



**Volume 17, Issue 7**

**July 2017**

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### **Retirement**

Everyone in SAILS sends their best wishes to Laura Bennett as she is about to retire after many years as the director of the Blanding Library in Rehoboth.

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### **Welcome**

Welcome Daisy Delano - new Director of the Taunton Public Library.



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## **Thank You!**

A special shout out to the libraries that have donated additional funds towards the SAILS Consortium Collection. Their generous donations assist the network in filling holds more quickly and purchasing high demand titles. We welcome any donations toward the purchase of Overdrive titles – libraries may request the purchase of certain titles or formats or donations can be applied to a certain order. For more information contact Debby Conrad ([dconrad@sailsinc.org](mailto:dconrad@sailsinc.org))

June Donations: Plainville Public Library, Richards Memorial Library

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## **FY17 A Year In Review**

### **Services to Patrons**

**Sitecues** was added to the SAILS website and Enterprise to assist users with disabilities affecting their ability to use the system

**Novelist** content was added to Enterprise to enhance the patron experience

**Secure Sockets Layer (SSL)** added to SAILS websites to ensure all data passed between SAILS servers and the users browsers is encrypted and secure

**92.5%** of the 621 patrons who completed a Patron Experience Survey had a favorable opinion of their experience using Enterprise

**2572** titles representing **3160** copies were added to the Network Overdrive Consortium Collection

**Overdrive website** was upgraded to allow a better user experience and provide the network with tools to highlight special collections.

Raynham Remembers and the Attleboro High School Yearbook collections were added to the SAILS **Omeka** Digital site. The Plainville History and Taunton's A. L. Ward Photographic collections were updated..

**Google Analytics** was updated to allow libraries to view Enterprise stats

### **Services to Staff/Libraries**

**350 staff members** throughout SAILS attended at least one SAILS sponsored workshop

**108 staff members** attended at least one SAILS sponsored a meeting

**185 site visits** were made to individual libraries

**250 PC Support help desk tickets** were closed

**6800 help desk tickets** were closed by staff

Sponsored a **workshop** for directors conducted by 3<sup>rd</sup> Chapter about new methods of **customer outreach**

Sponsored the **2<sup>nd</sup> Annual Library Showcase** with presentations by 17 member libraries

Sponsored **Baker & Taylor Title Source 360** and **Ingram iPage** training for acquisitions

Updated the SAILS **Member website** to make it easier for libraries to find their own system configurations (circulation map, patron profile limits) and compiled statistics for previous fiscal years.

**1750 original cataloging records** were created

**266 supply order** requests were filled

### **Enhancements to Network Operations**

**5 schools** in the **Dighton Rehoboth School District** joined SAILS and were the first sites to use Blue Cloud Cataloging to update their cataloging records

**41 Comcast lines** were upgraded to 50 X 10 line speed thereby tripling the speed provided to each library.

The PubPac Advisory Committee began its review of **Mobile App** products that would be appropriate for SAILS. As part of the process SAILS held **4 focus groups** to invite patrons to talk about what they want in a mobile app.

### **SAILS at the State Level**

**4 legislative coffees** were held in December 2016 to speak about the importance of library funding.

**1 legislative breakfast** was held in January 2017 at the New Bedford Public Library attended by 11 state representatives

**697 patrons** offered comments about the importance of delivery services which were shared with state representatives

**30 library supporters** attended the MLA Annual State House Legislative Day using a bus chartered by SAILS.

**Member of the MBLC Strategic Planning Committee** (Debby Conrad)

**Member of the MBLC Directors Search Committee** (Debby Conrad representing Networks)

**Digital Commonwealth Board** (Kristin Slater, incoming president and conference co-chair)

**MLA Executive Board** (Laurie Lessner, Membership Committee Chair)

**MLA Conference Planning Committee** (Debby Conrad, Sponsorship Chair, and Laurie Lessner as Membership Committee Chair and liaison with conference app developer)

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## How Did We Do in FY17?

In June we asked the staff in SAILS libraries to fill out a short survey to help us measure how well we are responding to the needs of our members. We received 126 responses. Here is a summary of the results:

**Question: Overall how satisfied or dissatisfied are you with SAILS?**

**83%** of the respondents were very satisfied with SAILS

**17%** of the respondents were somewhat satisfied

**Question: Overall how would you rate the quality of support service you receive from SAILS?**

**95%** of the respondents were very positive

**5%** of the respondents were somewhat positive

**Question: How quickly did SAILS respond to your last request?**

Of those who have had to contact SAILS

**44%** reported a response within 10 minutes

**37%** reported a response within 30 minutes

**12%** reported a response within 1 hour

**8%** reported a response within 1 day

96.85% were satisfied with the response received

### Common Themes


Training (Workflows, Searching, ComCat), Policy Compliance, Improvements to Enterprise, Improvements to the Staff Site

The individual comments and suggestions are being reviewed by SAILS staff and we will be working on methods to respond to the suggestions.

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### Why you won't miss Blanket Holds

Since changing to the live/dynamic onshelf holds, people have been getting “records in use” when trying to place blanket holds. If you've been using the workaround of placing multiple title level holds for a patron, and using the override required for placing multiple holds on the same title, think of changing to this method instead. It takes a little less time than placing a blanket hold and it doesn't require an override.

In the place holds wizard properties, under the default tab, change your properties to use the copy level hold as your default. Go and place your first hold for your patron. After placed, you'll get the option to “place another hold for this user”. Select that and click the Item Search helper (  ). Select the current title, find an available copy, highlight it, click the “place hold on selected copy”. No overrides required. Remember to set the properties back to Title level hold when you are done.

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### Be(a)ware - Here Comes LibraryAware!

This summer SAILS will begin the changeover from Bookletters to LibraryAware. If you haven't had a chance to look at the overview video of LibraryAware, we encourage you to take a look now:

<http://tinyurl.com/ybqlgsn2>

Similar to Bookletters, there are many things you can do with LibraryAware to promote your collection and your events. NextReads newsletters are available for patrons to subscribe to, and we'll update the existing sign-up page in Enterprise, so no links have to change. You can send out your own newsletters and emailings through the LibraryAware service that have your own look and feel or base the email on one of the hundreds of pre-designed promotional materials. Widgets for your website can be created, which automatically update when new titles are added to your collection, and you can even print customized fliers, shelf-talkers, bookmarks, etc. from their pre-designed content. They have a whole set of marketing tools for you to use. Want some inspiration? Check out their [Pinterest page](#).

One big question you may have is how do you do all of this. Ebsco trainers will be conducting live webinars during the months of July and August for anyone who will be using the service. These will show all the features available through the service and at the end, you will be able to figure out how you'll be using this at your library.

Dates are: 10 AM and 3 PM on 7/26 and 10 AM and 3 PM on 8/2. [Register on the SAILS Calendar](#).

We're very excited about being able to have this service and hope you are as well!

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Libby is the new app from Overdrive. At the moment, it is being promoted to people who do not currently use the Overdrive app. But Overdrive is moving fast and the graphic above is featured on our Overdrive site and that may lead to questions from patrons we want you to be able to answer.

The United States currently has 160 million people who don't yet know about all the goodness libraries have to offer. To enlighten these potential library users about the wonderment of reading, OverDrive has introduced a new way to find and engage with their local library. Libby, the new one-tap reading app built by OverDrive, is the quickest and easiest way to get started reading and discovering digital library content from anywhere in the world.

Libby was designed based on guidance from librarians and the feedback of thousands of beta users to provide a reading experience perfect for all users. At the same time, Libby makes bringing new users to the library a snap through its intuitive and simple interface. By bringing in new users, libraries will be able to reach more of their community and introduce them to more valuable programs and free online services every day.

Libby was engineered to create a simple, unique reading experience for users of all ages and to represent how librarians bring readers and books together. With Libby, readers are always one tap away from the library, their bookshelf and the books they're reading (or listening to!). They have the option to download titles for online and offline reading or stream them to save space. Libby remembers a reader's place in the book as well as notes and bookmarks across devices.

Meet Libby OverDrive's best-in-class technology also enables Libby to present any ebook or audiobook in a simple, beautiful format regardless if the title is a novel, comic or graphic novel, reference material, cookbook or Read-Along. Thanks to Libby's powerful curation and filtering tools, local librarians can make recommendations specifically for their communities to make sure users are always just moments away from their next great reading adventure.

This is from their FAQ:

### **Should we promote both Libby and the OverDrive app to our patrons at the same time?**

We recommend promoting Libby to new users, and later in 2017, we'll begin encouraging existing OverDrive app users to switch to Libby. The OverDrive app offers some features Libby doesn't yet offer, like accessibility, eReading Rooms, Recommend to Library, streaming video and a multilingual interface, so if a user requires those features, the OverDrive app will be a better option for now.

At this time, we're in Phase 2: Inviting New users – June 20, 2017-Fall 2017

Libby is now the recommended app for new users. Libraries' OverDrive-powered websites and OverDrive Help have been updated accordingly (see above picture). To help drive new users to your library, OverDrive will host national marketing campaigns through Facebook, App store ads, and other locations." - Overdrive

**Libby** was engineered from the ground up with many new features and enhancements requested by your readers and staff:

- Quick and easy for first time users
- Integrated reading and listening experience with OverDrive Read and OverDrive Listen
- No Adobe ID or account registration required
- Faster performance and powerful search
- Same experience on all devices
- Customizable browsing options to find the books you want faster
- Simplified download settings
- Fixed-layout and Read-Along eBook support
- Support for eBook highlights and annotations
- Custom lists for tagging books you love, want to read and more

Find out everything about Libby at: <https://resources.overdrive.com/meet-libby/>

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MBLC

Good Afternoon,

We are very excited to be kicking off the “What’s Your Four” campaign again this summer and would love for you to join in! We’ve already had our first celebrity post from First Lady of the Commonwealth Lauren Baker, and have many more coming to the MBLC’s Facebook, Twitter and Instagram pages. You can find resources for the campaign here: <https://mblc.state.ma.us/newsroom/content/articles/140/whats-your-four-2017/>

Please let me know if you have any questions or concerns, and thank you for helping make this campaign so great!

Thanks,  
Matt

**Matthew Perry**

**Outreach Coordinator**

**Massachusetts Board of Library Commissioners**

[\(617\) 725-1860 x240](tel:(617)725-1860x240)

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## **Commonwealth Catalog Training**

With so many new people working in the network, we’ve decided we’d better get some Commonwealth Catalog training happening! So we’ve scheduled two days of training opportunities for you this Fall. Come learn the basics of processing items in the Commonwealth Catalog;

- lending items to other networks
- borrowing items for your patrons
- understanding the different statuses
- see how to view statistics and reports
- get tips to help your patrons

Be sure to bring along some items that need to be processed (as both lending library and borrowing library) so we can have real-time examples.

Wednesday September 27, 2017 : 10:00 AM - 12:00 PM - [Register](#)

Wednesday September 27, 2017 : 01:00 PM - 03:00 PM - [Register](#)

Thursday October 19, 2017 : 10:00 AM - 12:00 PM - [Register](#)

Thursday October 19, 2017 : 01:00 PM - 03:00 PM - [Register](#)



Look out for more in the Spring.

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## **New Workshops For the Summer!**

Be sure to check out the SAILS Calendar for new workshops we have scheduled for the summer:

ARIS Reports – Using SAILS Statistics – July 12 at 10 a.m.

Introduction to the Overdrive Marketplace – July 19 at 10 a.m. and 2 p.m.

LibraryAware Demo (Webinar) – July 26 at 10 a.m. and 3 p.m.

LibraryAware Demo (Webinar) – August 2 at 10 a.m. and 3 p.m.

Plymouth Rocket Training – August 10 at 10 a.m.

Details including registration can be accessed by going to <http://www.eventkeeper.com/code/events.cfm?curOrg=SAILS>

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## **Upcoming Events:**

Register for these events on our [EventKeeper Calendar](#)

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### **Wednesday July 12, 2017**

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**10:00 AM - 11:30 AM**    **ARIS reports - using SAILS Statistics**

Contact: Deborah Conrad 508-946-8600 x211 [dconrad@sailsinc.org](mailto:dconrad@sailsinc.org)

This workshop is intended for library staff members responsible for completing the ARIS reports for public libraries. This will be a review of the data provided by SAILS and how to interpret it.

Location: SAILS Meeting Room

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### **Wednesday July 19, 2017**

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**10:00 AM - 12:00 PM**    **Introduction to the Overdrive Marketplace**

Contact: Deborah Conrad 508-946-8600 x211 [dconrad@sailsinc.org](mailto:dconrad@sailsinc.org)

This workshop is intended to introduce new users to the Overdrive Marketplace. Topics will include:

Creating Carts - Must Haves, Searching, Advanced Searching

Automated Carts

Placing Orders

Reports

Be sure to bring your Marketplace login so you can follow along.

Location: SAILS Meeting Room

**2:00 PM - 4:00 PM**

### **Introduction to the Overdrive Marketplace**

Contact: Deborah Conrad 508-946-8600 x211 [dconrad@sailsinc.org](mailto:dconrad@sailsinc.org)

This workshop is intended to introduce new users to the Overdrive Marketplace. Topics will include:

Creating Carts - Must Haves, Searching, Advanced Searching

Automated Carts

Placing Orders

Reports

Be sure to bring your Marketplace login so you can follow along.

Location: SAILS Meeting Room

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## **Wednesday July 26, 2017**

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**10:00 AM - 11:00 AM**

### **LibraryAware demo**

Contact: Laurie Lessner 5089468600 x214 [llessner@sailsinc.org](mailto:llessner@sailsinc.org)

Learn ways you can use LibraryAware at your library. LibraryAware helps libraries connect with readers and keep them engaged. It includes templates and tools to create newsletters, bookmarks, shelf-talkers, flyers, and more for promoting books and resources throughout the library and beyond. Included:

- [NextReads newsletters](#)
- [Newsletters for libraries](#)
- [Readers' advisory templates](#)
- [Tools for libraries](#)

Location: Webinar

**3:00 PM - 4:00 PM**

### **LibraryAware demo**

Contact: Laurie Lessner 5089468600 x214 [llessner@sailsinc.org](mailto:llessner@sailsinc.org)

Learn ways you can use LibraryAware at your library. LibraryAware helps libraries connect with readers and keep them engaged. It includes templates and tools to create newsletters, bookmarks, shelf-talkers, flyers, and more for promoting books and resources throughout the library and beyond. Included:

- [NextReads newsletters](#)
- [Newsletters for libraries](#)
- [Readers' advisory templates](#)
- [Tools for libraries](#)

## Network Stats

### April 2016

#### Circulation:

Total Items Circulated: 295,096

OverDrive Circ: 22,729

All Formats Circ: 317,825

#### Resource Sharing:

CommCat Items Borrowed: 1,183

CommCat Items Loaned: 570

Total Intranetwork Loans: 63,934

Patron placed holds: 50,452

Overdrive holds: 9,593 (current)

NoveList Sessions: 55,357

#### Holdings:

Cataloging Requests: 7,809

MARC Records Added: 7,069

Overdrive Holdings: 22,394

Patrons Added: 1,999

Total MARC: 1,297,599

Total Holdings: 4,223,253

Total Patron: 463,343

