

Annual Meeting of SAILS, Inc.
Mansfield Public Library
255 Hope Street, Mansfield, MA 02048
June 20, 2018

In Attendance: Dina Brasseur (Acushnet), Christine Johnson (Attleboro), Vicki Dawson (Berkley), Ann Gerald (Bridgewater), Emily Brown (BCC), Carole Julius (Carver), Lynne Antunes (Dartmouth), Jocelyn Tavares (Dighton), Virginia Johnson (East Bridgewater), Uma Hiremath (Easton), Liane Verville (Fall River), Manny Leite (Foxborough), Dorothy Stanley-Ballard (Freetown), Jean Gallant (Halifax), Karen Stolfer (Hanson), Jayme Viveiros (Lakeville), Catherine Coyne (Mansfield), Elizabeth O'Neill (Marion), Susan Berteaux (MMA), Susan Pizzolato (Mattapoisett), Randy Robertshaw (Middleborough), Olivia Melo (New Bedford), Sarina Bluhm (Norfolk), Frank Ward (North Attleborough), Lee Parker (Norton), Debbie Wall (Pembroke), Melissa Campbell (Plainville), Eden Fergusson (Raynham), Gail Roberts (Rochester), Peter Fuller (Seekonk), Joanne Nichting (Somerset), Susan Branco (Westport), Debby Conrad (SAILS), Lisa Hart (SAILS), Kristin Slater (SAILS)

Meeting called to order at 10:07 PM by Jayme Viveiros, President

Roll Call – Lisa Hart

Approval of Minutes of May 16, 2018

- Motion by Carole Julius (Carver)
- Seconded by Randy Robertshaw (Middleborough)
- Unanimously approved

Report of the president - Summary of FY18 Board activities - President Jayme Viveiros (see attached)

Nominating Committee Report – Manny Leite

Election of Officers– nominations from SAILS Board– Vote

Jayme Viveiros, President, asked if there were any nominations from those board members in attendance. There being none she asked the secretary to cast a single vote for the slate.

Board Resolutions – Liane Verville

Authorizing Jayme Viveiros to sign Network Agreements

- Motion by Liane Verville (Fall River)
- Seconded by Carole Julius (Carver)
- Unanimously approved

Authorizing Officers to be signers on Network Bank Account

- Motion by Liane Verville (Fall River)
- Seconded by Frank Ward (North Attleborough)
- Unanimously approved

FY18 Treasurer's Report

Warrant 12.01.18

- Motion by Carole Julius (Carver)
- Seconded by Dina Brasseur (Acushnet)
- Unanimously approved

FY18 Year-to-date Report

Debby Conrad reviewed the May 31, 2018 balance sheet and Income & Expense report.

Report on SAILS Investments – Paula Murphy (Rockland Trust Investment Advisor)

Committee Reports

Personnel Committee – Executive Director's Evaluation – Manny Leite (See attached)

Executive Director Search Committee – Manny Leite

The deadline for applicant submissions has been extended to August 2018

Autorenewal Advisory Committee

Debby Conrad presented the report (See attached)

A motion was made for SAILS to contract with SirsiDynix for this report.

- Motion by Olivia Melo (New Bedford)
- Seconded by Frank Ward (North Attleborough)
- Unanimously approved

Old Business

BC Mobile

This app will be active by the end of the month or SAILS will be canceling contract.

Overdrive Reciprocal Borrowing Project/Statewide Ebook Project – MOU for FY19 participation

Debby Conrad reviewed the program.

A motion was made to approve the MOU.

- Motion by Carole Julius (Carver)
- Seconded by Jocelyn Tavares (Dighton)
- Unanimously approved

New Business

Appointment of Committees by SAILS President – J. Viveiros

Line Item Transfers

A motion was made to approve the transfers.

- Motion by Frank Ward (North Attleborough)
- Seconded by Susan Pizzolato (Mattapoisett)
- Unanimously approved

FY19 Meeting Calendar

Executive Director's Report – review of FY18 and recommendation for FY19 Strategic Initiatives

See report attached to minutes.

Other Business

Adjournment

Liane Verville (Fall River) made a motion to adjourn, seconded Frank Ward (North Attleborough) and approved unanimously.

Meeting adjourned at 11:47 AM

Respectfully submitted,

Lisa Hart

Report of the President

Summary of FY18 Board Activities

There are certain eventualities in life for which we can and should plan. Debby's upcoming retirement is certainly one of them for the SAILS Library Network. Successfully managing the departure of a long standing and well respected executive director and the recruitment, hiring, and installation of a new leader is a complicated process. The Board's efforts have been focused on ensuring that this new leader will be selected as the result of a solid, carefully thought out series of actions. This past year has been about asking the tough questions and then answering them during a period of calm to create a purposeful direction to follow at a watershed moment in this organization's history.

From a joint meeting of the Budget, Personnel and Planning committee in July, which laid the initial groundwork for our discussions, to the formation of the Hiring Committee in December and eventual posting of the position in April, many hours have been invested in this process. The Personnel Committee met on numerous occasions and crafted a job description for the new executive director. The Planning Committee played a role by helping organize to the Director's Retreat that was held in November. This retreat allowed the Board (and member libraries) the time and space to, collaboratively and collectively, work through what attributes to look for in the new executive director. Other takeaways from this retreat will serve to inform the next long-range plan for SAILS.

Even amidst these broader actions, let us not forget the other work done throughout the year to keep the organization running smoothly. The Budget Committee worked on a list of priorities, drafting the FY19 Action Plan that was adopted in October. The Circulation Policy Committee worked on best practices for billing for damaged items and helped generate a spreadsheet of replacement copy policies. Other committees, such as the Legislative Breakfast, Showcase Proposal and Overdrive Advisory committees worked diligently to fulfill their charges. In addition, three new committees were also appointed this year - the Investment Committee in January, and the Automatic Renewal and Statistics Review ad-hoc committees in May.

The past year has certainly been a busy one, and as I look towards next year, I see no signs of things slowing down. I certainly look forward to serving and assisting SAILS during the proverbial passing of the torch to the new executive director.

Jayme Viveiros

President, SAILS Board

Personnel Committee Report

The big news from the Personnel Committee was the announcement of the Executive Director's retirement towards the end of the 2018 calendar year. A Search Committee was formed in the Spring of 2018 with a target of hiring a new Executive Director by the Fall of 2018.

Despite this news, the Executive Director continued to make progress within the network and state. Debby has updated all job descriptions, revised the Members Manual, and worked with legal counsel to amend the SAILS Personnel handbook. Debby also met with Infinisource to assist with employee benefits that fall under ERISA regulations and Alpha Pension to assure SAILS is complying with the fiduciary oversight requirements of the network's 403b plan.

Other accomplishments from the Executive Director was establishing a full featured mobile app for the membership and consolidation of Symphony database codes.

Looking at FY19, the Executive Director will lay the groundwork for her successor. Debby will work on the FY20 budget which will allow the new Executive Director latitude to establish new services while assuring the fiscal stability of the network. Debby will review all network activity, meet with the board & officers, and move all important documents to Google Drive. Those documents can then be transferred to the next Executive Director. Debby will continue to perform her duties as Executive Director including representation at statewide meetings and conversations with vendors.

The Personnel Committee unanimously approved a 3% salary increase to the SAILS staff, with the exception of a single staff member which will receive a dissimilar type of compensation.

Respectfully Submitted,

Manny Leite

Report from the AutoRenewal Committee

This is set up very much like a standard overdue report. We can select the following options:

Charge selection - this means we can select specific libraries, date due, number of renewals etc. We would be looking at this selection for specific library and date due. The item cannot be overdue and we don't have to worry about the # of renewals because our loan rules manage that.

Item selection - we can restrict this to certain item types. However whether an item can be renewed is typically defined in the loan rules so I am not sure we have to worry about this too much.

User selection - this can be restricted to certain patron profiles or a combination of library, patron profiles, and user category.

User status selection - the status of Barred and Blocked will not be considered for renewal.

Charge notice - we can create our own notice. It will not update a notice count.

How this works

For items that meet the outline specifications, the system generates a renewal command. The renewal is recorded for the original checkout library. The renewal increments the item usage count and is counted as a circulation transaction for the checkout library.

According to the documentation the only notices that are generated are via print or email. Notices are produced for items that been renewed It also appears we can request the report for Email and Text. It is not possible send phone calls for this but we can certainly do autorenewal for those patrons.

We contacted another network that is using these reports. Here are the notices they send out:

Email message:

The following item(s) currently on loan to you were automatically renewed today. You may have other items due which are not listed here. Not all items are renewable. Please log into your library account to view a complete listing of your checkouts and due dates.

Text message:

Here's good news! We have automatically renewed at least one item for you. Check your library account online for due dates.

Autorenewal works the same for phone notification, except they are not notified of the autorenewal.

SUMMARY RECOMMENDATION – the Committee recommends that SAILS contract with SirsiDynix for this report. Libraries may opt in or out at any time.

Executive Director
FY18 Annual Report to the Membership

The foundation of network activities is based on the Strategic Plan and Guaranteed Levels of Service. We can measure the success or failure of the network based on how closely aligned the activities of the previous year are to those to guiding documents.

FY18 was the first time that those activities were broken out by quarter with Strategic Initiatives clearly laid out for completion in each quarter. Initiatives in each quarter were broken out by the intended audience – enhancing the patron experience, supporting the operations of member libraries, maintaining the health of the organization.

Enhancing the Patron Experience

Launched the evaluation of the Blue Cloud Mobile App.

Migrated from a network subscription to Bookletters to LibraryAware with improved Next Read subscription lists
Completed migration to new telephone notification system offering additional types of notification.

One of the founding members of the Massachusetts Overdrive Lending program working with Minuteman and the Old Colony Network to expand the types of downloadable materials available to patrons.

Upgraded Enterprise to newest release, restoring the author to patron charge history display

Selected BC Mobile as the patron app

Conducted patron survey to determine priorities for development of the patron discovery platform

Public Launch of BC Mobile app scheduled before June 30, 2018.

Ongoing participation in the Overdrive Borrowing project with SAILS taking the lead In providing support to non –affiliated public and academic library which will provide more funds for Overdrive purchases.

Supporting library operations

Assisting libraries in the migration to LibraryAware by scheduling webinars for staff members.

Providing statistics to public libraries that met the requirements for ARIS reporting

Selected replacement for obsolete patron telephone notification system

Conducting Overdrive Marketplace training at the network office

Training two libraries in the use of MobileCirc

Completed customizing item category 1 codes per library to make it easier for staff to create item records

Coordinated two Legislative Coffees with the theme “How Libraries Transform the Communities They Serve”

Chartered a bus to transport 30 library supporters to the Massachusetts State House to participate in the Massachusetts Library Association Legislative Day

Completed customizing Home Location lists for libraries to make it easier for staff members to add records

Compiled and posted list of services offered by public libraries

Successfully tested MobileCirc for tracking event attendance, training the first pilot libraries in June.

Sponsored Library Showcase at the Lakeville Public Library

Installed Symphony version 3.5.3

Coordinated two Envisionware webinars on PC Res and LPTOne

Contracted for enhanced Circulation Map report from SirsiDynix to make it easier for staff to see their library circulation rules.

Developed method for generation of ARIS stats using BC Analytics web portal

Compiled and posted results of databases to which public libraries subscribe

Maintaining the Health of the Organization

Evaluated options for ensuring the network is in compliance with federal and state human resources laws and regulations resulting in the selection of Infinisource for HR advisory services and AlphaPension to assist with Fiduciary Oversight for the networks 403b

Held a Directors Retreat facilitated by Libby Post

Created or developed personnel forms to meeting Erisa requirements

Formed Network Investment Committee to oversee network investment portfolio and 403b Investment Plan

Sponsored Legislative Breakfast to provide libraries with an opportunity advocate for increased library

In consultation with the network's attorney, update the Personnel Handbook

Updated Membership Manual

Updated By-Laws per attorney's recommendation

Revised Conflict of Interest Policy

To maintain and attract staff, benefits were expanded to include network paid life insurance and long term disability for all staff members

Updated the salary ranges for all positions. Compiled results of Director and Staff surveys to develop activities for FY19

Replaced aging telephone system

Updated salary ranges for all positions

Updated Policy Manual

Updated Board Manual

FY18 by the Numbers

(As of 6/15/2018)

Membership –

38 Public Libraries in 44 locations plus one Bookmobile

2 Academic Library in 5 locations

25 K-12 members

1 Affiliate Library (Fall River Historical Society)

464,107 registered users

1,342,914 Titles

4,635,511 Items

Circulation – 3,272,388 items circulated

Overdrive Circulation – 339,609 (25% increase from FY17)

163 visits to libraries by SAILS staff members

303 library staff members attended a SAILS training opportunity

251 library staff members attended a SAILS Meeting

233 supply orders were filled by SAILS

725 patrons received online assistance from SAILS staff

1723 original cataloging records were created by SAILS staff

5866 help desk calls were closed by SAILS staff

99.9% uptime for the ILS

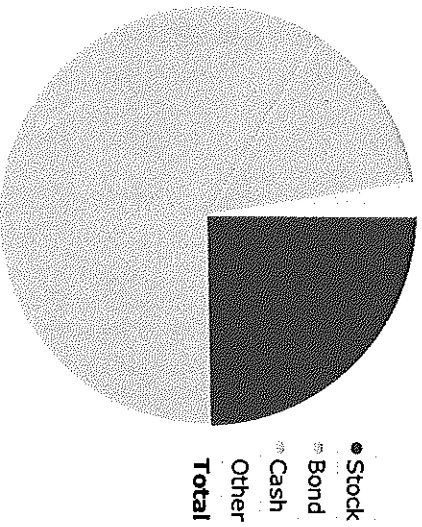
97.5% uptime for Enterprise

ROCKLAND

Investment
Management Group

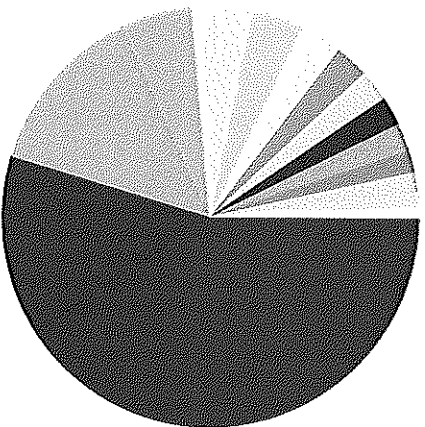
Sails Inc. - Asset Allocation

Portfolio Date: 5/31/2018



Sails Inc. - Portfolio Holdings

Portfolio Date: 5/31/2018



Trailing Returns

Data Point: Return

	YTD	1 Year	3 Years	5 Years	Since 12/1/2009
Sails Inc.	-0.40	2.62	2.38	2.52	2.36
Treasury Bill 6 Mon USD	0.35	1.09	0.57	0.37	0.28
Interm US Treasury TR USD	-0.75	-0.16	0.45	0.73	1.80

Portfolio Value 5/31/18: \$1,046,662