

**MEMBERS MEETING OF S.A.I.L.S., INC.**  
**547 West Grove Street, Middleborough Massachusetts 02346**  
**AUGUST 15, 2012 10 A.M.**

**MINUTES**

Meeting called to order by Deborah Wall at 10:06 a.m.

Roll call – Gail Roberts

Libraries in attendance: Bill Schneller (Berkley), Sean Daley (Bridgewater), Lynn Antunes (Dartmouth) Jocelyn Tavares (Dighton), Manuel Leite (East Bridgewater), Dorothy Stanley-Ballard (Freetown), Nancy Cappellini (Hanson), Olivia Melo (Lakeville), Susan Berteaux (Mass. Maritime), Danielle Bowker (Middleboro), Robin Glasser (Norfolk), Frank Ward (North Attleboro), Lee Parker (Norton), Deborah Wall (Pembroke), Deborah Batson (Plympton), Gail Roberts (Rochester), Cindy St. Armour (Swansea), Denise Medeiros (Wareham), Beth Roll Smith (West Bridgewater), Sue Branco (Westport); SAILS staff: Debbie Conrad, Laurie Lessner, Kristen Slater

Approval of minutes of preceding meeting. The motion was made by Robin Glasser (Norfolk) to accept the minutes. Beth Roll Smith (West Bridgewater) seconded. Approved unanimously.

FY13 Treasurer's Report

Warrant 02. 1.13 – presented by Olivia Melo (Lakeville); seconded by Robin Glasser (Norfolk). Approved unanimously.

FY13 YTD – There will be a second warrant coming in for August. Debby read the financial report. This is the best year SAILS has had for payments coming in.

Old Business

Gmail migration - Laurie presented the plan. The office email was moved last week and they are now using gmail, Google calendar, and Google drive (aka Google docs). Some are using gmail and Outlook together. Dighton will be the guinea pig for the libraries. More libraries will be added in September. Ben will be available for training. Users may be able to manage multiple accounts. Gmail is faster than World Client, and has better spam control.

Enterprise - Debby updated us on this program. They are moving us up in implementation with a “go live” date of Sept. 4, but only for billing purposes. There will be a training schedule with SAILS staff, but it will not be for public consumption. There may be a limited viewing for patrons.

Patron Notification - everyone who opted in is now offering patrons email, text, voice or no notifications. Ben has been tracking number of notices sent; email is the largest number, then voice, then text. SAILS is now down to less than a box of notices a week. The goal is to stop printing all notices (except for bills) in November. There are now email notices twice a day for holds plus reminder notices; text hold notices twice a day, plus overdues and reminders; phone calls also twice a day for hold notices, early in morning, plus late afternoon plus overdues in the morning. . The Spanish function has been turned on. Nothing has been done with the Portuguese as yet. They are working bugs out of the system. In January, there might be a 24/7 incoming line for patrons to check the status of their accounts. No calls are made on Sundays or holidays. K-12 and academics are being offered email or text messages; no voice.

Committee appointments – Deborah Wall appointed the committee members as listed in the packet with three additions.

Updates and changes to SAILS Wiki – postponed due to the absence of Ben Phinney.

Legislative Breakfast – report of meeting with CLAMS rep, by Nancy Cappellini (Hanson). Nancy met with CLAMS about combining our Legislative Breakfasts, but most of the CLAMS libraries are not willing to go off-Cape. She will be meeting with the SAILS Legislative Breakfast committee on 8/15/12. Mass Maritime was offered as a meeting place that would be central to both systems. Also the Cape wants theirs in the fall; we want to stay with the regular schedule. Laurie also reported that the MLA board has met and are making State Aid a high priority.

Personnel Committee: Robin Glasser reported. SAILS staff raises will be coming from a pool of 1.5% increases awarded by merit, retroactive to July 1. Personnel committee will be doing Debby's evaluation. Debby said that we need to keep our salary ranges in line with other systems.

## New Business

Group bid for RFID - some libraries will be incorporating RFID, with Foxboro ready to go out to bid. If you want to participate, SAILS will do a group bid to Sirsi (3M) or Envisionware, or Bibliotecca. RFID is good for self-check, inventory, or just tagging books. Norfolk is using it for self-check and inventory. This is a good opportunity to look at pricing.

Status of SAILS lease – SAILS is 18 months away from the end of the lease at the current location. Debby met with the landlord in July and a proposal was presented: pay the same rate as we are currently paying for 5 yrs; they will cover plumbing and HVAC for the meeting room only. Debbie has checked with other networks. We pay the highest per square ft than other networks except FLO and MVLC. May be able to manage with 3000 sq. ft. (Currently have 4000.) Lakeville will host big meetings. Debby and Laurie looked at other office spaces. Debby will talk to the landlord again, ask him to lower the rent. If not, she will be asking for volunteers to put together a bid on moving and setting up a new office system.

Site visits – Debby, Laurie, and Ben will be conducting informal site visits, especially to libraries that have not had anyone from SAILS visit in a long time. These will just be occasions for staff to present questions or concerns to SAILS staff.

Statistics and reports – upcoming workshop. SAILS will be offering a formal workshop at SAILS for new library staff to help understand the reports etc that we get from SAILS: what do we get, how do you read it, what can we ask for, etc. Ben is working on course outline. These will be open to anybody and will probably take place in November.

## Executive Director's Report

- a. Rob Mayer (MBLC): there will budget hearings at Worcester PL, on Sept. 5. Debby is willing to carpool to better represent SE MA. We can also submit written comments.
- b. there was some unexpected downtime last week that was not seen by SAILS. SAILS staff will come up with emergency procedure: check emails first; listen to phone message from SAILS. The problem happened elsewhere in Verizon.
- c. Virt Cat: governance committee met via telephone conference. Auto-graphics product chosen. We will in the first round network to try the new system (tentatively). 2-2.5 years to finish this project. This will open Virt Cat up to more participants.

## Other Business

Robin Glasser (Norfolk) asked for input on the MLS request for donations for accessing smaller local newspapers. There was discussion, and the general consensus was that this is a non-starter for us.

Adjournment at 11:16

Demonstration by Plymouth Rocket.