



# Network News

November 2021

## Why Privacy Matters

By Kathy Lussier

In September, SAILS kicked off a privacy audit of its systems and network-wide services.

The process is likely to take several months as SAILS staff, working in conjunction with an appointed SAILS Privacy Audit Task Force, perform a thorough review of our patron procedures and practices and evaluate how well they are safeguarding patron privacy and the confidential use of our libraries.

The Task Force is chaired by Eileen Dyer (Swansea) and also comprises Jayme Viveiros (Lakeville & circ policy committee chair), Gail Roberts (Rochester), and Laura Williams (W. Bridgewater). SAILS Executive Director Kathy Lussier and Asst. Director for Technology Laurie Lessner are also serving as ex officio members.

As part of the audit, SAILS staff is running through [checklists developed by the American Library Association](#) and bringing back findings to the Task Force for further discussion and possible recommendations. Some recommendations are also likely to go to the circ policy committee for further discussion.

Questions the Task Force is likely to address include:

- Are we collecting the minimum Personal Identifiable Information (PII) on patrons or can we reduce the amount of information we are collecting?
- Could the network improve the security of patron and staff passwords?
- Is patron data only accessible to those who need access?
- Is added personalization only available on an opt-in basis? Tracking circulation history is only provided on an opt-in basis, but are there other services that should also be opt-in only?
- Are data retention policies stringent enough so that we are only keeping transactional data for as long as we need it?
- Are we limiting the amount of information we are sharing with third parties?

Why is the network taking the time to go through this process? In the wake of the 2018 revelation of Cambridge Analytica's misuse of personal data collected from Facebook, the public has become more concerned about their online privacy. A 2019 survey from the Pew Research Center found that a majority of Americans were concerned about the way their data is being used by companies (79%) or the government (64%).

At the same time, people have a lot of trust in their public libraries. We don't want to violate that trust by making it easy for others to obtain our patrons' information or by sharing it with those who don't share the values of the library profession. SAILS has a long history of doing what it can to safeguard patron privacy. However, the online privacy landscape is constantly changing, and libraries need to regularly review their practices to ensure that they are keeping up with the current standards and recommendations.

As a first step in this process, membership voted last month to approve an Employee Confidentiality Agreement. The network will be asking all library staff with access to Workflows to sign this document. The agreement is a way for all staff to reaffirm their understanding that patron information is confidential and should not be shared with others, even co-workers, unless they absolutely need to.

The [American Library Association Library Bill of Rights](#) establishes the right to a person's confidential use of the library:

"All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information."

This right to confidential use of the library is also contained in the Massachusetts General Laws, which state that library records shall not be disclosed except when required for the proper operation of the library or upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.

The SAILS privacy audit will help us ensure that our libraries continue to safeguard the confidential use of our libraries. More details will be forthcoming as the audit progresses.

Anyone with questions about this audit should contact SAILS Executive Director Kathy Lussier at [klussier@sailsinc.org](mailto:klussier@sailsinc.org).

## Laura Williams is New Director in W. Bridgewater

Laura Williams has been appointed the Director of the West Bridgewater Public Library. Prior to her appointment, Laura was employed at the West Bridgewater Public Library as Assistant Library Director.

Laura's passion for public librarianship lies in providing equal access to all, and she has had 9 years of public library experience in her previous roles of: the Head of Circulation, Reference Librarian, Circulation Assistant, as well as teaching in public school libraries.

She holds a B.A. in English from Curry College where she graduated Summa Cum Laude and was the Valedictorian of her class. In addition, Laura earned her M.S. in Library Information Science from Simmons University in Boston.

She lives on the South Shore with her wife, Sara and their very cute dog, Lattie. Her favorite pastimes include spending quality time with her family and friends, playing games, exploring new places, and listening to audiobooks and podcasts.



## Best Wishes to Departing SAILS Directors

Please join us in extending our best wishes to the following directors who are leaving SAILS.

### **Eden Fergusson, Raynham Public Library**

Eden retired from the Raynham Public Library at the end of October. She has been an active member of the network, serving on the SAILS Board three times, the most recent of which was during FY21 and the beginning portion of this fiscal year.

### **Ellen Snoeyenbos, West Bridgewater Public Library**

Ellen is retiring from the West Bridgewater Public Library on November 6. She has also been active member of the network, representing small libraries on the SAILS Board and also on the budget committee.

**Joanne Nichting, Somerset Public Library**

Joanne is leaving Somerset on November 19 to start a new position as director of the Somers Public Library in Connecticut. During her three-year tenure in Somerset, she was active in SAILS and served on the task force that evaluated alternatives to SirsiDynix back in FY20.

We wish all of these SAILS directors the best of luck in their future endeavors!

**Digital History Round Table**

By Chelsea Fernandes

I am excited to finally announce a Digital History Collection Roundtable! If you have been patiently waiting to work on your digital projects ever since the illustrious Kristin Slater left (and then COVID hit) or if you are just now thinking you might be interested in getting started, this is the event for you!

Join me on November 30, 2021 from 10:00AM-12:00PM on Zoom. You can register for this event here: <https://www.eventkeeper.com/code/ekform.cfm?curOrg=SAILS&curID=542631&CFID=28817735&CFTOKEN=339fedd380862651-FF48DBE9-D4AE-528A-5350FF03F692B97A>.

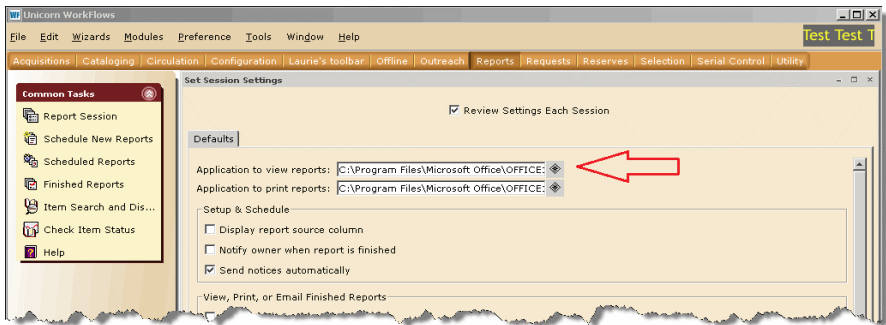
I look forward to seeing you all and, in the meantime, please feel free to let me know if you have any questions!

**Circulation Tip of the Month**

By Chelsea Fernandes

View finished reports in Microsoft Excel

If you are trying to look at statistical reports, opening the report in Excel can be helpful in making calculations. Click the **Reports** button in the toolbar. Click the **Report Session** wizard. In the "Application to view reports" field, click the gadget. Navigate to your Excel program, most likely in this location: **C:\Program Files\Microsoft Office\[Office Version]\EXCEL.EXE**. Click **OK** at the bottom of the screen.



**Updates for NextReads Newsletters**

**A message from EBSCO**

As 2021 winds down, we're busy planning some updates to NextReads for 2022. While these changes won't take effect for a few months yet, we want to give you a heads up now, so you can know what to expect and can understand changes to your upcoming Advance Lists. Read on for all the details!

**Two Brand New Newsletters**

In 2022, we will introduce two brand-new NextReads newsletters for your library community. Debuting in February will be **Must-Read Books**, a monthly curated selection of high-interest titles across genres and age levels. We know that many readers devour all kinds of books, and this newsletter will give them a one-stop shop in which to browse a wide variety. Most of the titles on Must-Read Books will also appear on the appropriate genre or age level newsletters for that month. Must-Read Books selections will not appear on the Advance List.

Kicking off in March, **Page to Screen** will highlight books that have been adapted into movies and TV shows, focusing on the titles most likely to have your patrons buzzing. Much like our New York Times Bestsellers and LibraryReads newsletters, titles on Page to Screen will not be included in the Advance List to allow for the most current and up-to-date titles to be included. This newsletter will be distributed every other month.

**Books for Kids and Tweens: Better Together**

Also beginning in February 2022, Kids' Books and Tween Reads will be combined into **Books for Kids and Tweens**, a new monthly newsletter. All subscribers from Kids' Books and Tween Reads will be automatically transferred, so no action is needed on their part.

While we understand that kids and tweens are two distinct groups when it comes to interests and reading ability, they're also overlapping groups, with lots of members who could go in either direction. The new newsletter will allow these overlapping groups to see more reading options, empowering them to make their own decisions about which books are right for them. We'll provide age range suggestions with each book, and as with all NextReads newsletters, you'll be able to edit Books for Kids and Tweens to reflect your library's collection and community.

**Farewell, Popular Culture Newsletter**

The November 2021 issue of **Popular Culture** is the final issue of that newsletter. The topics covered in Popular Culture will be covered in other nonfiction newsletters where they're a better fit, such as Biography and Memoir and History and Current Events.

**What's Changing When?**

- **October 2021:** Popular Culture will not appear on the January 2022 Advance List
- **November 2021:** The February 2022 Advance List will be the first to include Must-Read Books, as well as the newly combined Books for Kids and Tweens; the final Popular Culture issue will distribute
- **December 2021:** The March 2022 Advance List will be the first to include Page to Screen
- **February 2022:** Must-Read Books and Books for Kids and Tweens will be distributed for the first time
- **March 2022:** Page to Screen will be distributed for the first time

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## Highlights of the October Membership Meeting

- Kyle DiCicco-Carey was appointed to the SAILS Board to represent public libraries serving a 10,000-24,999 population. He is filling a vacancy created by the retirement of Eden Fergusson (Raynham).
- Membership approved the budget, action plan, and SAILS staff salary range for FY23. The FY23 Action Plan includes the following items:
  - In conjunction with other Massachusetts networks, the implementation of an library card online registration services that includes address verification.
  - The reorganization of the SAILS staff web site.
  - A project to streamline the process for libraries to add their materials to the SAILS database.
  - Participation in a Strategic Partnership Program with SirsiDynix on a discovery layer that will eventually replace Enterprise.
  - A bandwidth upgrade for all SAILS libraries receiving telecommunications services from SAILS.
  - The implementation of a network community read program
  - An evaluation of the SAILS staff retirement plan.
- Membership approved a new SAILS Employee Confidentiality Agreement that all staff with access to the patron database will be asked to sign. SAILS Executive Director Kathy Lussier will send this agreement out to directors in November.

- On the heels of a data breach at the Boston Public Library, SAILS membership discussed several issues related to Cybersecurity along with steps the network is taking to better secure our system.
  - Membership approved the purchase of CyberSecurity Insurance to cover expenses that may arise in the event of a data breach.
  - Directors discussed benefits and challenges of implementing multi-factor authentication for SAILS staff to access their Google accounts. Multi-factor authentication would require another method of identification whenever staff log into Google on an unknown computer. Most Cybersecurity insurance carriers are now requiring multi-factor authentication.
  - SAILS will be discontinuing the COVID-19 VPN login on November 5. Staff who need to use the VPN to work remotely should contact support for a new login.
  - SAILS will be adding IP restrictions for SymphonyWeb. Libraries that were using SymphonyWeb so that they would no longer need a VPN should contact SAILS to add their IP address to the server.
- Laurie Lessner provided a demo on tracking Enterprise usage through a new Google Analytics dashboard - <https://datastudio.google.com/reporting/0d413ab2-5a61-4879-bb96-782cd12af0f0>

## OCTOBER STATISTICS

### Circulation (no Overdrive)

Total Items Circulated: 252,426  
Items Loaned between SAILS  
Libraries: 54,906

### OverDrive Circulation to SAILS patrons

Ebook: 32,538  
Audio Book: 18,682  
Video: 43  
Magazines: 2,625

### Database Size

Titles: 1,071,669  
Items: 3,203,603  
Total Patrons: 368,480



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