



Network News

June 2022

Best Wishes to Gail Roberts

Please join us in extending best wishes to Gail Roberts, director of the Joseph H. Plumb Memorial Library in Rochester, who will retire at the end of June.



Gail has a long history in the SAILS network. Prior to starting in Rochester 15 years ago, she worked in youth services at the New Bedford Free Public Library and also previously worked at the Elizabeth Taber Library in Marion. As chair of the SAILS Overdrive Committee, Gail was responsible for ordering science fiction and fantasy materials for the collection. Gail has also served on the SAILS Board and served as SAILS president during a particularly challenging time in FY21 when libraries were dealing with the challenges of COVID. Presiding over all-remote meetings during her tenure, she still has not had the opportunity to bang the SAILS gavel.

We thank Gail for all of her contributions to the network and wish her best of luck in her upcoming retirement!

Join Us for the 2022 SAILS Library Showcase

The 2022 SAILS Library Showcase is scheduled for 12 p.m. Wednesday at Loon Pond Lodge in Lakeville.

Registration is still open for Zoom attendance to the Showcase -

http://www.eventkeeper.com/code/ekform.cfm?curOrg=SAILS&curName=2022/06/15_SAILS_Library_Showcase

Join us for what is sure to be a great day!

Presentations:

- Magic: the Gathering at the Fall River Public Library, Taylor Silva and Kayla Lantos
- Outdoor Summer Reading Events at the Foxboro Public Library, Jessica Henderson
- The BINGO Bonus: Using Passive Programming to Increase Patron Awareness of Library Services, Jessica Block, Ames Free Library
- Kids Non-Fiction and Picture Book Categorization, Courtney Allen, Norfolk Public Library
- Project Giving, Rose Mamakos, Bridgewater Public Library
- Adopt a Reading Pal, Diane White & Lisa Kelly, Somerset Public Library
- Going Mobile: Mobile Technology in the Public Library, Kate Hibbert & Pammie Greggerson, Seekonk Public Library
- Answering the Question "what's next?" in the Age of Patron Privacy, Laurie Lessner, SAILS

Display:

- Time to Get Spicy With the Mansfield Public Library, Whitney Brown & Kristen Lyle

Processing Public Library Items Lost by the Schools

Now that it's the end of the school year, you may start to see checks coming in, paying for items lost by school patrons. SAILS policy separates viewing patron records between the schools and publics. This leads to a gap in the available information. To get around this, please follow this procedure.

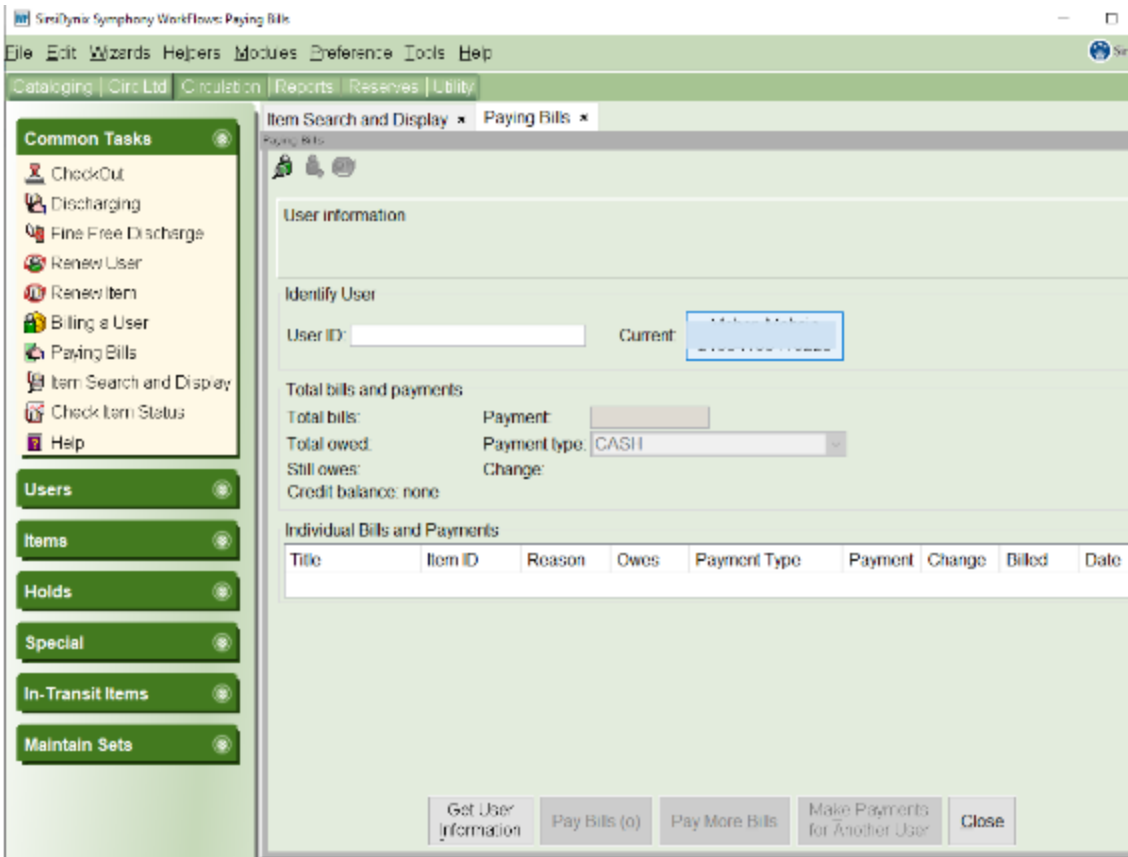
When any user is paying for lost books, the procedure is to make the check out directly to the owning library. If you go to the Circulation Desktop on the SAILS staff site - <https://www.sailsinc.org/circulation-desktop/> - there is a link to "Accepting Payment for Lost Items" in the "Lost/Claimed Returned Items/Damaged Items" section of the page. This gives a list of how checks should be made out. The check can then go in delivery to the owning library.

When a patron makes a payment, the lending library can enter a note in the patron record, indicating that the bill was paid. You should include the date, amount paid, and barcode of the item. The bill payment cannot be made in Workflows until the owning library receives the payment. This is standard procedure for all libraries.

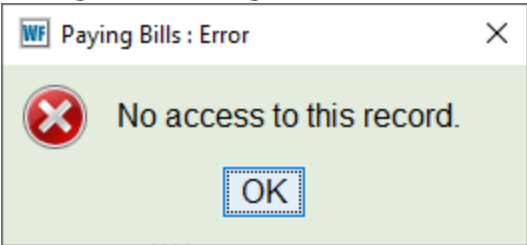
When the lending/paying library is a public, the owning library can pay the bill on the patron's account, after they receive the check. When the lending/paying library is a school, and the owning library is a public, the owning library cannot easily access the records for the students to pay the bill. The owning library can contact SAILS to handle the payment. Please send us an email and we'll be happy to pay the bill.

If you want to pay it yourself, here are the steps -

- 1. Look up the item
- 2. Go to the bills tab
- 3. Click on the bill to activate it
- 4. Open up the "Paying Bills" wizard
- 5. The current user will be the user with the lost bill for the item



- 6. You'll get the message "No access to this record"



- 7. Click "OK"
- 8. Here you can pay the bill as you normally would. The payment will go through.

And remember, if a patron reports they have lost an item don't use the BILL A USER or PAY A BILL wizard. Instead use the **MARK ITEM LOST** wizard.

This wizard

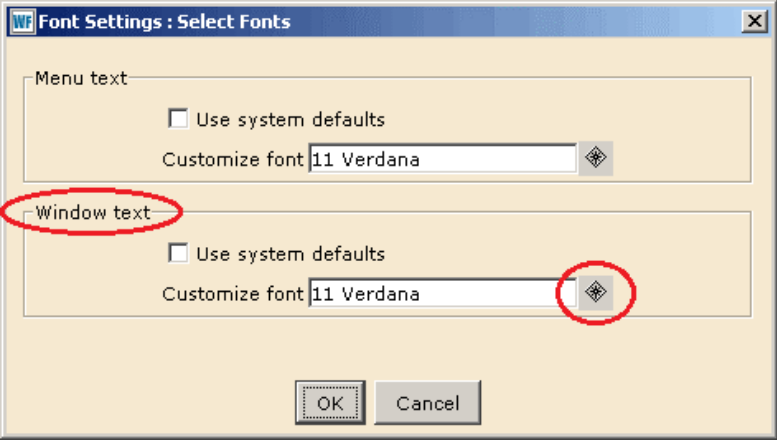
- bills the patron for the replacement cost of the item
- gives the item a shadowed current location of LOST

Then, when the bill is paid, the following happens

- The item charge is removed from the user record.
- The lost item bill is removed from the user record.
- The item retains its LOST-CLAIM or LOST-ASSUM location until the item is found and checked back into Symphony, renewed, checked out, or put in transit.

Circulation Tip of the Month

By Chelsea Fernandes



From the menu bar at the top of the screen, select **Preference > Desktop > Font Settings**. In the **Window Text** area, click the gadget on the right. From there select whatever text options you would like.

Ingram iPage Tips and Tricks Workshop

By Chelsea Fernandes

When: Tuesday September 13, 2022 10AM-11:30AM

Join us virtually for a session with our Ingram representative Rob Scott! He will go over how to get the most out of iPage and answer any questions you might have relating to Ingram. If you have questions please email support@sailsinc.org. We look forward to seeing you!

Register here:

<https://www.eventkeeper.com/code/ekform.cfm?curOrg=SAILS&curID=581521&CFID=49345968&CFTOKEN=a723086afa0a3184-A512B200-D4AE-528A-5350C956FA24E55E>

OverDrive Videos

By Chelsea Fernandes

As of September 1, all video content will be removed from the SAILS Overdrive collection.

- Users with active checkouts on these titles will maintain access through the end of their lending period.
- After September 1, users trying to access OverDrive video through direct title links or a link to a Streaming Video Room will see a message explaining that video titles are no longer available from your OverDrive website or the OverDrive app.

Overdrive is now focusing on Kanopy as its application for providing streaming video content. We've received a few questions about Kanopy/Overdrive integration over the past couple of months and would like to clarify some things.

At this time, Overdrive is not planning to fully integrate Kanopy into the main Overdrive platform. For libraries that subscribe to Kanopy, there is a link from the Extras section of Libby to the video collection, but those videos do not load in Libby.

Despite its acquisition by Overdrive, Kanopy is still being treated as a separate product. Libraries that are interested in subscribing to Kanopy should contact support@sailsinc.org. We were able to secure a 15% group discount on the service last fall and can put you in touch with the sales rep for more information.

Highlights from the May 2022 Membership Meeting

- The SAILS Board appointed Carolyn Michaud (MMA) as the academic representative to the Board.
- The Board reviewed results of a SAILS staff survey regarding workspace needs for the office. The survey is part of an evaluation of the SAILS office space. The current lease for the SAILS office ends in the fall of 2023.
- The Board reviewed a proposal from the Personnel Committee to change the method for determining salary increases for SAILS staff. The proposal will go before Membership after the budget committee has an opportunity to review it.
- The Board discussed a survey shared with circulation contacts to discuss potential areas for more uniformity in network procedures and policies. Areas under consideration are claims returned policies, the way senior no-fine profiles are handled, and potential maximum periods for assumed lost process and holds shelf pickup dates. The Board also

suggested that the network reevaluate the minimum fee necessary for out-of-state patrons to borrow materials from other SAILS libraries.

- Executive Director Kathy Lussier reported that the network has received a \$25,000 grant from the MBLC to improve cybersecurity in the network. SAILS staff is now seeking proposals from potential consultants to assist with the project.
- The Board discussed new policies and procedures for use of the SAILS credit card by member libraries. The Board also showed support for the network to move to more electronic payments.
- The Board voted to set the same fee schedule as was used in FY22 for non-SAILS academic and non-network public libraries using the SAILS overdrive collection.
- The Board approved continuing with an \$.85 per transaction fee for processing credit card payments.
- During a regular review of SAILS policies, the Board voted to approve updates to SAILS circulation policies. The updates included best practice recommendations that came out of the SAILS privacy audit. Otherwise, approved changes were to remove some procedures from policy documents and to clarify language where it was needed.

UPCOMING EVENTS

SAILS Annual Meeting	June 15th 10 am - 11:30 pm
SAILS Library Showcase	June 15th 12 pm -2 pm
Juneteenth Observed - OFFICE CLOSED	June 20th
Independence Day - OFFICE CLOSED	July 4th

May Statistics

Circulation (no Overdrive)
Total Items Circulated: 254,716
Items Loaned between SAILS Libraries:
54,674

OverDrive Circulation to SAILS patrons
Ebook: 33,510
Audio Book: 22,011
Video: 23
Magazines: 2,519

Database Size
Titles: 1,069,322
Items: 3,170,727
Total Patrons: 359,005



SAILS Library Network
10 Riverside Dr. Suite 102
Lakeville, Massachusetts 02347
508-946-8600
www.sailsinc.org