



Network News October 2022



Privacy Matters: On Securing Patron Passwords

By Kathy Lussier

Later this week, SAILS will be implementing one of the larger changes resulting from last year's privacy audit: the securing of patron and staff passwords.

The change is one that will require staff to change the way they provide customer service when assisting patrons with login problems or with logging into a third-party service (Overdrive, Envisionware, ComCat) that uses the SAILS patron database for authentication. For this reason, much of this newsletter is focused on answering questions on how best to assist patrons when you will no longer be able to look up their passwords for them.

I would like to take a few moments to explain why the Privacy Audit Task Force believed this change was necessary. The four-digit PINs based on the patron's phone number are an insecure method of protecting patron data, and we need to encourage patrons to reset their passwords in order to better secure their accounts. While this is particularly important for patrons who are checking out sensitive materials, it always should be the choice of a patron to decide if others know what they are borrowing from the library. As a result, the network needs to put measures into place to fully protect this information.

With online card registrations and increased awareness around password security, many patrons already have a password that does not follow the phone number format. This practice carries a risk when those passwords aren't properly secured in the database.

A 2019 study from Google, in partnership with Harris Poll, found that 52 percent of respondents reuse the same password for multiple (but not all) accounts and that 13% reuse the same password for all their accounts. This data shows that many of the patrons setting their own password for their library accounts are likely to be using the same password they use for other online accounts. If somebody were to gain unauthorized access to the system and could obtain user passwords, they may be able to use those passwords to log into email accounts, shopping websites with stored credit card information, or even financial accounts. The Verizon Business 2020 Data Breach Investigations Report found that 80% of data breaches for web applications involved the use of stolen credentials.

By securing the SAILS passwords with what is known as a salt and hash, not only will the password be unavailable in Workflows, it will be unreadable to a potential hacker gaining unauthorized access to the underlying database. Salting and hashing passwords has been the standard way to store these credentials for many years, and SAILS is looking forward to finally meeting this standard. Although a data breach of the SAILS database may seem unlikely to some, recent breaches for the Boston Public Library and Baker & Taylor show that library organizations are not immune from these attacks.

We also understand that this change will pose some customer service challenges and may cause some initial confusion for your users. Please don't hesitate to reach out to us at support@sailsilnc.org if you have any questions or come across any problems when the password change is implemented.

Welcome Kristen Cardoso to Rochester



Cardoso is the new Library Director of the Joseph H. Plumb Memorial Library in Rochester. Born and raised in New Bedford, Kristen has been working in libraries since she was sixteen years old. After earning her MLIS and an MA in English Literature at McGill University in Montreal, Canada, Kristen worked as the User Experience Librarian at the Middlebury Institute of International Studies in Monterey and then as Circulation Coordinator at the University of California, Santa Cruz. She most recently served as the Branch Manager for the Howland-Green Branch Library in New Bedford's south end.

Kristen currently lives in New Bedford with her husband. When not working, she enjoys practicing yoga, finding new bookstores to explore, gardening, and, of course, reading.

Securing Passwords Reminder - October 6th

**Be sure to get the patron's email address in their record. It will be the only way they can reset their password.



Secured Passwords

Coming Soon



Insuring Your Privacy

How does this
affect you?

Protecting your Account

- PINs/Passwords wiLL bE caSe sENsitIVe
- Library staff will no longer be able to see or tell you your PIN/Password
- To reset a forgotten password, you need an email address in your library record.

*Go to the Circulation Desk for more details.

10/6/2022

And in preparation for this change, we had to turn on a password policy setting in Workflows that made passwords case sensitive. This should not be a problem for patrons who use numeric PINs/Passwords and is unlikely to be a problem for people who set PINs/Passwords in recent years. This does affect most of the staff logins, which have been in the system for years and years. This is why you need to use all caps when logging in. If you've changed your password or are using a newer account, those are case sensitive and should be entered in the format you were given them in.

This is what you'll see when modifying a patron's record, after masking is turned on.

SirsiDynix Symphony WorkFlows: Modify User

File Edit Wizards Helpers Modules Preference Tools Help

Acquisitions | Cataloging | Circ Ltd | Circulation | Configuration | Offline | Outreach | Reports | Requests | Reserves | Serial Control | U

Common Tasks

CheckOut

Discharging

Fine Free Discharge

Renew User

Renew Item

Billing a User

Paying Bills

Item Search and Display

Check Item Status

Help

Users

Display User

User Registration

Modify User

Copy User

Send SMS Message

Confirm Address

Renew Privilege

Remove User

Items

Holds

Modify User

Modify User

Notes

Name: Lessner - matta, Laurie

Id: 22042000588457

Group ID:

Profile name: ADULT...

Identify User

User ID: 22042000588457

Primary Phone: 508-946-8600

Email: llessner@sailsinc.com

Basic Info | Privilege | Demographics | Addresses | Extended Info | SMS Notice | Contact Info | U

Extend user's library privilege: ☐

Privilege expires: 9/4/2023

PIN: ****

Override:

User's PIN is active

PIN creation date: 8/23/2020

PIN expiration date: NEVER

Status: OK

Claims returned: 0

Override:

Get User Information

Save (o)

Modify a Different User

Close

So remember -

- You can only reset patrons' password to the last 4 digits of their phone number
- If patrons have any trouble with logging in - send them to [password reset form](https://sails.ent.sirsi.net/client/en_US/default/changepinpage/SYMWS/DEFAULT/$N) - [https://sails.ent.sirsi.net/client/en_US/default/changepinpage/SYMWS/DEFAULT/\\$N](https://sails.ent.sirsi.net/client/en_US/default/changepinpage/SYMWS/DEFAULT/$N)
- You should **never** ask patrons for their passwords

Images Can Now Be Added To Records for Library of Things Collections

Jennifer Michaud

At this year’s Technical Services meeting, I mentioned that Laurie Lessner and I were looking at how we could add images to our Library of Things records. Thanks to Laurie’s work on this project, I am happy to announce that this option is now available for records in the EQUIP format. **This option is only available for records in the EQUIP format, but it is not limited to Library of Things collections.**

These images will display in Enterprise the same way that book covers and the containers for audiobooks, DVDs/Blu-rays, and video games do. You will see the image next to the title of the record in the search results list as well as when you are looking at the individual bib. record.

Images will not be added to the records in Workflows. Instead, Laurie has designed it so that she will add the images directly to Enterprise from a file that libraries submit using our Cataloging Error Reporting Form.

You will notice a change in the layout for the Cataloging Error Report Form. Laurie has updated the Cataloging Error Report Form so you will now be using a drop-down list to select your purpose for submitting the form. One of the options will be: Library of Things File Upload. Images will only be added to records in the EQUIP format.

Steps for adding images/photos to EQUIP records.

1. Create a record in Workflows using the EQUIP format
2. Fill out a Cataloging Error Report Form on the SAILS website: <https://sailsinc.org/cataloging-desktop/cataloging-error-form/>
3. Select the "Library of Things File Upload" option in the drop-down list and enter the title control number and title of the record.
4. The file name must be the title control number of the record. (The title control number can be found under the Control Tab of the bib. record.)
5. The file must be saved as a .png file.
6. The file name needs to be entered like this example: a2894928.png
7. Upload the file to the form or drop the file at the designated spot on the form.
8. Click Submit.

New field in patron record

This is a field that will be used in the patrons notices. The content in the field will point the patron to the correct, library specific, enterprise site. When you register a patron, this field should have the message saying "for SAILS usage". Unfortunately, when modifying a record, it looks like this.

Basic Info

Privilege

Demographics

Addresses

Extended Info

SMS Notice Contact Info

User groups

Primary: ☒ Address 1 ☐ Address 2 ☐ Address 3

Address 1

STREET

CITY/STATE

ZIP

PHONE1

HOMEPHONE

WORKPHONE

CELLPHONE

EMAIL

PROFILEURL

508-946-8601

The only records that should have anything of use in this field will be the records the system uses for each of the library policies. These aren't accounts that should be modified, so it's fine to just ignore this if you happen to notice it.

Circulation Tip of the Month

By Chelsea Fernandes

Workflows - Pending Transits Display Owning Library

With the **Pending Transits** wizard you can click on the title to see the owner. Reminder: You can sort the columns by clicking on the column heading. From the **Circulation** toolbar, in the **In-Transit Items** group of wizards, click the **Pending Transits** wizard. Find the title you want and note the **Item ID** to the right. Click the title (which is underlined) and a glossary pops up.

List of items in transit

Call Number	Title	Item ID	Date Sent	From	Reas
DVD SIM	The Simpsons movie ...	33570000862667	4/20/2008,1:15	NBED-MAIN	For a hold
PB SPARKS	True believer	32873000881765	4/20/2008,1:15	BCC	For a hold
CD JAZZ BLA	Art Blakey's Jazz Mes...	32040001448347	4/21/2008,1:15	SEEKONK-PL	For shelvir
AC STEEL	Amazing grace [soun...	32032004776527	4/22/2008,1:15	FALLRIV-S	For a hold
DE CRO	Diary of a worm / by ...	32034002696400	4/22/2008,10:29	DART-SOUTH	For a hold

Pending Transits : Glossary

----- Bibliographic Info -----

Personal Author: Steel, Danielle.
Title: Amazing grace [sound recording] / Danielle Steel.

----- Volume And Copy Info -----
(Displaying 2 of 2 volumes)

AC STEEL

Copies: 1

Library: ACUSHNET...

Copy: 1

ID: 32032004776527

CDBOOK [in transit]

Holds: 19

CDBOOK STE

Copies: 1

Library: DART-SOUTH...

Copy: 1

ID: 32034003204980

CDBOOK (CHECKEDOUT) can't circ

Holds: 18

Close

Technical Services Fall Roundtable

Jennifer Michaud

This year's Technical Services Fall Roundtable will be held on Zoom on Wednesday, November 2nd from 10am to noon. As we've done for the past couple of fall roundtables, this meeting will be an open discussion of all things related to cataloging and technical services. This is a great opportunity to meet and share ideas with each other. It's also a chance to discuss or ask any questions that you might have for SAILS Cataloging. We welcome anyone who is interested in cataloging-related discussions, especially people who may be new to cataloging (and/or new to

cataloging within SAILS), to attend this roundtable. If there's a topic that you want to discuss or you have any questions for the roundtable, you are welcome to send those topics or questions before the meeting to catsupport@sailsinc.org.

Please register on the SAILS website if you plan on attending this roundtable. We will email you the Zoom login information a few days before the roundtable.

[Click here to register](#)



Early next spring, we plan to hold a hybrid roundtable for people to attend in person or via Zoom. The topic for that roundtable will be graphic novels. The date and location of this spring roundtable will be announced soon.

Sign up for the Fall Circulation Roundtables

Join us for a casual discussion about circ issues at your library. It's a great opportunity to learn from each other and ask questions!

Wednesday October 26, 2022 10:30 AM - 12:00 PM - Zoom

Thursday October 27, 2022 10:00 AM - 11:30 AM - In Person (Norton Public Library)

[Register today!](#)

MLA 2023 Conference - Program Submission Deadline in 2 weeks!

Do you have a program idea for the 2023 MLA Annual Conference being held on Monday, May 8 - Tuesday, May 9, 2023 at the Cape Cod Conference Center at Sea Crest Beach Hotel in Falmouth?

Our theme for 2023 is MLA: Making Waves and we are seeking proposals for presentations focused around the ideas of testing new waters, anchoring our communities, setting sail for new horizons, and riding the waves like the world class surfers you are!

Have you introduced a new program or service that you are proud of and think others might benefit from your experience? Let's hear about it! Or, perhaps you're interested in learning more about a certain topic. You can bet others might be, too - so why not consider assembling a panel of specialists to present on it?

Submit your program proposal by October 16, 2022. You will be contacted in November after the Conference Committee has reviewed the proposals.

Have a question? Email conference@masslib.org and one of the conference co-chairs will be happy to answer! Come and help us make some waves!

Thank you!

MLA Conference Committee &
Co-Chairs:
Esme Green
Ellen Keane
Joanne Lamothe
Laurie Lessner



Highlights of the September Board Meeting

- The Board got a first look at the FY24 Action Plan and Budget that will be presented to Membership in October. The draft plan includes the following:
 - A thorough review by SAILS staff of SirsiDynix's BlueCloud Circulation and Cataloging, the browser-based client that will eventually replace Workflows, to determine if it is ready yet to meet the needs of SAILS libraries.
 - An evaluation of discovery layers that could possibly replace Enterprise for a better search and user experience. This exploration is being done in response to concerns raised from member libraries about Enterprise when SAILS went through its strategic planning process.
 - Additional part-time staffing in the bibliographic services department, allowing SAILS to shift staff and provide better support in training and support of circulation and holds.

- Initiatives to better support Diversity Equity and Inclusion for our libraries.
- The formation of a Shared Services Committee with the goal to better support collaboration in the network.
- The Board also received updates on the Overdrive Committee’s work to update the Overdrive policy to include a policy for responding to materials challenges for SAILS-owned items in the collection.
- The Board approved a privacy policy revision to address changes to the network’s password policy.
- The Board also approved a revision to the Record Retention Policy to incorporate changes made to our retention periods.
- The Board voted to recommend to Membership that the minimum out-of-state card fee to allow patrons to request materials from other SAILS libraries be raised from \$55 to \$75. This recommendation will go to Membership for a final vote in October.
- Executive Director Kathy Lussier reviewed progress for evaluating the SAILS office space with the lease expiring in fall 2023. SAILS staff is exploring reducing the current office space and also checking the market to see what other space is available.
- Assistant Director Laurie Lessner provided a demo of the new Enterprise feature to display images for Library of Things items.

UPCOMING EVENTS

Columbus Day	October 10th <i>SAILS OFFICE CLOSED</i>
Intro to BCA	October 11th - 10:00 AM - 11:00 AM
Intro to BCA	October 11th - 2:00 PM - 3:00 PM
Intro to BCA	October 12th - 10:00 AM - 11:00 AM
Intro to BCA	October 12th - 2:00 PM - 3:00 PM
SAILS Membership Meeting	October 19th - 10:00 AM - 12:00 PM
Circulation Roundtable - Zoom	October 26th - 10:30 AM - 12:00 PM
Circulation Roundtable - Norton Public Library	October 27th - 10:00 AM - 11:30 AM
Technical Services Fall Roundtable - Zoom	November 2nd - 10:00 AM - 12:00 PM

September Statistics

Circulation (no Overdrive)

Total Items Circulated: 272,690
Items Loaned between SAILS Libraries:
55,715

OverDrive Circulation to SAILS Patrons

Ebook: 33,680
Audio Book: 23,383
Magazines: 2,737

Database Size

Titles: 1,059,377
Items: 3,119,746
Total Patrons: 264,063



So Remember ...

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- If patrons have any trouble with logging in - send them to the [password reset form](#)
- You should never ask patrons for their passwords



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