Privacy Policy Updates: PIN Change Reminder

As you all know, as part of our patron privacy initiatives, we're going to be masking user PINs (passwords). Along with the masking, the process also makes the PINs case sensitive. There are few patrons in the system who have non-numeric, upper-case PINs. Most use mixed-case that we assume they updated themselves in Enterprise.

Workflows staff login PINs (passwords) will be upper case. Staff who are logging in with the standard **CIRC or TECH logins will need to use UPPER CASE**. Using caps lock may be the easiest thing to do.

We now have a working timetable for the updates we'll be making to the passwords. This is subject to change, but you should be able to expect the following:

8/5/2022   Informational materials and FAQ's will go out to library staff, explaining the process. Basically the information within this article.

8/12/2022   We will begin promoting to the public, telling them much of the same information. We'll have a ½ sheet flyer to send to libraries that you can post. We are telling patrons to be sure to add their email address to their account. This will be the only way they will be able to use the "forgot my pin/password" self-serve reset option. They will either add their email at the circ desk or from their account in Enterprise.

9/1/2022   Send form for schools to give them the options of if they want their students to be able to update their passwords in their account in Enterprise or if they want to enable the password reset form

9/14/2022   Update privacy policy

10/5/2022   Create a 4 character minimum password policy and set to Securely store the PIN and assign to non-in-house users

10/6/2022   Convert passwords to be masked - stored and viewed as ****

Important information to note:

- Passwords become case sensitive once we create and assign the password policy, on 10/5. We ran a report and found the majority of patrons have either numbers or mixed case passwords. This means most should not be affected.
- Workflows login passwords will be upper case - so staff who are logging in with the standard CIRC or TECH logins will need to use UPPER CASE. Using caps lock seems to be the easiest thing to do.
- PINs will no longer display in workflows at all. They'll look like *****, even upon patron creation. Yes, we understand …
- Continue to use the last four digits of the patron's phone number as their password. This way you can more easily tell them what it is and they can go to Enterprise to update it themselves.
- You should always add a patron's email address to their record so they can use the self-service password recovery form.

Whitney Brown has been promoted to Assistant Director at the Mansfield Public Library as of July 1, 2022

Whitney began her library career in 2001 at the Ames Free Library in Easton and earned her MLS from St. John's University in 2019. Whitney joined the Mansfield Public Library staff in 2018 as Head of Reference. While in Mansfield, she has introduced a Spice Club, a Teen Advisory Board, Take and Make projects, a mystery book club, a nonfiction book club and a genealogy club. During her tenure at Mansfield, Whitney worked with the town to create a new library website as well as designing the library logo.

In her non-work hours, Whitney enjoys spending time with her husband Jonathan, dog Cupid, and cat Lucy. Her hobbies include reading all genres of Mystery and Horror, making beaded

jewelry, and traveling. She particularly enjoys traveling throughout New England investigating supernatural and other urban legends.

Please join us in wishing congratulations to Whitney.

Making the Switch to Libby: FAQs about the 2023 end date for the OverDrive app
By Chelsea Fernandes

In early 2023, the OverDrive app will be discontinued. In the coming months, they plan to provide an update on exactly when we will no longer have access to our collections via the OverDrive app.

One of the most important things to know about this change is that a user's reading history is not automatically transferred to Libby when they download the app and sign in with their card. Our suggestion is to follow these instructions to export their reading history: https://help.overdrive.com/en-us/1137.htm. The first set of instructions will export the entire OverDrive reading history (this is not device specific) and the second set of instructions will export only titles downloaded to a specific device.

Reading progress and bookmarks for titles read in the OverDrive app won't sync to Libby when you switch. You may want to finish your current loans before switching or make a note of your progress and manually pick up where you left off in Libby.

Once you add your library cards to Libby, all your loans and holds will be waiting on your Shelf. Wish lists can be synchronized and the instructions on how to do that can be found here: https://help.libbyapp.com/en-us/6024.htm?tocpath=Home%7CTags%7C_____2.

This is a link to a more comprehensive FAQ that can answer other questions you or your patrons may have regarding this switch: https://www.overdrive.com/apps/libby/switchtolibby.

Are you looking for a great way to promote Overdrive's Libby app to your patrons? Try Libby!

Our Try Libby banners are a great resource for libraries reminding patrons about the move from the Overdrive app to Libby. The SAILS office has three Libby banners that libraries can borrow for up to 28 days each. The banner cannot be put in delivery and will need to be picked up from the SAILS office.

Any library interested in borrowing a banner should email the SAILS office at support@sailsinc.org.

Stickers for the Libby promotion are also currently available for replenishment. Email the SAILS office at support@sailinc.org and let us know you would like more sent to your library.
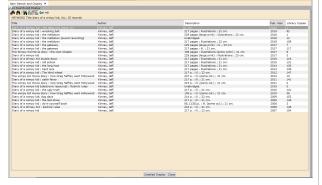
Circulation Tip of the Month
By Chelsea Fernandes

Workflows-Print a List of Titles

A patron wants a printout of a list of titles. Do the following to get a nice printout.
1. Perform a search – make sure it's fairly specific, you won't be limited to printing just the lines viewable in your screen, but you don't want to give the patron irrelevant results.

2. Sort the results as desired.

3. Remove the **Viewer** and **Search** Pane to view just the list of titles.

4. Click on **File** > **Print Screen**

5. Now you can print from the newly opened browser window or other desired program.

SAILS MEETING OWLS READY TO LEND TO LIBRARIES

The Meeting Owl Pro is a 360-degree tabletop camera that automatically shifts focus to whoever is speaking in a room, training its lens and microphone on the speaker. In "hybrid" meetings, this means that virtual participants have a better feel for what's happening in a meeting or event.

SAILS currently has two meeting owls - Eglantine and Soren. Each comes with its own carrying case, USB cable, power cord with adapter as well as instructions for easy set-up. The owls cannot be put in delivery and will need to be picked up from the SAILS office.

The Owls are barcoded and ready for their next library journey. If you have any questions please don't hesitate to contact suppport@sailsinc.org.

UPCOMING EVENTS

August 17th @ 10am   SAILS Membership Meeting
September 5th   Labor Day - SAILS Office Closed

July Statistics

Circulation (no Overdrive)
Total Items Circulated: 298,391
Items Loaned between SAILS Libraries:
56,069

OverDrive Circulation to SAILS patrons
Ebook: 33,532
Audio Book: 23,770
Video: 41
Magazines: 2,646

Database Size
Titles: 1,067,731
Items: 3,163,159
Total Patrons: 287,645

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