

# SAILS Network News

March, 2021



## Amy Rhilinger is New Director at Attleboro Public Library

Please join us in welcoming Amy Rhilinger as the new director of the Attleboro Public Library.

Amy received a Bachelor of Arts degree in Art History from University of Massachusetts – Amherst, and her Masters of Library and Information Studies from Simmons College. She joined Attleboro Public Library in 2002 as an Assistant in the Children's Room, became the first Tween/Teen Coordinator, and has been the Assistant Director since 2013. She has been active in developing and facilitating programs for all ages at the library, and is a familiar face in the Attleboro community.




## FRBRish


By Laurie Lessner

On Monday, March 1st, we turned on a new feature in Enterprise. It gives an extra way to view what material formats are available on a title.















You'll see an entry like this in the search results:




**To kill a mockingbird / Harper Lee.**  
by Lee, Harper.

 Like

**7 Formats (498 Currently Available)** [OPEN ALL FORMATS](#)

- >  Other (1 Currently Available) 
- >  Book (438 Currently Available) 
- >  Electronic Resource (3 Currently Available) 
- >  Visual Materials (0 Currently Available) 
- >  Audio disc (39 Currently Available) 
- >  Video disc (15 Currently Available) 
- >  Video cassette (2 Currently Available) 



☐  **To Kill a Mockingbird [electronic resource].**  
by Lee, Harper, author.  
**Publication Date** 2014

[Text This To Me](#)  
[Google Preview](#)



And then when you expand "open all formats", you'll see this:

Book		2010 & 1960	385
Book		2015 & 1960	38
Book	Reader's Digest ed.	1993 & 1960	2



  

 <b>Electronic Resource (3 Currently Available)</b> 			
Format	Edition	Publication Date	Currently Available
Electronic Resource		2014	2
Electronic Resource	New Ed.	2012 & 2010	1



  

 <b>Visual Materials (0 Currently Available)</b> 			
Format	Publication Date		Currently Available
Visual Materials	1987 & 1962		0

 <b>Audio disc (39 Currently Available)</b> 			
Format	Edition	Publication Date	Currently Available
Audio disc		1997	1
Audio disc	Unabridged.	2006	38

 <b>Video disc (15 Currently Available)</b> 			
Format	Edition	Publication Date	Currently Available
Video disc	50th anniversary ed., Blu-ray/DVD combo pack, widescreen version.	2012	1
Video disc	Collector's ed., widescreen version.	2006 & 1962	5
Video disc	Collector's ed., widescreen.	1998 & 1962	9

A better way is to see it in action. Follow this link and scroll down about 2/3 of the page to see this live.

[https://sails.ent.sirsi.net/client/en\\_US/default/search/results?qu=to+kill+a+mockingbird&te=](https://sails.ent.sirsi.net/client/en_US/default/search/results?qu=to+kill+a+mockingbird&te=)

This is available only in Enterprise, not on the app or in the mobile version. This is something that's been requested and we'll certainly update if it becomes available. We've also asked for the results to come to the top of the list, but that wasn't available without reengineering the system, which wasn't really an option.

## Status of Assumed Lost Process

By Kathy Lussier

As a reminder, SAILS is reestablishing the Assumed Lost process on a request only basis.

If your library has not yet requested to restart this process, long overdue items will remain overdue, and patrons will not receive bills and reminders that the item needs to be returned. Many libraries may want to wait until their libraries are fully reopen before restarting this process, but if you want to start moving long overdue items to Assumed Lost now, you can email [support@sailsinc.org](mailto:support@sailsinc.org).

We will discuss this process at the April Membership meeting to determine if it should be reestablished for the entire network.

The following libraries have restarted the Assumed Lost process:

- ABORO-HIGH
- ABORO-PL
- ACUSHNET
- CARVER
- EB HIGH
- FALLRIV-HI
- FOXBORO
- FOXBORO-HI
- HANSON
- LAKEVILLE
- MANSFIELD
- MIDBORO
- NORFOLK-PL
- NORFOLK KENNEDY FREEMAN
- NORFOLK OLIVE DAY
- PEMBROKE
- PLAINVILLE
- PL JACKSON
- PL WOOD
- PLYMPTON
- RAYNHAM
- ROCHESTER
- SEEKONK-PL

- SEEKONK HS
- SERSD
- SK AITKEN
- SOMERSET
- SWANSEA
- WAREHAM
- WBWATER
- WESTPORT
- WR-DELANEY
- WR-RODERICK

## Circulation Tip of the Month

By Chelsea Fernandes

### Online Registration by a New Patron

A new patron can register online for a temporary library card that allows them to: place up to 5 holds, use the online databases, and download Overdrive materials. Upon registration they receive a confirmation email. The email instructs them to go to their library within **3 weeks** and bring **identification** to get a permanent library card. After 3 weeks, if they have not picked up the permanent card, the temporary one expires. After 4 weeks, it is removed from the system. Procedure when the patron comes to pick up the permanent card:

1. Check that the patron does not already have an account in the system.
2. **Do not create a new record for the patron.**  
In the Modify User wizard, enter the temporary card number. The information that the patron provided when they registered online appears in the various tabs.
3. Scan in the barcode of the permanent card.
4. **Change the Profile Name from OUREG to the appropriate profile.**
5. Update the rest of the record as necessary.

Note- Due to the COVID-19 situation, online card registrations are currently active for two months.

## Manage Hold Shelf Wizard - Unknown Status

By Laurie Lessner

We've heard of an issue where holds are showing on the hold shelf as "UNKNOWN". They won't process normally, since they're not showing as "inactive" by the manage hold wizard processing. Here is the solution for dealing with these. Please let me know if you have any questions.

UNKNOWN status in Manage Hold Shelf Wizard  
PROBLEM DESCRIPTION

In the manage hold shelf wizard, there are item(s)/hold(s) where the status says UNKNOWN. What do these mean?

Even if the checkboxes for active, cancelled, expired, and suspended are all unchecked, the entry(s) with the status of UNKNOWN remain behind.

#### SOLUTION DETAILS

These seem to occur when a hold has been trapped and is available for pickup, and then the user checks out a different copy of the same title (and the system is set to consider an available hold to be fulfilled when another copy is checked out).

This leaves the first item which trapped the hold as still in the HOLDS location and the hold is left as available but inactive (with a reason of FILLED). It really doesn't fall into the categories of ACTIVE, CANCELLED, EXPIRED, or SUSPENDED so the wizard shows it as UNKNOWN.

If the process inactive hold option is used, it appears the system doesn't like that and says "hold must be inactive" but if you right click on the entry and choose remove hold, the hold will be made unavailable and the item will move on to a new location (which depending on outstanding hold for other and owning library could be in transit, on hold shelf for the next user, or back to home location).

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## OverDrive eMagazines

By Chelsea Fernandes

Now that we have decided to stay with OverDrive for our eMagazine content, you may be interested in promoting the new titles to your patrons. Here are a couple of links that should help you to get started.

For this first link you will need to scroll all the way down to the bottom of the screen and you will find a "Magazine Marketing Kit":

<https://resources.overdrive.com/library/marketing-outreach-trending/>.

The next link is where you will go if you are interested in customizing any of the materials specifically for your library: <https://resources.overdrive.com/library/marketing-outreach-customize/>.

Note: You can order customized materials to promote OverDrive/Libby at any time and for any reason, we just happen to be mentioning it here in coordination with the eMagazine promotion, but it is available for just about anything.

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## Libby

By: OverDrive

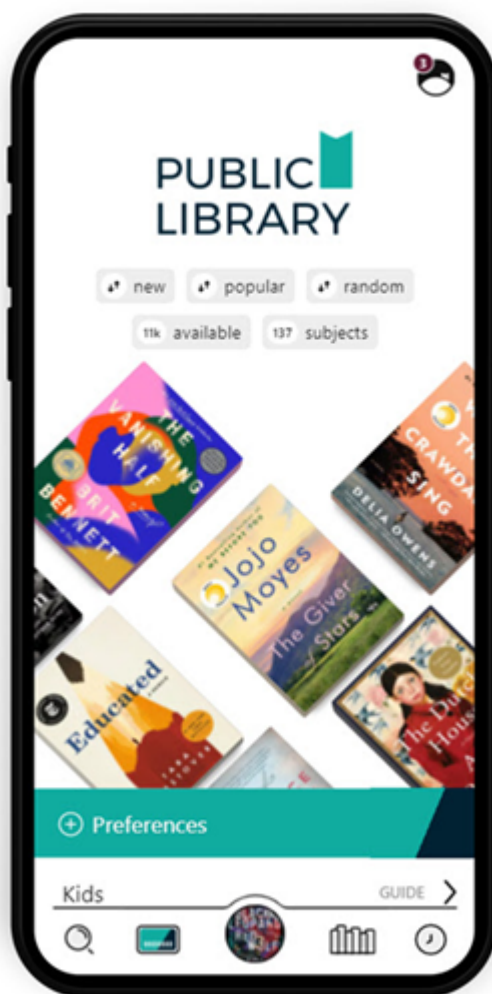
We're excited to share several updates coming soon to your library in Libby:

**Tag enhancements:** In response to partner and user feedback, we're making several updates to help readers better organize their books using **Tags**. With this release, users will be able to receive notifications when the next issue of a favorite magazine is available, sync their tags across devices, automatically tag borrowed titles, and more.

**Design updates:** Libby's look and feel continues to evolve as we develop new features to help your library delight more users. Noteworthy design updates in this release will include:


- More prominent display of your library's colors throughout the app
- Relocation of catalog guides to the Library home screen
- A refreshed footer navigation\*
  - Spyglass icon: Run a search
  - Library card icon: Go to Library
  - Bookstack: Go to Shelf
  - Clock: Open activity timeline

These design updates also support our commitment to make Libby more accessible for all users, including those who rely on screen readers and other assistive technologies.



Preview of updated home page and footer navigation\*—final design subject to change.

In the coming months, we will continue to iterate on this design to improve Libby's accessibility and optimize search and discovery for all users.

Search improvements for users with multiple library cards: Some users have access to more than one digital collection, and over the years, we've received requests from them for an easier way to search across their saved libraries. With the next update, users will be able to tap the library card icon (  ) next to a title in search results to see copies and availability for that title at their other saved libraries.

We plan to make more search improvements for users with access to multiple collections in the coming months.

We're targeting **March** for these updates, and we'll follow up once they're live. In coordination with release, we will make updates to [Libby Help](#) and [Resource Center how-to videos](#). In the meantime, please feel free to contact your Account Manager with any questions.

Happy reading,  
OverDrive

## Highlights from the February Board Meeting

By Kathy Lussier



- The SAILS Board met with accountants from Treeful, Damaso, Aniceto (TDA) to review the FY20 SAILS audit. They reported that the organization is in good financial health.
- The Board approved a policy to provide a sick leave pool for SAILS staff in which employees can donate sick leave in the event of serious illness of another employee.
- The Board approved a new health insurance policy for SAILS employees.
- The Board discussed the circ policy committees recommendation that libraries strongly consider eliminating lost item processing fees to reduce confusion over how these fees are applied. Kathy shared information about this fee in the February newsletter and will also send an email to circulation contacts. The circulation policy committee also agreed to hold off on implementing a new higher-level override password until libraries are fully open again. SAILS is also planning to schedule focus groups to get feedback from libraries on where they would like to see more consistency in circ policies and procedures.
- The Board voted to continue subscribing to e-magazines through Overdrive.
- The Board agreed to continue the fee schedule for non-SAILS libraries that are members of the SAILS Overdrive collection. SAILS offers this service through a partnership with the Massachusetts Library System that enables non-network public libraries and academic

libraries to access eBooks. All funds collected through this program are used to purchase digital books and audiobooks in Overdrive.

- The Board also agreed to maintain a credit card processing fee of \$.85 for eCommerce payments. Although the average processing fee has decreased over the past year, the pandemic probably influenced this decrease. The Board will reevaluate the average processing fee when libraries are fully open again.

## Network Stats February

### Circulation (no Overdrive):

Total Items Circulated: 156,915

Items Loaned between SAILS Libraries: 61,376

### OverDrive Circulation to SAILS patrons:

Ebook: 36,252

Audio Book: 15,764

Video: 47

Magazines: 1,581

### Database Size:

Titles: 1,129,927

Items: 3,422,007

Total Patrons: 404,535



## SAILS

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