

# SAILS Network News

January, 2021



## Happy New Year SAILS!

By Kathy Lussier

Most of us are welcoming 2021 with open arms as we say goodbye to a year that brought us a pandemic, a high level of social unrest, and a contentious presidential election.



However, in my years as a librarian, one thing I've always found is that times of trouble usually bring out the best in the library community. Librarians not only find new ways to support their communities, but are also looking for opportunities to help and learn from one another. Their creativity also flourishes as they continue to deliver vital services to their communities. This past year was no exception.

In looking back on 2020, I would like to highlight the positive moments that came with this year.

### Electronic resource usage

- Electronic resource usage skyrocketed for libraries. The SAILS Overdrive collection saw a 30% increase in checkouts during 2020. The collections that saw the biggest increases include:
  - Picture Book Nonfiction (393% increase)
  - Picture Book Fiction (292% increase)
  - Comic and Graphic Books (280% increase)
  - Geography (228% increase)
  - Games (214% increase)
  - Beginning Reader (180% increase)
  - Juvenile Nonfiction (172% increase)
  - Children's Video (Video) (149% increase)
  - Judaica (149% increase)
  - Current Events (125% increase)
  - Juvenile Fiction (124% increase)
- The increase in Overdrive circulation is seen across all formats:
  - Video (68% increase)
  - Ebooks (46% increase)
  - Magazines (25% increase)

- Audiobooks (18% increase)
- Despite the increased usage, SAILS saw an overall decrease in its average holds wait period during the peak of the pandemic. The average wait period was 54.49 days at the end of December 2019. By June, the average wait period had decreased to 34.61 days. This decrease is largely attributable to MBLC funding supporting the licensing of Overdrive materials that can be shared as part of the LEA (Library eBooks and Audiobooks) program. SAILS chose to target high-demand materials with those funds. The SAILS Executive Board also approved in April the reallocation of funds to the Overdrive program to support more simultaneous use collections during the spring shutdown.
- Outside of Overdrive, many SAILS libraries invested in other electronic resources, including Hoopla and Kanopy. SAILS worked with those libraries to reduce barriers to accessing those resources.

### **Collaboration Among Libraries**

- Until this year, nobody had experience running a library in the midst of a pandemic, and many SAILS members were looking for ways to support each other and share ideas. SAILS hosted 15 informal Zoom chats over the past year, providing directors with the opportunity to help each other through the pandemic. Topics ranged from safety supplies to quarantine practices to methods for supporting homebound patrons. One of these sessions featured guest speaker Gretchen Snoeyenbos Newman, an assistant professor of infectious disease, who offered practical information on COVID-19 safety practices. The chats helped keep SAILS members connected as a community even as they were unable to see each other at in-person meetings. The network also held two Zoom chats for school library teachers and a special chat for circulation staff to discuss curbside pickup procedures.
- SAILS held its first-ever online Library Showcase in November. This year's Showcase was an opportunity for libraries to share programs that had been successful during the pandemic. This event saw the highest number of registrations (64) for a Library Showcase since 2017. Due to the online format, SAILS was also able to easily record the programs, providing an opportunity for people to view presentations at a later date if they were unable to attend.
- Participation in SAILS Membership meetings has increased since the network started holding these meetings over Zoom. Prior to the pandemic, the network was struggling with meeting quorums at Membership meetings. Quorums have not been a problem since March. Although discussions can be more fruitful during in-person meetings, the accessibility of online meetings has certainly made it easier for more directors to attend. When we are able to gather for large meetings again, the network will need to find ways to balance that accessibility with the networking and in-depth discussions that can flourish at face-to-face meetings.

### **Projects**

- Many libraries had the opportunity to do much-needed weeding or inventory projects during the time their buildings were closed. The number of requested weeding reports (131) was about the same as the number of requests SAILS received in 2019. However, the network saw a 92% increase in the number of inventory reports requested (52).
- SAILS network staff was also able to perform database cleanup during the period that libraries were unable to add new items to the system. Older paperback records were upgraded to full MARC records, several popular children's book series records were

reviewed and merged to conform with the SAILS Fiction policy, and subfield z errors were cleaned up, making it easier for patrons to place a hold on a specific volume of a title.

## Online Learning

When libraries closed, staff at all levels had the opportunity to participate in more professional development delivered online.

- From March 19 through May 1, all SAILS staff was eligible to take classes offered through Niche Academy. Topics covered by the classes included reference services, cataloging, youth services, electronic resources, marketing, and administration. During that period, 77 staff members from SAILS libraries took some portion of 285 online classes, 259 of which were fully completed. The most popular classes were:
  - Being Customer Focused: New and Emerging Trends in Customer Service
  - OverDrive|Libby -- eBooks, Audiobooks, and More
  - Hoopla -- Audiobooks, eBooks, Music, and Video
  - NovelList Plus -- Book Recommendations
  - Creating Holistic User Experiences
- Over the spring, SirsiDynix also offered several real-time and self-paced classes for free over the spring. During that time, 76 SAILS staff members participated in these classes, mostly to review circulation, searching and Enterprise.

## New Features in Enterprise / Symphony

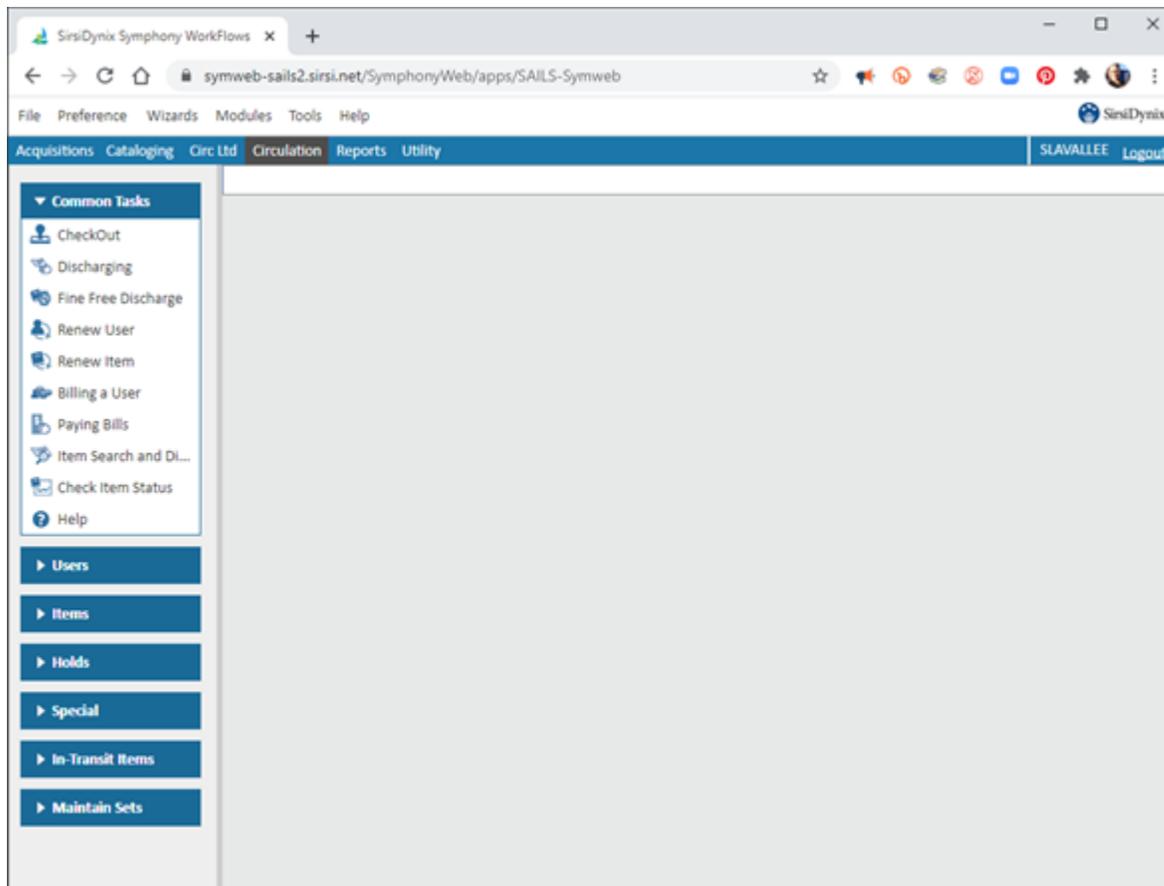
Despite the pandemic, SAILS was able to continue making new features available to libraries, including:

- **HTML Notices** - these notices are formatted more professionally than our previous notices and feature the library's logo. Each library is able to customize these email notices, a feature that was particularly useful as libraries re-opened with specific curbside pickup instructions and new hours.
- **Mobile app self-checkout** - Self-checkout is now available via the mobile app. This new feature, which was already under development prior to COVID-19, also allows for a contact-free method of checkout.
- **New tabs in Enterprise** - New tabs were added to records in Enterprise to spotlight summaries and the added content available from Novelist.
- **Symphony Web** - Library staff now have the option to access the system through a browser instead of using Workflows. This option is particularly useful for libraries that previously needed to use a VPN to connect to the system or places where staff were not allowed to perform Workflows updates.
- **Click and Collect** - SAILS now has a feature available that can support curbside pickup at libraries. Patrons can request pickup through the mobile app or through a browser.

As we begin the new year, we look forward to eventually returning to a network of libraries that will once again be able to provide full, in-person services to their communities. However, we also hope to learn from this past year and retain some of those more positive changes, such as the increased e-resource use and opportunities for online meeting participation, to improve the service we can provide libraries for many years to come.

## 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 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!

## Updating Cataloging Properties When Starting to Use Symphony Web

By Jennifer Michaud

Several libraries have already started using Symphony Web, especially as an alternative access to using Workflows from home. When you use Symphony Web for the first time, you'll need to check the Properties of your most commonly used Cataloging wizards, including the Call Number and Item Maintenance wizard and the Add Title wizard.

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 (under the Defaults tab).

For both the Call Number and Item Maintenance wizard and the Add Title wizard, there should be a check mark next to: Add item when adding a new call number (under the Behavior tab).

For the Call Number and Item Maintenance wizard, there should be a check mark next to: Prompt for library when adding a new call number (under the Behavior tab).

You may also want to consider this update:

Under the preference option listed on the top toolbar, Select Desktop, then Desktop Setup. Scroll down to put a check mark next to Tabbed Windows. This will allow you to open multiple windows in Workflows at the same time.

Once you have updated all of these settings, log out of Symphony Web. You'll get a message: "Properties have been changed. Would you like to save changes?" Click Yes. Then, log back into Symphony Web and those settings have all been updated.

Email [catsupport@sailsinc.org](mailto:catsupport@sailsinc.org) if you have any questions about setting up your cataloging properties in Symphony Web.

## Circulaton "Tip of the Month"

By Chelsea Fernandes

SAILS used to publish a Circulation Tip of the Month and we are bringing it back! This month our tip is about the **Special Due Date Helper**:

Use this procedure to enter the due date correctly when assigning a special due date.

During checkout, click the **Special Due Date** helper. Use the **Special Due Date** gadget to enter the new due date.

CheckOut : Enter Special Due Date

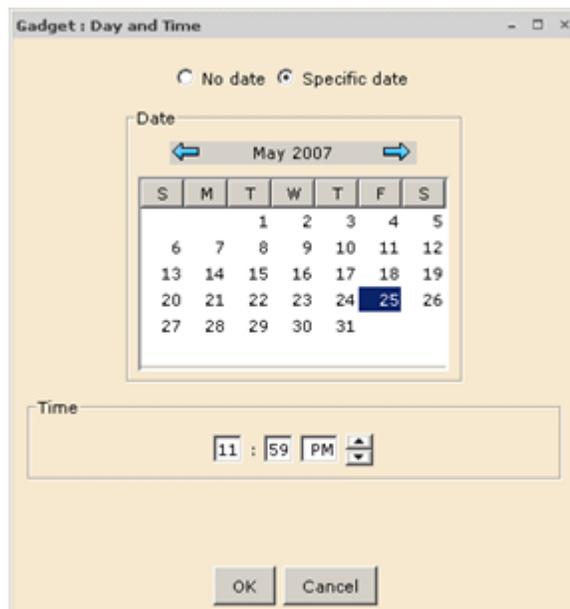
Special due date:  

From now on

Use special due date:  For this user only

For this checkout only

OK Cancel



The time defaults to 11:59 pm. and the default is "For this checkout only".

We thought this would be especially helpful right now with all of the uncertainty surrounding the open and closed status of libraries. If you have any questions regarding this tip or anything else, as always, please feel free to contact us at support@sailsinc.org.

## Save the Dates - Annual Technical Services and Circulation Meetings

**Technical Services Annual Meeting** 10 a.m. Tuesday, May 4, Zoom  
**Circulation Annual Meeting** 10 a.m. Wednesday, June 2, Zoom

## Governor Appoints Conrad to Library Commission

Debby Conrad has been appointed by Governor Charles Baker to serve on the nine-member Massachusetts Board of Library Commissioners (MBLC). The MBLC is responsible for library services across the Commonwealth including the Massachusetts Public Library Construction Program, federal Library Services and Technology Act grants, regional library services, and online statewide resources.

"It is a great honor to be appointed to serve on the Board of Library Commissioners," said Ms. Conrad. "I look forward to working with the other Commissioners and the Board staff to assist libraries throughout the Commonwealth seek innovative methods of serving their communities during this unprecedented time."

Innovation and resource sharing are at the heart Conrad's 40-year library career. As Executive Director of the SAILS library network which boasts membership from more than 70 publicly

funded school, academic and public libraries in 38 communities, she managed the technology that makes many day-to-day library transactions possible and cost-effective. She also developed a shared library management system serving all the residents of Southeastern Massachusetts, giving them access to millions of items outside their own local library. Earlier, as Executive Director of the SEAL network, she managed the smooth merger with the neighboring ABLE network to form SAILS.

Her skill as an educator is notable. She was Adjunct Professor of Library Automation at the University of Illinois. As Assistant Administrator for the Eastern Massachusetts Regional Library System (EMRLS), she conducted continuing education programs on the use of technology in the library. MBLC staff have been among her students. She also provided consulting services to member libraries and developed in-house computer systems while at EMRLS.

Her experienced leadership extends to school and academic libraries as well, having served as the first Systems Consultant for the Lincoln Trail Libraries System which served public, K-12, and academic libraries in central Illinois. Her first library position was serving on the team that launched a statewide cooperative computer system for academic libraries in Illinois—one of the first such cooperatives in the nation.

In 2014, her Massachusetts colleagues honored her by inducting her into the Massachusetts Library Association Hall of Fame where she was recognized for her many contributions including serving on committees that helped ensure 21st century library services in Massachusetts. She served as Secretary of the Massachusetts Library Association, co-chair of the Massachusetts Statewide Delivery committee, co-chair of the Massachusetts Library Association Long Range Planning Committee, Chair of the National Information Standards Organization Committee LL – Exchange of Circulation Systems Data, and served as the first Chairperson of the Illinois Automation Committee.

Ms. Conrad holds a Masters in Library and Information Science with an emphasis on Systems Planning and Implementation from the University of Illinois at Urbana – Champaign. She received her A.B. from Indiana University with a concentration in Russian Studies. Retired in 2018, Ms. Conrad is currently Membership Chair of the Friends of the Ventress Memorial Library in Marshfield and continues to be active in the Massachusetts Library Association.

## Highlights from the December SAILS Board Meeting

By Kathy Lussier



# Board Meeting

- The SAILS Board appointed Frank Ward (N. Attleboro) to fill an incomplete term on the Board to represent libraries serving a population of 25,000 and above. He was also appointed to serve as Board treasurer. Both positions were vacant due to the departure of former Attleboro Public Library director Christine Johnson.
- The Board approved a recommendation from the SAILS Personnel Committee to increase the FY21 SAILS staff salary raises from 2% to 3%. The increase is retroactive to July 1, 2020.
- The Board approved an update to the SAILS employee handbook to incorporate benefits available through the Massachusetts Paid Family and Medical Leave Act.

## Network Stats December

### Circulation (no Overdrive):

Total Items Circulated: 166,449

Items Loaned between SAILS Libraries: 60,522

### OverDrive Circulation to SAILS patrons:

Ebook: 35,500

Audio Book: 15,187

Video: 124

Magazines: 1,396

### Database Size:

Titles: 1,130,147

Items: 3,541,064

Total Patrons: 406,694



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