Network News
November 2022

Welcome Jessica Henderson to East Bridgewater

Jessica Henderson is the new Director of Library Services for the East Bridgewater Public Library. She started her career as an Adult Programming Librarian for the County of Los Angeles Public Library, then served as a Youth Services Librarian for 14 years in several locations in Atlanta and Massachusetts, most recently the Sharon Public Library and the Boyden Library.

Outside of work, Jessica enjoys raising tweens - twins and a singleton, reading graphic novels and LGBTQ young adult novels, swimming, hiking, and yoga.

"Circ Tip" Boxes
By Chelsea Fernandes

Have you ever wished that you had all of the tips from "Circulation Tip of the Month" together in one place? Soon you will all be receiving just that! We have been putting together "Circ Tip" Boxes that we plan to distribute to each library. Each box contains all of the Circulation Tips compiled by SAILS and reviewed by the Circulation Policy Committee. They are organized into categories such as "Patron Records" or "Checkouts/Charges". These categories are indicated in bold on the top left-hand side of the card.

SAILS staff will be in contact with the Circulation Contact listed for your library to arrange drop-off details. If you have any questions, as always please do not hesitate to reach out to support@sailsinc.org.

Self-Serve Holds and Patron Privacy

As some of you know, the SAILS Privacy Audit Task Force was charged with creating a best practice for libraries who have self-service holds. In the recommendation, it said to set up holds wrappers to limit the number of characters used in the patron's last name and barcode number. This is done through workflows in the properties' behavior tab for the "Onshelf Items", "Manage Holds Shelf", "Trap Holds", and "Check Item Status" wizards. This works for libraries who have thermal printers. The thermal printers have a "raster driver", which means they can print images and more complex graphics. If you want to

print the patron's name vertically or limit the number of characters, you'll have to use a thermal printer.

Above is a picture of the self-service hold shelf at the Norton Public Library. As you can see, they flip their books around and have the slip showing on the outside of the book and not the spine. They say it really works well for keeping people from looking at what others have on hold, which is the point of protecting our patrons' privacy.

Removal of title and author from patron notifications

During the April 2022 Membership meeting, SAILS directors voted to remove titles and authors from patron notices as part of the effort to enhance privacy measures for SAILS patrons.

The SAILS office plans to implement this change on Monday, November 21. All patron notices sent via email, including hold pickup notices, hold reminders, overdue notices, pre-due notices, and assumed lost notices, will no longer include the title or author. Text and automated voice notices have always excluded this information.

Printed assumed lost notices and bills that are mailed to patrons or handed to students will continue to contain title/author information.

The email notices will also include a link to My Account that will auto populate the barcode field with the patron's barcode. Patrons who want to look up the title information can click the link and then enter their password to see which titles are available or due. The notice will also include the item barcode and item type.

We will post a public notice about this change on the SAILS website and Facebook page about a week before this change is rolled out.

If you have any questions, feel free to let us know.

Circulation Tip of the Month
By Chelsea Fernandes

Workflows - Closed Dates Set Up In Workflows

In the **Special** group of wizards, click the **Library Calendar** wizard. You need to be logged in with a tech level login.

1. Click the gadget to the right of the **Closed Dates** field.
2. On the calendars, click a **Closed From** date and an **Until** date. Make both dates the same if you are closed for one day.
3. Click the **Add** button. Add more dates, if necessary.
4. Click **OK** when you have finished.
5. Under **Closed Days**, click the days that you are closed every week.
6. Click the **Save** button.
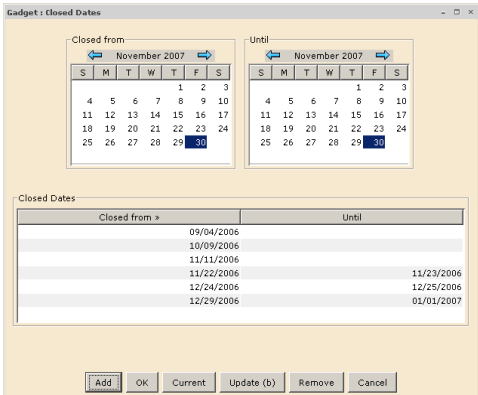
Changes don't take effect until the following day.

Images For Records for Library of Things Collections (Updated)
Jennifer Michaud

This article contains updated information from the original post in last month's newsletter.
Since we began offering this option last month, Laurie has made some changes to how these files can be submitted. Those changes are reflected in the steps below.

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 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.

As of November, you can now submit images as either JPG or PNG files. The form has been updated to reflect that JPG files are now being accepted.

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 either a .jpg or .png file.

6. Enter the file name like this example: a2894928.jpg (or a2894928.png)
7. Upload the file to the form or drop the file at the designated spot on the form.
8. Click Submit.

Please note that these images need to be pictures that you have taken. We are not adding images from any online sources, including Amazon.

Here's an example of a puzzle record with the image that Laurie has loaded into Enterprise.
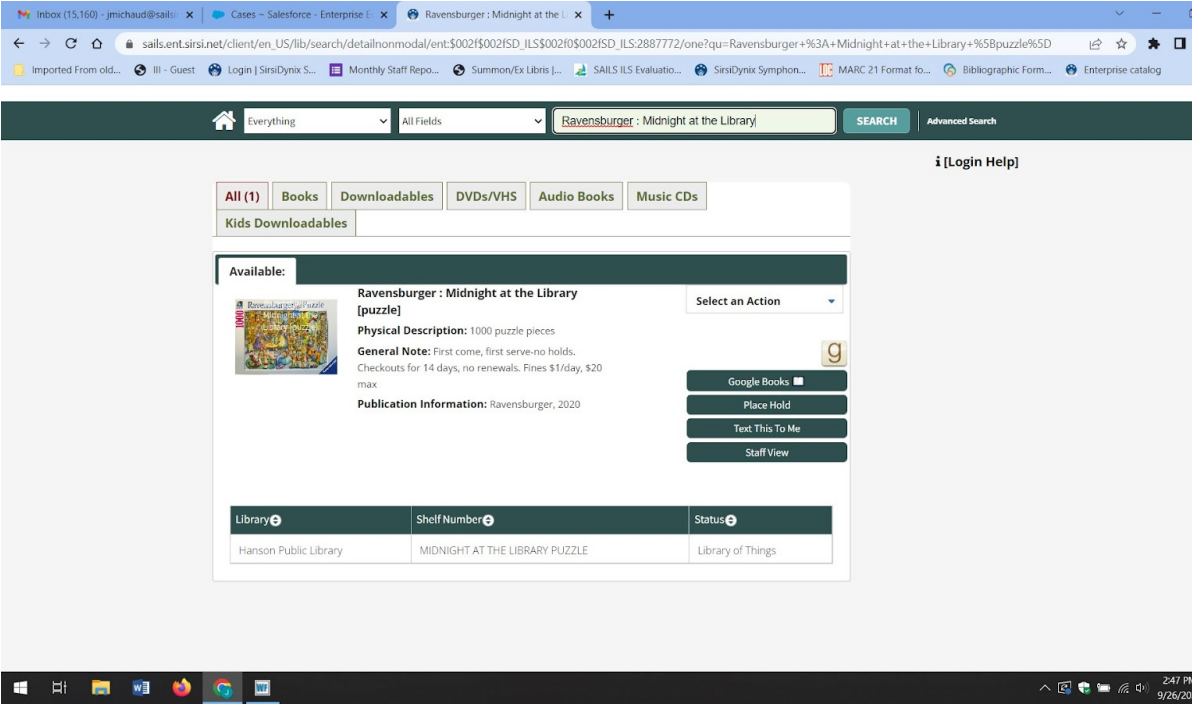
You can also see this puzzle record in Enterprise by following this link:
Click here to see this record in Enterprise

We hope that you will take advantage of this enhancement to your EQUIP records. Please email catsupport@sailsinc.org if you have any questions about this new feature or about the changes to the Cataloging Error Report Form.

Symphony Workflows - 4.0 Installing
By Laurie Lessner

Tuesday at 10 PM, November 22nd, we'll be installing the newest version of Symphony Workflows.

Enhancement of Interest
Default path for applications to view and print reports updated
This applies to workstations that don't already have an application to view reports set in the "Report Session" properties.
The default path for the "Application to View Reports" and the "Application to Print Reports" fields in the Report Session wizard is now set to C:\Windows\notepad.exe for Windows workstations. In addition, if an Application field in the Report Session wizard is empty, WorkFlows uses the workstation's default application for opening the applicable file type.
Enhancement | User Inspired

Upgrading the Client
We will send these instructions out prior to the upgrade.

Installation Instructions:
1. Double-click on the WorkFlows icon.
2. When you are prompted to either Install Now or Install Later, click Install Now.
3. Select OK when you are prompted to exit the client.
4. Double-click the WorkFlows shortcut on your workstation, if necessary.
5. Follow the instructions in the setup windows.
6. Answer the questions posted by the installation program by saying "yes" or "ok".
At the end of the install, you will be prompted to connect the client to the SirsiDynix Symphony server. Allow the WorkFlows client to connect to the Symphony server and transfer server files to the client workstation.
If you are using a Macintosh workstation, please contact SAILS (support@sailsinc.org)

If, for some reason, the update doesn't work and you need to reinstall the full version of workflows, you will need administrative access on your computer. You shouldn't need that for just the upgrade.

If you're in a school or your library is not allowed to install software without IT support, be sure to keep them in the loop that this is coming and we will make the extra software available when we get closer to the upgrade.

If you have a Mac, please email support@sailsinc.org so we can get you the correct software, if needed.

SAILS Support Tips

Providing libraries with the support they need with a quick turnaround time is a goal for everyone who works in the SAILS office. Here are some tips for submitting support requests that will help us help you to the best of our ability.

- Please send all questions to support@sailsinc.org, catsupport@sailsinc.org, or pcsupport@sailsinc.org. If in doubt about which email address to use, go with the main support@sailsinc.org email. Contacting a SAILS staff person directly could result in a delayed response if they are on vacation or in a meeting. Multiple people are monitoring the generic support email addresses from 8:00 a.m. to 4:30 p.m. Monday through Friday, guaranteeing that you will get a quick response.
- Please let us know which library you are with, especially if this information is not in your email signature.
- Use reply-all when responding to our follow-up questions. A reply-all helps all of our support staff follow the case, allowing somebody else to jump in if it is required.
- Never hesitate to send us your questions, even if they seem small or unimportant. Everyone working in the SAILS office does so because they love helping libraries. We're always happy to get your questions and help you solve a problem!

According to the SAILS Guaranteed Service Levels, all service requests will be acknowledged within two business hours of receipt and filled within 24 hours of receipt. If you do not hear back from us in a timely manner, please let us know.

Highlights of the October Membership Meeting

- James Lonergan (MBLC), Sarah Sogigian (MLS), Andrea Fiorillo (MLA) and Maura Deedy (MBLC) discussed support for material challenges. Libraries who are dealing with a materials challenge can reach out to any of these organizations for assistance. They also shared the below resources:

  - MLS/MBLC/MLA Resource Guide: https://guides.masslibsystem.org/intellectualfreedom
  - ALA Challenge report form: https://www.ala.org/tools/challengesupport/report
  - Intellectual Freedom primer with Dr. Marting Garner: https://vimeo.com/717999144?embedded=true&source=video_title&owner=12563456
  - Unite Against Book Bans: https://uniteagainstbookbans.org/
  - **for schools:**

    - MSLA Book Challenge Tracker: https://docs.google.com/forms/d/e/1FAIpQLScFtDnh0h907q27P-r5iRWfB6uXgW0D2CPXzLUDXDFfGLjB2g/viewform
    - AASL Position Statement and Guides: https://www.ala.org/aasl/about/challenges

- Membership approved the FY24 action plan and budget. The plan includes the following objectives:

  - 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.

- Funds for a consultant to work on the SAILS strategic plan.
- Membership approved a revised Digital Content Collection & Lending Policy that now includes materials reconsideration policy for SAILS-owned items in the Overdrive collection.
- The Library Stroll Task Force provided an update on The Ultimate Library Roadtrip, which will take place from April 18-29 at SAILS libraries. The Task Force is hoping all SAILS public libraries participate.
- Membership approved a new formula for setting the minimum out-of-state card fee to allow these patrons to request materials from all SAILS libraries. Under the new formula, this minimum fee will increase to $75 as of 1/1/2023.
- Membership approved policy stating that custom library shopper cards must include a statement that the library is a member of the SAILS network and/or the SAILS logo.
- Executive Director Kathy Lussier informed membership that a new committee will be formed to plan a network-wide community read event among library staff. A task force will also be formed to evaluate alternatives to Plymouth Rocket for the SAILS cooperative purchase of a calendar, registration, and museum pass booking service.

UPCOMING EVENTS

Shopper Card Order Placed	November 9th
Veterans Day	November 11th - SAILS office closed
SAILS Board Meeting	November 16th - 10 AM
Thanksgiving Eve	November 23rd - SAILS office closing @ noon
Thanksgiving Day	November 24th - SAILS office closed

October Statistics

Circulation (no Overdrive)
Total Items Circulated: 272,248
Items Loaned between SAILS Libraries: 57,446

OverDrive Circulation to SAILS Patrons
Ebook: 33,630
Audio Book: 24,236
Magazines: 2,699

Database Size
Titles: 1,060,703
Items: 3,121,835
Total Patrons: 264,238

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