## World Languages Collection
By Chelsea Fernandes

We are excited to announce that we have made titles available to borrow on Libby and OverDrive platforms in seven languages in addition to English and Portuguese! You can find them all here: https://sails.overdrive.com/library/world-languages or here: https://libbyapp.com/library/sails/guide/world-languages.

We have made sure to modify our curated collections to reflect English titles so as not to overwhelm them with the new content. However, if your patrons are used to searching in Libby or OverDrive simply by browsing "ebook" or "audiobook" for example, and they do not want titles in languages other than English to show up in their results, they will need to modify their preferences. If they are using the Libby app this is a one time change that will prevent any content other than English from showing up for them. Here's how:

1. Search for anything in the search bar.
2. On the results page you will see a circle with a + next to "Preferences". Click on it.
3. The options for all of the different preferences will pop up.
4. Click on language.
5. Select English.
6. Make sure to click "Apply Preferences" or it won't save.
7. Search again and notice the number in a white circle next to the word "Preferences". That means you have successfully saved that preference (in addition to any other preferences you may have already saved).
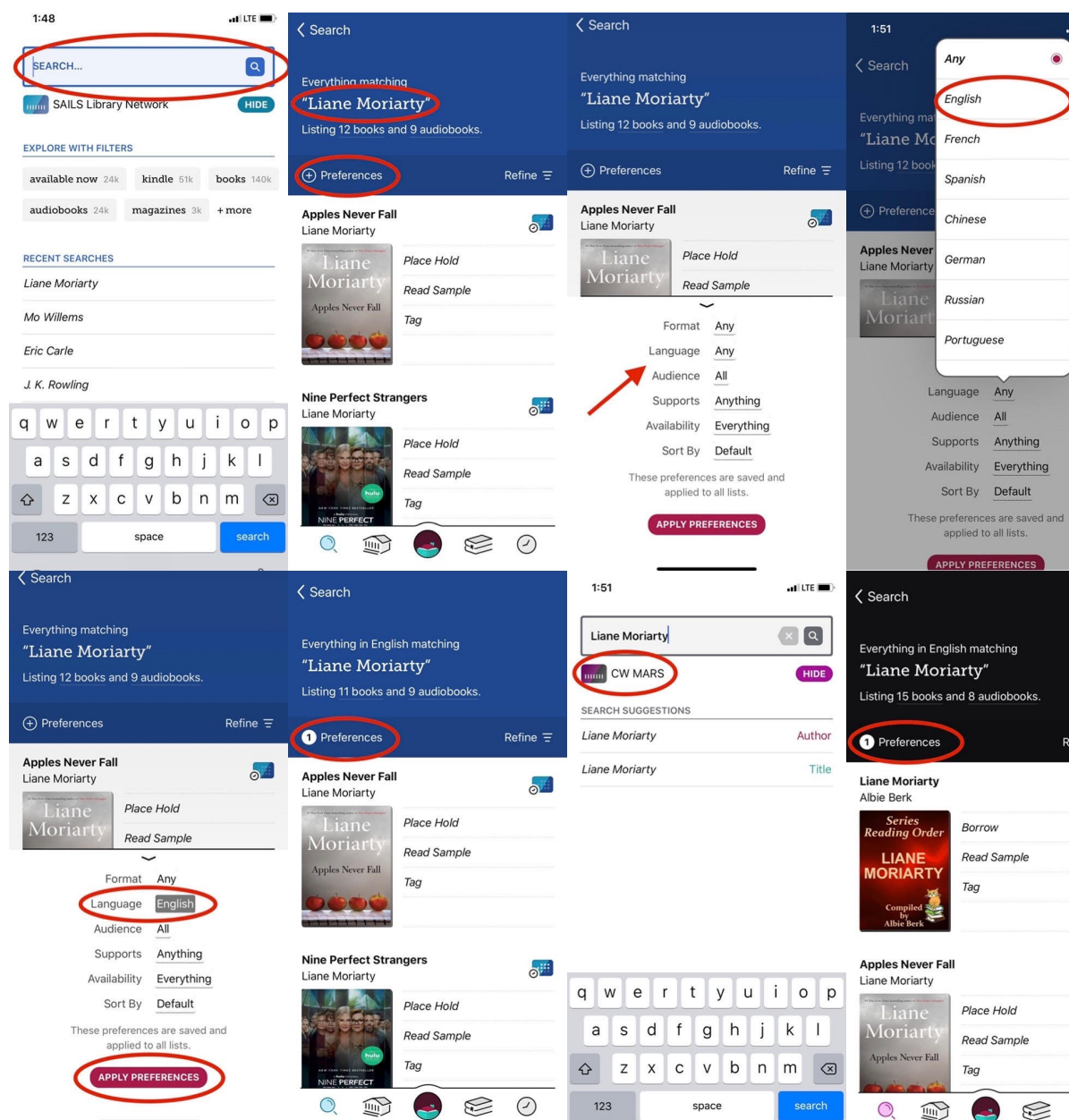
In the OverDrive app this is something they will have to do each time they search. Here's how:

1. Click on the search bar.
2. Underneath the search bar an "Advanced" option will appear. Click on it.
3. In the Advanced Search screen, scroll down to the language menu.
4. Under languages, select "English" and then "done".
5. This search will only return titles in English.
6. To confirm this or to view another way to filter searches you can see a drop down menu labeled "Filters". This will include the language filter and should show you anything you have set as a filter for your search.
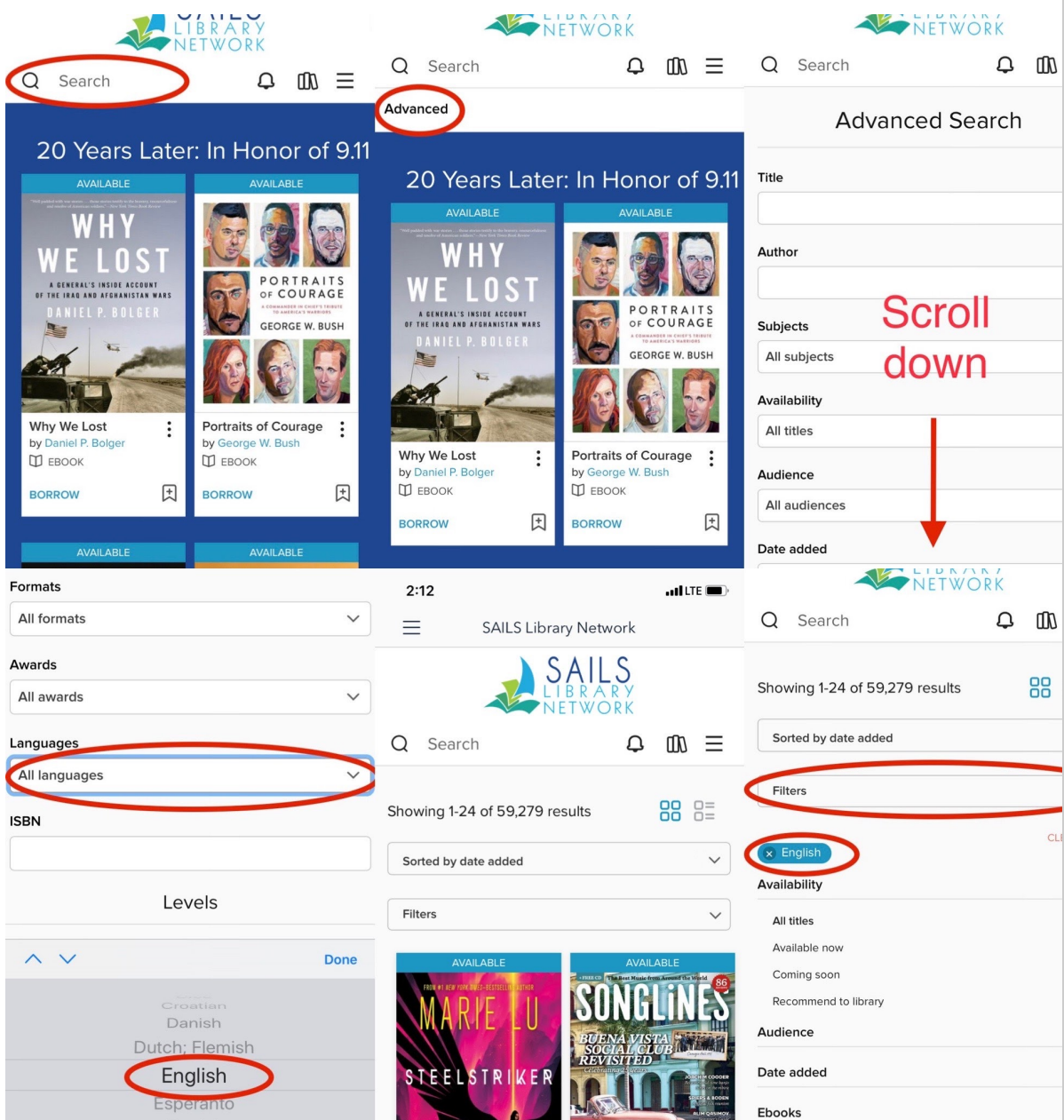
Feel free to email us at support@sailsinc.org if you have any questions.

Searchable SMS Numbers

SAILS requested two new reports from SirsiDynix: Copy SMS Phone Numbers to Address Entries and Search SMS Contact Information. The first report copies phone numbers from the SMS contact information into the PHONE address field, so that they can be searched using the User Search helper. This PHONE field will only display when editing a patron and is not editable. We will need to run this process monthly, to update the newly created and modified patrons.

The second report includes the ability to search for the presence or absence of an SMS phone number. We will run this for everyone to find out how many patrons have SMS information and also as a maintenance report to see how many patrons are selected to receive SMS notices, but may be missing the SMS information in their record. We will send more information on how to access this finished report

Can SAILS Come Visit You?

Since staff can't easily get to our offices, SAILS is more than happy to come to your library to train! There are many benefits of doing training at the library. The main one is that everybody at the library hears the same information. Procedures are often done because "we've always done it that way" and you may not know there are other ways of doing what is being tried. Maybe there's a more efficient way of doing it? Sometimes we hear of a frustration point at the circ desk, for example, and it turns out something isn't working properly because the properties at the workstation need to be changed. Being onsite often brings out these issues, since being at the place it happens triggers the memory of what's been going on. We can also

help you change your properties if we're there and can see examples of what's happening and better troubleshoot.

The circulation focus groups held last year also requested libraries being on the same page when it comes to processing intransits and other procedures that involve network-wide policies. We can go over these policies and procedures as well.

If having us come out and train your staff sounds good, we have a form online at: https://www.sailsinc.org/training-request-form/

We will need the approval of the director to train onsite but the form is open to anyone and can possibly get a conversation going if you're not quite ready to schedule the time. If you have any questions or concerns, please email support@sailsinc.org.

Overdrive Security Warning Will Show for Patrons Using Older Browser and Operating Systems

After September 30, 2021, the web certificate provider Let's Encrypt stopped supporting older operating systems and browsers. Let's Encrypt certificates are used to create secure connections on many websites and apps, including those from OverDrive.

This internet-wide security change will result in a security warning for less than 1% of OverDrive users, which they can resolve by updating their operating system or browser version.

What's the impact on users?

Users on iOS 9 are most likely to be affected by this change. We estimate that iOS 9 users account for less than 1% of total OverDrive users. The SAILS office has also heard of similar problems from patrons using the Windows 8 operating system.

After this change, users on unsupported operating systems and browsers may see a security warning or a "your connection is not private" message when using Libby, the OverDrive app, or your library's OverDrive website. However, this warning is not always displayed. Users may experience issues with signing in, borrowing, loading the app's content, etc.

If a user continues despite the security warning, their data could be compromised since we can't verify that users seeing this message are connecting with a legitimate server. Please note that OverDrive does not control the message displayed within the security warning, and messaging may vary based on the user's platform and browser.

What should impacted users do?

Users who encounter this warning should update their operating system or browser version (if an update is available).

All iOS devices that were released after 2012 can update to iOS 10 or newer, which will work after this change. Here are steps to help iOS users update their operating system version.

November Technical Services Roundtable

This year's Technical Services Fall Roundtable will be held on Zoom on Tuesday, November 9th from 10am to noon. Like the past few roundtables, this meeting will once again be an open discussion of all things related to cataloging and technical services. You'll have the chance to officially meet our new Cataloging Associate, Stephanie Clarke, and talk with Chelsea Fernandes, our Technical Services Librarian, to ask her any questions you may have about the Digital History Collection.

While SAILS Cataloging will be hosting this roundtable, we want the focus of this meeting to be on you, the technical services librarians. Many of you have expressed an interest in having the opportunity to talk among each other and ask each other questions. Maybe you are looking for some suggestions about how other people process the wide range of materials they catalog (books, CDs, kits, Binge Boxes, etc.). Or maybe you want to ask about how other people started and now maintain their Library of Things collections. And, if you have questions for SAILS Cataloging, you can ask us, too. We invite you to email these questions or topics of discussion before the roundtable to catsupport@sailsinc.org so that we can be sure everyone's questions or topics are covered during this roundtable.

Please register on the SAILS website if you plan to attend this roundtable. We'll provide you with the Zoom login information a few days before the roundtable.
Click here to register

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.

SAILS staff will provide updates on new features in Enterprise and Workflows, but the roundtables are also an opportunity for library staff to ask each other questions and to share what's working well in your library. If you would like to add a specific topic to the agenda, please feel free to let us know by sending an email to support@sailsinc.org.

- 10 - 11:30 a.m.. Wednesday, October 27 - Sign up here
- 2 - 3:30 p.m. Thursday, November 4 - Sign up here

Circulation Tip
By Chelsea Fernandes

Asterisks in Custom Policies

If you see ***** in a patron profile/category, this means the policy does not exist. It could be that the patron is from another library that uses a code you do not use. Do not change the ***** unless you are changing the patron's library to your library, then, in modify user, select from one of your library's profiles/categories.
list. These codes are your library's codes.
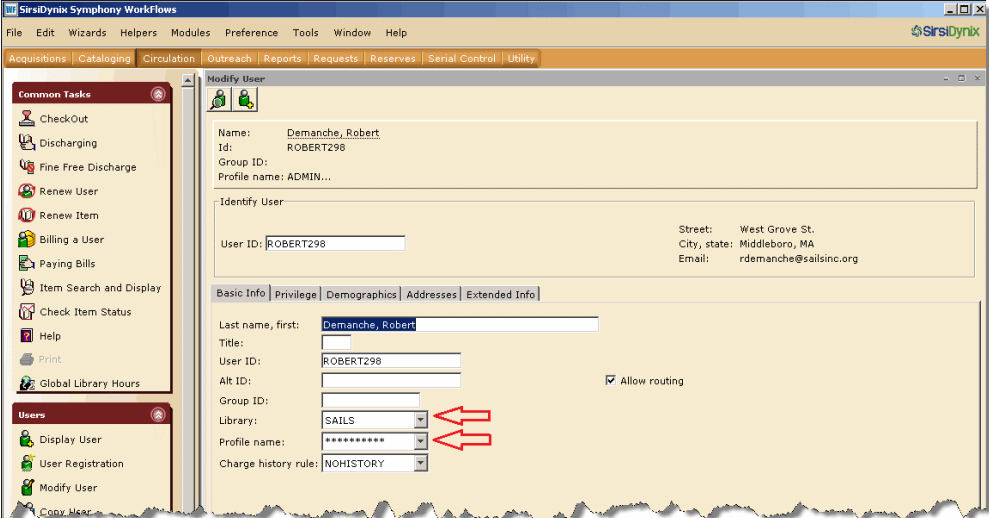
Highlights of the September Board Meeting

- The budget committee presented the first draft of the FY23 budget that will be presented to Membership at the October meeting.
- Executive Director Kathy Lussier reviewed the highlights of the proposed FY23 action plan, including the following:

  - Working with other Massachusetts networks to implement a library card online registration services that includes address verification.
  - Working with a consultant to redesign/reorganize the SAILS staff web site.
  - A project to streamline the process of for libraries to add their materials to the SAILS database.
  - The implementation of a network community read program
  - An evaluation of the SAILS staff retirement plan.

- The budget committee presented line item adjustments to the FY22 budget to support remote participation in SAILS in-person meetings and to purchase laptops for SAILS staff.
- The Board discussed the possibility of implementing multi-factor authentication to log into staff Google accounts. Discussion will continue to identify methods that will work best for staff before any decisions are made.
- The Board voted to approve a five-year renewal with SkyRiver as the SAILS bibliographic utility.

SEPTEMBER STATISTICS

Circulation (no Overdrive)
Total Items Circulated: 828,114
Items Loaned between SAILS
Libraries: 53,906

OverDrive Circulation to SAILS patrons
Ebook: 32,666
Audio Book: 18,482
Video: 47
Magazines: 2,404

Database Size
Titles: 1,076,539
Items: 3,220,154
Total Patrons: 371,183

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