



## Network News

### July 2022

### Happy New Fiscal Year!

Despite the challenges from COVID-19 surges over the past fiscal year, the network statistics from FY22 show that many pre-pandemic activities are resuming in libraries again, while some of the online activity that surged during the pandemic remains strong.



#### FY22 By The Numbers

- SAILS Membership
  - 38 public libraries in 46 locations.
  - 1 academic library
  - 23 K-12 members in 12 school districts
- 392,753 registered users
- 28,689 new user registrations (57% increase over last year)
- 1,068,300 titles, as of 6/30/2022 (not including Overdrive and Hoopla titles that are available via Enterprise)
- 3,130,220 items, as of 6/30/2022
- Circulation physical materials - 3,063,874 (46% increase over FY21)
- Overdrive circulation (SAILS users) - 673,037 (1.6% increase over FY21)
- Overdrive circulation (including LEA partners) - 849,261 (2.8% increase over FY21)
- Overdrive average hold wait time - 39.04 days, down slightly from last year (40.23 days), down from high of 54.49 days in 12/2019
- 689 patrons received online assistance from SAILS staff
- 185 supply orders were filled by SAILS
- 6,801 support requests were closed by SAILS staff

#### Strategic Initiatives for FY23

Looking ahead to FY23, we have some exciting initiatives planned, including:

- The implementation of our patron online eCard system
- The implementation of actions from our recent privacy audit, while also continuing subsequent phases of the audit. In particular, we want to focus on topics specific to our K-12 libraries so that the network can consider policy that best supports these libraries in this new era where collections are facing challenges.
- A revamp on the SAILS staff web site, improving everyone's ability to find the information they need.
- The introduction of a new process to add request records to the SAILS database. This process should reduce staff time for adding new materials to the system.
- The implementation of a Patron Suggestion service that will allow patrons to suggest titles for purchase and have holds automatically placed if/when the library buys the title.
- The launch of a new SAILS Community Read program that will facilitate interaction among library staff on a read that will also support professional growth.
- The evaluation of the SAILS staff retirement plan to ensure that the network is better able to fulfill its responsibilities for oversight of the plan.

### SAILS Welcomes Jennifer Woodward to Rochester

Jennifer Woodward is the new Library Director of the Joseph H. Plumb Memorial Library in Rochester. Jennifer is new to the SAILS network, but has worked for 30 years in libraries in Massachusetts, most recently as the Assistant Director of the Falmouth Public Library. Previously, Jennifer was the Director of the Whitinsville Social Library in Northbridge, and worked for the public libraries in Milford, Shrewsbury and Wellesley in several capacities. She also worked as an electronic resources librarian for a large biotech company and law firm. Jennifer attended the University of Wisconsin -Milwaukee (online) for her MLIS and Framingham State College for her BA.

Jennifer currently lives in Buzzards Bay with her husband, Brian. While not at work, Jennifer can be found trying to decide on paint colors for every room in her house, reading, trying new foods, watching the railroad bridge come down at the canal and continuing her search for the perfect pair of shoes to wear on the job!



## Best Wishes to Departing Directors

### A Note from Laura Williams

Dear Colleagues and Friends,

It is after deep consideration that I have come to the decision to leave my position as Director of the West Bridgewater Public Library, effective June 30, 2022. My mother has been battling her health for the past two years and I have made the very difficult decision to take time away from my career to support her and my family to the best of my ability.



I am thankful for all of the opportunities that I have had within the SAILS community and I hope all our paths will cross again in the future. Thank you very much for everything.

All the Best,  
Laura Williams

### Best Wishes to Susan Berteaux

SAILS sends best wishes to Susan Berteaux, who retired at the end of last month as Director of Library Services for Massachusetts Maritime Academy.

Susan has headed the MMA's American Bureau of Shipping (ABS) Information Commons since 2005. In addition to serving on the SAILS Board of Directors for multiple terms, she has also served on the Executive Boards of SEMLS and MCCLPHEI, chaired the MLS search committee when the organization was formed, and served as president of IAMSLIC. She was a great advocate for the needs of academic libraries in the SAILS network.

Please join us in wishing Susan the best of luck in her retirement.

The Library Showcase presentations are now available on the SAILS website. Please follow this link to see brief descriptions of each and a link to the presentation video. <https://sailsinc.org/category/showcase/>

## Next Steps for Improved Patron Privacy Protection

Over the summer, SAILS will be implementing several pieces of the privacy recommendation approved by Membership at its April meeting.

- As of July 8, SAILS is no longer running the Clean Hold Shelf report, which sent an email that linked patron information to their holds. Instead, libraries should start using the Manage Hold Shelf wizard to clear materials off their holds shelf. More information on the wizard is available at <https://docs.google.com/document/d/14WFu6ond35FGfB1fk2SFW5ezbK5GVMBPT-BmA0aHP9w/edit?usp=sharing>
- Chelsea Fernandes will contact libraries later this month to help move their User Category 1 codes to ones that only track the age group for patrons. Not only will this move reduce the amount of unnecessary information we collect on patrons, but it will also make it easier to understand circulation statistics since there will be more consistency in how libraries use this code.
- Laurie Lessner will update network data retention procedures at the end of the month to conform to the recommendations approved by membership.
  - Privatization of circulation and holds information will occur 90 days after a transaction is completed instead of a year. This means library staff will have less time to obtain last patron data when damage has occurred to an item. **We strongly recommend that all circ staff evaluate items for damage at the time of check in so that the patron information can easily be found.**
  - The patron purge that happens three years after a patron's privilege expiration date will include all patrons with outstanding overdue fines and lost card fees, regardless of the amount of those fees. Patrons with other bills will remain in the system at that time.
  - An additional patron purge will occur seven years after a patron's privilege expiration date to remove all patrons, regardless of any obligations on their record. Paid bill data will continue to be maintained for one year after payment. Libraries should expect to see a drop in their patron counts as a result of these changes to patron purges.
- The SAILS office will begin publicizing upcoming fall changes that will encrypt patron PINs so that staff and others with access to the system cannot view the PINs. We recommend all circ staff encourage patrons to add an email address to their record, even if they don't plan to get notifications from the system, to make it easier to reset their PINs.

If you have any questions about these new procedures, please contact the SAILS office at [support@sailsinc.org](mailto:support@sailsinc.org).

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## Summer Reading Lists for SAILS Cataloging

By Jennifer Michaud

Please email SAILS Cataloging at [catsupport@sailsinc.org](mailto:catsupport@sailsinc.org) with your local schools' summer reading lists (or links to the lists). Stephanie will be the primary person in charge of these cleanups this year. If we get a lot of lists, we can't guarantee that we will be able to work on all of the lists for any cleanups of records in Workflows, but we'll do as many of them as we can.

**Don't forget the SAILS Fiction Policy** and save yourself some time when adding copies of fiction titles from these lists. We already have records for many of the fiction titles on these lists, so you might be able to attach your copy to one of those records instead of creating a new request record.

For **Juvenile and YA fiction titles**, you can attach hardcover and paperback copies to the same record as long as the title and author match (as well as the illustrator, when applicable). For **adult fiction titles**, you can attach all hardcover copies to a hardcover record and all paperback copies to a paperback record. The edition, publication information, and physical description don't need to match when attaching to fiction records.

For **all fiction graphic novels titles**, hardcover and paperback copies can be attached to one record, as long as the title, author(s) and illustrator(s) match.

If your copy's ISBN isn't already in a record, fill out an error report form on the SAILS website (<https://sailsinc.org/cataloging-desktop/cataloging-error-form/>) for SAILS Cataloging to add your copy's ISBN.

If you're ever in doubt about attaching to a record, please email [catsupport@sailsinc.org](mailto:catsupport@sailsinc.org) and we'll be happy to answer any of your questions.



## Circulation Tip of the Month

By Chelsea Fernandes

### Workflows-Keyboard Shortcuts

In the menu bar, select **Preferences>Desktop>Current toolbar>Function key mapping**. The following screen appears:

A screenshot of the 'Function Key Mapping' dialog box. It has a title bar with a 'W' icon and a close button. Below the title bar are two checkboxes: 'Shift' and 'Alt', both of which are unchecked. The main area contains a 3x3 grid of dropdown menus for function keys F1 through F12. F1 is 'Help', F2 is 'Check Item Status', F3 is empty, F4 is 'Item Search and Display', F5 is 'CheckOut', F6 is empty, F7 is 'Renew User', F8 is empty, F9 is 'Place Hold', F10 is empty, F11 is 'User Registration', and F12 is empty. At the bottom are 'OK' and 'Cancel' buttons.

If you want to display more function options, check the SHIFT, ALT, or both ALT and SHIFT boxes.

A screenshot of the 'Function Key Mapping' dialog box, similar to the one above, but with the 'Shift' checkbox checked and circled in red. The function key mappings are different: F1 is empty, F2 is 'Display Item Holds', F3 is 'Trap Holds', F4 is 'Inventory Item', F5 is 'Fine Free Discharge', F6 is 'Change Item ID', F7 is 'Renew Item', F8 is 'Billing a User', F9 is 'Display User Holds', F10 is empty, F11 is 'Modify User', and F12 is 'Remove User'. The 'OK' and 'Cancel' buttons are at the bottom.

## Webinars from Overdrive

Looking to fill your July with learning opportunities? OverDrive’s Training team has some exciting sessions for your learning and engagement, live and on demand!

### How to Train Your Community on Libby

Tuesday, July 12 at 2 PM

[Register here](#)

Learn from Digital Bookmobile experts, Joe and Marissa, on how to train your users on Libby, the library reading app! You’ll walk away with a step-by-step guide to hosting your own training session and all the marketing materials to support your efforts in this engaging, 60-minute webinar.

### Introduction to Marketplace

Thursday, July 28 at 11 AM

[Register here](#)

Join OverDrive’s Training team for a 30-minute overview of Marketplace, your hub for digital content. In this session, you’ll learn to:

- Sign into Marketplace
- Utilize Marketplace for purchasing, reporting and/or managing your digital collection
- Differentiate publisher lending models
- Find help and training resources

**June Webinars – Now on-demand:**

*Transitioning to Libby: Live Q&A with Team OverDrive*

Join us for an overview of the next phase in discontinuing the OverDrive app and a live Q&A with members of team OverDrive. [Watch now](#) ►

**Maximize your Time with the Top 10 Marketplace Search Techniques**

Join OverDrive’s Training team to learn 10 techniques to maximize your collection-development time by using advanced search features in Marketplace. [Watch now](#) ►

**Highlights from the SAILS FY22 Annual Meeting**

- The following directors were elected as SAILS Executive Board officers for FY23. Catherine Coyne was previously elected last year to serve as SAILS president for FY23.
  - Olivia Melo (New Bedford) - VP / President-Elect
  - Kate Hibbert (Seekonk) - Secretary
  - Patrick Marshall (Wareham) - Treasurer
- SAILS Executive Director Kathy Lussier discussed the following updates from the SAILS Bibliographic Services department:
  - The department is exploring options for catching up on a backlog of request records that have not been upgraded to full MARC records. Staff transitions in the department over the past few years have resulted in this backlog.
  - SAILS is also considering pre-recorded video tutorials to cover topics typically handled in the required, in-person beginning cataloging training.
  - The bib services department is looking forward to a new upcoming service that will be part of SirsiDynix’s authority processing service. This service will handle many subject heading updates that need to be made to SAILS records. Although SAILS has always received updated authority records from SirsiDynix, those updates didn’t always cascade to the bibliographic records. This new service will help us stay current with recent changes the Library of Congress has made to subject headings.
  - SAILS also plans to bring a policy to the August Membership meeting regarding how to handle name changes for transgender authors.
- Kathy also reviewed a new orientation packet that has been created for directors new to SAILS. It may also be helpful to longtime directors who may not be aware of all services available in the network. The new director packet is available from the SAILS staff web site at <https://sailsinc.org/corporate-documents/>.

**UPCOMING EVENTS**

[SAILS Membership Meeting](#)

August 17th 10 am - 11:30 pm

**June Statistics**

**Circulation (no Overdrive)**

Total Items Circulated: 257,393  
Items Loaned between SAILS Libraries:  
53,842

**OverDrive Circulation to SAILS patrons**

Ebook: 33,642  
Audio Book: 22,257  
Video: 45  
Magazines: 2,268

**Database Size**

Titles: 1,068,300  
Items: 3,165,795  
Total Patrons: 358,234

