



Network News

May 2022

Meet the New Director in Somerset

Congratulations to Diane White, who was appointed last month as new director of the Somerset Public Library.

Diane has worked in Somerset since 2019 as the Youth Services Librarian. Prior to her tenure in Somerset, she worked as an elementary school librarian in Scituate, RI and a middle school librarian at Kickemuit Middle School. She also worked part time at Community College of Rhode Island (CCRI) as a reference librarian. Diane earned her Master of Library Science from the University of Rhode Island.

In her off-work hours, Diane enjoys the outdoors, going camping, and spending time with family and friends.

Please join us in offering our congratulations to Diane!



Privacy Matters: Removing Notes from Patron Records

By Chelsea Fernandes

The notes field of the patron record is another place where patron information can be stored unnecessarily. The notes field is helpful for communicating with staff for the best patron experience. However, when updating patron records, take a moment to consider if the notes are still relevant. There is no need to keep notes about holds or ComCat issues long after they have been resolved. If you decide that the note is no longer relevant please delete it. Follow the instructions below to make sure that it has been removed properly:

Deleting a Field

If you attempt to delete the contents of a field, and not the entire field, the field won't really be deleted.

Follow these steps for either patron or cataloging records. Find the record that you want to modify. Click on the **Address** or **Extended Info** tab. Place your cursor in the field you want to delete and click on the **Delete Helper**. The field will disappear from the record. Press **Modify User** to make the change permanent. The next time you look at the record the field will be there but will be blank.

New Recommendations for Circulation Best Practices

At its April 2022 meeting, SAILS Membership voted to approve the following recommendations for best practices to protect patron privacy. Although libraries are not required to follow these best practices, we strongly recommend that libraries follow them to better protect the privacy of the people in your communities.

- When patrons request to unsubscribe from notices or decline to receive notices via email, SAILS recommends that you retain or add the patron email address to their record to facilitate automated PIN resets. Circulation staff can prevent most email notices by updating the User cat 3 to the preferred notification method. Use NOEMAIL if the patron does not want to receive any email notifications, even for those messages that cannot be sent via text or automated voice notices, such as canceled hold notices. Use NONE if the patron does not want to receive any notices at all.

- SAILS recommends that libraries remove the “Charge History” tab from the Display User wizard and the “Charge History” helpers from the Checkout and Remove User wizards. If patrons are tracking their checkout history and have questions about what they have previously checked out, staff can assist them with logging into Enterprise to view their checkout history from “My Account.” To view their history, patrons should be sure that “Record my checkout history” and “Show my checkout history” are selected in the Preferences section of the Personal Information tab of “My Account.”
- During the Privacy Audit Q&A in March, several people expressed concerns that this recommendation would make it difficult to assist patrons who ask library staff to select titles on their behalf. SAILS staff is working on some recommendations for assisting these patrons without viewing their charge history in Workflows. More details will be shared via email.
- For libraries with self-serve hold shelves, SAILS recommends that privacy features available in Workflows be used to better protect the privacy of patrons. With a thermal printer, Workflows can print to a hold wrapper with just the first few letters from the patron’s last name and the last few numbers from their barcodes. Libraries that need assistance setting up this feature should contact support@sailsinc.org.

Circulation Tip of the Month

By Chelsea Fernandes

NEW PROCEDURE

Deceased Patrons

Please note that the steps listed below are just best practices and should not be considered SAILS policy.

-A library should update the profile to WITHDRAWN of a deceased patron as soon as possible. The patron’s email address or SMS information must be taken out to avoid notices or announcements being sent to the patron. Update the User Category 3 to NONE. *Check to make sure newsletters are no longer being sent to the patron.

-If the patron has no outstanding checkouts but has fines or fees on the record, waive the fines and remove the patron record. If the fines are for a lost item from another library, notify the owning library so that it can decide whether or not to remove the bill. If the patron had checkouts and the items belong to your library, check them in and then set them to missing. They may be returned when the patron’s family goes through the person’s belongings.

-If the patron had checkouts and there are items belonging to another library, email the circulation contact of that library and ask that the items be checked in and set to missing.

Annual Circulation Meeting Scheduled for June 1



The SAILS Annual Circulation meeting is scheduled for 10 a.m. to 12 p.m. Wednesday, June 1.

The meeting will be held via Zoom.

The annual meeting is an opportunity for SAILS to share any news or developments that will directly impact circ staff. Participants also have an opportunity to ask questions of SAILS and to share questions and ideas with each other. For this year’s meeting, SAILS is planning to discuss upcoming changes that will be implemented as part of the SAILS privacy audit, the use of the preferred name field, and changes coming to online user registrations in the next fiscal year.

Please [register for the meeting](#) if you plan to attend.

Taking Advantage of Google Workspace

Several of us are using the different features available in our free, non-profit version of Google Workspace, but if you're like me, you don't know what you don't know. How do you learn? I think the easiest way is to watch someone show you where everything is and how to get there.

Last month SAILS held a few trainings for Google Workspace apps and features. The video, from the SAILS online workshop can be viewed online at: <https://www.sailsinc.org/wp-content/uploads/2022/04/IntroToGoogleWorkspace.mp4>.

You can also see tons of videos showing detailed information on how to use all aspects of the Google Apps suite - <https://portal.synergyse.com/a/#videos>

SAILS Annual Meeting and Showcase

The SAILS Annual Meeting will be held at 10 a.m. Wednesday June 15 at the Loon Pond Lodge, Ted Williams Camp.

The meeting will immediately be followed by the SAILS Showcase, featuring eight short presentations from your colleagues at SAILS libraries highlighting programs and services to engage patrons. The Showcase will be held from 12 to 2 p.m., and lunch will be provided between the two programs.

Both events will offer a remote options for those who cannot attend in person.

Register for both events through the [SAILS EventKeeper calendar](#).

Those who are attending both events can just register for the annual meeting and select the option that indicates you will be staying for the Showcase.

ATisket, aTasket

You know where I'm going with this....where's your BASKET?! The MLA conference is only three weeks away (I KNOW!!!!) on May 23-24 at the Hyannis Resort. PLEASE consider donating a basket to the raffle - it supports the MLA scholarship.

The theme for the conference this year is Turn the Tide, if that helps get the creative juices flowing! Baskets should be approximately \$50 in value. Please consider asking your Friends group to sponsor one! Not attending conference? Let me know - we can get it there!



Virginia K. Johnson
My pronouns are she/her/hers
Library Director
John Curtis Free Library
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Highlights from the April 2022 Membership Meeting

- The following nominations for the FY23 SAILS Board of Directors were approved.
 - Elisabeth O'Neill (Foxboro) - Norfolk county rep
 - Jennifer Jones (Mattapoisett) - rep for libraries serving a population under 10,000
 - Dina St. Pierre (Acushnet) - rep for libraries serving a population between 10,000-24,999
 - Patrick Marshall (Wareham) - rep for libraries serving a population between 10,000-24,999
 - Amy Rhilinger (Attleboro) - at-large rep
- Membership approved all phase 1 recommendations from the SAILS Privacy Audit Task Force.
- Membership approved proposed revisions to the FY23 budget and action plan. A new addition to the action plan is the implementation of a new feature facilitating patron requests for new materials.
- Membership approved participation in a statewide eCard registration platform. With the new service, patron addresses will soon be verified when they sign up for a library card online. The service will also provide an option for patrons to renew their library cards online. SAILS staff will work with the SAILS circulation policy committee to develop revised procedures around the new service.

UPCOMING EVENTS

Shopper Card Order Placed
Annual Technical Services Meeting
SAILS Board Meeting
Memorial Day - SAILS Closed
Annual Circulation Meeting

May 11th
May 11th 10 am - 12 noon
May 18th 10 am - 12 noon
May 30th
June 1st 10 am - 12 noon

April Statistics

Circulation (no Overdrive)
Total Items Circulated: 264,623
Items Loaned between SAILS Libraries:
57,937

OverDrive Circulation to SAILS patrons

Ebook: 32,590
Audio Book: 20,848
Video: 27
Magazines: 2,293

Database Size
Titles: 1,069,709
Items: 3,172,798
Total Patrons: 359,489



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