be combined and you'll need to subtract the number from the stats you get from the non-mobile self-check logs.

## Symphony Web

By: Laurie Lessner

Your library may want to consider moving to Symphony Web if you need to access Workflows with a VPN client. Symphony Web looks and feels like Workflows, but runs in a web browser. When using Symphony Web, you will not need to worry about using a VPN or software upgrades. For your library to use Symphony Web, you will need to give up your generic Symphony login and use an individual login for each staff member. This is to ensure the security of the database. If a staff member leaves, we can then revoke the access privileges.

If your library is interested, please have your director and/or circulation supervisor email [support@sailsinc.org](mailto:support@sailsinc.org) with the names and email addresses for all the staff members who will need access to Symphony Web and then we'll email the logins directly to the staff member. Let us know if you have any questions!

## Highlights from the October SAILS Membership Meeting

By Kathy Lussier

- SAILS Membership voted to approve the FY22 SAILS Budget. There is no increase to overall assessments collected in the budget, but there will be changes in an individual library's assessment according to the formula. No SAILS library will see an assessment increase of more than 2% over their FY21 assessment. Per-PC fees for PC Support have stayed the same, and there has been a 5% increase in the Overdrive assessment.
- Membership also voted to approve the FY22 SAILS Action Plan. The plan includes the following actions:
  - **Continue to gather information for libraries / work with MBLC on CIPA compliance so that libraries are aware of options available for e-rate discount.** This action is new and comes from the presentation Paul Kissman gave at the August Membership meeting. At the September Board meeting, the Board said

they would like to get more information about filtering options so that libraries can make informed decisions about CIPA compliance.

- **Explore/evaluate options for improving patron self-registration.** SAILS has begun analyzing the self-registration process as a result of the experiences we've had with the larger-than-usual online card registrations that have occurred since March. This action could be as simple as providing multiple forms so that patrons can get their library's correct prefix for online registrations, which would help new patrons access online services. However, we could also explore more sophisticated solutions where we work with a system that immediately verifies their address.
  - **Explore and implement customization options to further improve the SAILS mobile app.** This action was specifically called out in the SAILS five-year strategic plan and is something that SAILS staff has wanted to do for some time. The mobile app was launched with minimal customizations, but there is a lot that we can do to make it better for libraries. We plan to spend some time in the next fiscal year to be able to focus on the app.
  - **Implement improvements to Digital History Site as recommended by Digital Services Advisory Committee.** The committee will begin working this year to come up with some recommendations for the site. The FY22 budget also allocates \$5,000 for this project.
  - **Review and update documentation, best practices, and tips to make it accessible for staff at all levels.** This need came out during the strategic planning process for the FY21-25 strategic plan.
  - **Evaluate SAILS office space to determine if the space still meets the needs of the current SAILS staff.** SAILS will be nearing the end of its lease and should reevaluate its space needs before deciding whether to extend the lease.
  - **Work with Taunton SCORE office to create a financial plan as part of the budgeting process.** The need for a financial plan was highlighted in the FY21-25 strategic plan. Taunton SCORE is a non-profit organization affiliated with the Small Business Administration that can provide some guidance on creating a financial plan. This action will support the strategic plan's goal to keep the network sustainable and affordable for member libraries.
- Membership approved a revision to the **SAILS Hold Fulfillment Policy**. The revision further clarifies the collections that are allowed to be exempt from filling network-wide holds, provided that they meet the SAILS holds fulfillment ratio. Libraries that do not want to allow holds on the collections outlined in this policy will no longer need to seek approval from the SAILS Board. However, Board approval will still be required for requests to restrict holds on collections not listed in the policy.
  - Membership discussed the possibility of reducing the SAILS office space to reduce costs. The reduction would eliminate the SAILS conference room, which is used for some SAILS training and meetings. Those trainings/meetings would be done online or, when COVID-19 restrictions are lifted, at member libraries. No decisions on reducing space have been made yet.
  - Membership discussed the possibility of moving to a quarterly schedule for e-Commerce payments. Attendees reached a consensus to continue with monthly payments, but payments will only be sent after reaching a \$10 threshold.
  - SAILS Executive Director Kathy Lussier reviewed plans for allowing libraries to upgrade bandwidth at an additional cost. More details about upgrading will be shared with the

network in November.

## Network Stats October

### Circulation (no Overdrive):

Total Items Circulated: 190,201

Items Loaned between SAILS Libraries: 64,955

### OverDrive Circulation to SAILS patrons:

Ebook: 35,213

Audio Book: 16,033

Video: 71

Magazines: 1110

### Database Size:

Titles: 1,122,490

Items: 3,539,228

Total Patrons: 412,842



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