

# ANNUAL MEETING OF S.A.I.L.S., INC.

[Mansfield Public Library](#)

255 Hope Street, Mansfield Ma 02048

**June 20, 2018**

**10 A.M.**

## **AGENDA**

Roll call –Lisa Hart

Reading notice and proof of mailing – Jayme Viveiros

Approval of minutes of preceding meeting

Report of the president - Summary of FY18 Board activities - President Jayme Viveiros

Nominating Committee Report – Manny Leite

Election of Officers– nominations from SAILS Board– Vote

Board Resolutions – Liane Verville

Authorizing Jayme Viveiros to sign Network Agreements

Authorizing Officers to be signers on Network Bank Account

Treasurer’s Report

Warrant 12.1.18

FY18 YTD Reports

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

Committee Reports

Personnel Committee – Executive Director’s Evaluation

Executive Director Search Committee

Autorenewal Advisory Committee

Old Business

BC Mobile

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

New Business

Appointment of Committees by SAILS President – J. Viveiros

Line Item Transfers

FY19 Meeting Calendar

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

Other

Adjournment



## **OFFICIAL NOTICE**

**THE ANNUAL MEETING. OF S.A.I.L.S., INC.**

**WILL BE CONDUCTED**

**On June 20, 2018**

**10 A.M.**

**Mansfield Public Library**

**255 Hope St**

**Mansfield, MA 02048**

**Membership Meeting  
Bridgewater Public Library  
May 16, 2018**

**In Attendance:** Dina Brasseur (Acushnet), Vicki Dawson (Berkley), Ann Gerald (Bridgewater), Robert Rezendes (BCC), Carole Julius (Carver), Lynne Antunes (Dartmouth), Jocelyn Tavares (Dighton), Virginia Johnson (East Bridgewater), Ian Dunbar (Easton), Liane Verville (Fall River), Manny Leite (Foxborough), Dorothy Stanley-Ballard (Freetown), Jean Gallant (Halifax), Jayme Viveiros (Lakeville), Elisabeth O'Neil (Marion), Susan Berteaux (MMA), Randy Robertshaw (Middleborough), Olivia Melo (New Bedford), Lee Parker (Norton), Debbie Wall (Pembroke), Debbie Batson (Plympton), Eden Fergusson (Raynham), Gail Roberts (Rochester), Peter Fuller (Seekonk), Linda Coelho (Taunton), Michael Carlozzi (Wareham), Ellen Snoeyenbos (West Bridgewater), Sue Branco (Westport), Debby Conrad (SAILS), Laurie Lessner (SAILS), Lisa Hart (SAILS), Kristin Slater (SAILS)

**Business Meeting called to order** at 10:00 AM by Robert Rezendes, President

**Roll Call** – Lisa Hart

**Approval of Minutes** of April 11, 2018

- Motion by Debbie Batson (Plympton)
- Seconded by Liane Verville (Fall River)
- Unanimously approved

**FY18 Treasurer's Report**

- Motion by Jocelyn Tavares (Dighton) to approve the Warrant 11.1.18 in the amount of \$22,991.99
- Seconded by Dina Brasseur (Acushnet)
- Unanimously approved
- Motion by Carole Julius (Carver) to approve the Warrant 11.2.18 in the amount of \$732.52
- Seconded by Lee Parker (Norton)
- Unanimously approved

**FY18 Year-to-date Report**

Debby Conrad reviewed the April 30, 2018 balance sheet and income statement.

**Committee Reports**

**Budget – FY19 Action Plan – Carole Julius**

- Motion by Carole Julius (Carver) to accept the FY19 Action Plan
- Seconded by Manny Leite (Foxborough)
- Unanimously approved

**Executive Director Search Committee - Manny Leite**

Job is posted with a deadline set as the end of May. This may be extended. As of now there is one applicant.

## **Nominating Committee**

Manny Leite, co-chair of the Nominating Committee, asked if there were nominations for the board from those present. There being none Bob Rezendes directed the secretary to cast a single vote for the slate as presented by the committee.

## **Investment Committee**

Debby Conrad discussed the current account status. The portfolio manager will be at the annual meeting.

## **Old Business**

### **BC Mobil App**

Laurie Lessner (SAILS) discussed the progress. The deadline of June 30, 2018 should be met.

## **Memorandum of Understanding between SAILS and MLS for support of nonaffiliated public and academic libraries**

Debby Conrad discussed the memorandum. Axis-360 titles will be moved to SAILS as of 7/1/18.

- Motion by Ellen Snoeyenbos (West Bridgewater) to accept the Memorandum of Understanding
- Seconded by Virginia Johnson (East Bridgewater)
- Unanimously approved

## **New Business**

### **Network Consolidation**

This will be a topic of discussion at the Network Administrators Meeting May18th. Debby Conrad will report back to the membership. Peter Fuller requested a possible resolution by the members at the Annual Meeting if necessary.

## **Documentation of Corporate Resolution re: Signing of Contracts and procedure allowing Executive Director to transfer funds**

This was discussed and it was decided not to include it in the by-laws.

## **Revision to Salary Ranges**

- Motion by Dorothy Stanley-Ballard (Freetown) to accept the revisions
- Seconded by Jean Gallant (Halifax)
- Unanimously approved

## **Directors Survey Results**

Debby Conrad discussed the results.

## **Patron Survey Results**

Laurie Lessner discussed the results.

## **Automatic Renewals – appointment of a committee to evaluate**

Gail Roberts (Rochester), Peter Fuller (Seekonk), Lee Parker (Norton), and Joanne Nichting (Somerset) were appointed.

## **Statistics – appointment of a committee to provide feedback on ARIS reports, Overdrive reports, and some changes to monthly reports**

Jayne Viveiros (Lakeville), Olivia Melo (New Bedford), Debbie Wall (Pembroke), Michael Carlozzi (Wareham) were appointed.

### **Possible Enhancement to Enterprise – demonstration of having cross-references in Enterprise**

Kristin Slater demonstrated enhancement.

- Motion by Peter Fuller (Seekonk) to purchase enhancement
- Seconded by Olivia Melo (New Bedford)
- Unanimously approved

### **Report from Executive Director**

See Attached.

### **Other**

Bob Rezendes has accepted a job as Dean of the Taunton campus of BCC and will be resigning his position on the board.

### **Adjournment**

Manny Leite (Foxborough) made a motion to adjourn, seconded by Liane Verville (Fall River) and approved unanimously. Meeting adjourned at 11:41 AM

### **Presentation by Sue Cashmark, Envisionware re: their RFID and self-check products**

Respectfully submitted,

Lisa Hart

Executive Director's Report

May 2018

It has been a busy month in the SAILS office and we have focusing on finishing up projects before the end of the Fiscal Year. Spring is the time we evaluate our services and plan for activities for the upcoming year. This April we invited patrons to comment on their experience using Enterprise. We also asked member library directors to let us know how they felt about the network and the services it provides. We are currently collecting responses to a staff survey. The results of all three surveys will be reviewed and we will identify key trends and activities for next year.

On April 12 Alpha Pension held a staff meeting to review the 403b retirement plan available to SAILS employees. An advisor met with individual staff members in the afternoon to review their accounts and make sure they know how to access their accounts on line. There has been some follow-up calls as the result of the meeting. I am very pleased with the services we receive from Alpha Pension and I know they are helping us meet our fiduciary oversight requirements.

I attended the Directors Day and Cosugi SirsiDynix Users Group meeting in Atlanta. SirsiDynix is offering more options for customization packages to reports and Enterprise through their Consulting Group. The ability to enable auto renewal and adding cross references are two of the options but they also have a new Kids Cat that is very attractive and available as a customization, and various customized user notices. The customizations come with an hourly rate but it is possible to contract for a set number of hours for a year. Another program I attended described a new feature in MobileCirc that allows a library to track event attendance. This can be done without having to scan a patron card and depending on how it is set up you can track summer reading, adult programs, etc. by time of year or type of event. This could be used to summarize total event attendance that you can use for ARIS or town reporting. We are experimenting with it in the office and if it proves to work as promised I hope to open this up to any library who wants to do this. It only requires a tablet. SirsiDynix continues to develop Blue Cloud staff clients but they are updating Symphony as well. The new

release should be out around Labor Day and one of the new features is the ability to add a message at the bottom of a receipt that tells the patron how much money they saved based on item price. Berit Nelson, Vice President of Software Development and Lisa Witteman our Library Relations Manager will be attending the August membership meeting and Berit will be doing a comprehensive overview of SirsiDynix product roadmap and current products under development. This will be a wonderful opportunity for SAILS members to provide direct feedback to a corporate executive about the product we use every day.

I completed a review of our Business Owners Policy through The Hartford. We had coverage for computers and data but we have so little equipment other than desktop computers in the office we are discontinuing that. We are adding Data Breach coverage which would provide the network with funds to handle expenses in the event of a Data Breach such as notifying affected patrons, setting up on going credit monitoring, etc. It is not a major concern since SirsiDynix responsible for housing our data but it is inexpensive and adds some level of security to the network. In FY18 we added \$1 million Umbrella coverage as well so the network is in a good position.

I have been visiting the newest directors to the network and SAILS staff have been following up with information or training required. Joan Pilkington-Smyth has retired and her replacement will be starting June 11. Her name is Christine Johnson and she is coming from Connecticut. Swansea Public Library has not announced if they have a replacement for Cindy St. Amour who is now director of the Brewster Ladies Library.

Lisa and I worked together to submit the information Deloitte uses to file our annual Form 5500 with the Department of Labor. Next year Lisa should be able to fill out the form but the Executive Director is the Plan Administrator so the new Executive Director will have to review it before it is submitted.

On May 22 I will be attending a meeting of the Network Administrators, Steve Spohn and Steve Potash President of Overdrive to discuss the upcoming statewide Overdrive instance. The Network Administrators want to make sure we are fully involved with any decisions made and that the interests of our member libraries are represented since their collections are now providing the content of the Commonwealth EBook program.

I am continuing to work on circulation map clean up using the new tools we have with Release 3.5.3. I hope that when I am done it will be easier to see what rules each library has in place for what item types. The schools are preparing to close for the summer and I have been working with them to establish default due dates and final reports.

Our phone system is being replaced May 31 and staff training is scheduled for June 1. We will be retaining our existing telephone numbers but there may service interruptions on the May 31. Next month we will be preparing for the annual meeting and getting organized for the close of the fiscal year and the audit.

Laurie and Lisa visited the Ted Williams Camp to look at the space available for the November Library Showcase. We are going to begin advertising this earlier and asking libraries to submit presentation proposals if we hear of something interesting.

Nominations for FY19 SAILS Board

Jocelyn Tavares, Dighton Public Library	Vice President-President Elect
Liane Verville, Fall River Public Library	Secretary
Carole Julius, Carver Public Library	Treasurer

**SAILS, Inc.**  
**BOARD OF SAILS INC.**  
**RESOLUTION**

**RESOLVED** that, effective as of July 01, 2018, the network president, is authorized to sign the FY19 Network Agreement and all other agreements between S.A.I.L.S. Inc. and its member libraries, including the Fall River Public Library and the New Bedford Free Public Library.

SIGNED: \_\_\_\_\_

NAME: Liane Verville \_\_\_\_\_

OFFICE: Secretary \_\_\_\_\_

DATED:

Corporate Seal



**SAILS, Inc.**  
**BOARD OF SAILS INC.**  
**RESOLUTION**

**RESOLVED** that, effective as of July 01, 2018 the Officers of the SAILS corporation are hereby authorized to be signers on the corporation's checking account and

**RESOLVED** that the officers of SAILS, Inc. are authorized to transfer funds between the corporation's savings account and checking account in order to provide funds for network expenses.

The officers hereby authorized are:

President: Jayme Viveiros

Vice President : Jocelyn Tavares

Treasurer : Carole Julius

Secretary: Liane Verville

SIGNED: \_\_\_\_\_

NAME: Liane Verville \_\_\_\_\_

OFFICE: Secretary \_\_\_\_\_

DATED:

6/4/18  
1:27:08 PM

**SAILS Library Network**  
Balance Sheet (Comparative)  
As of 5/31/2018

	2018	2017
<b>Assets</b>		
<b><u>Current Assets</u></b>		
Rockland Trust MMKT	\$585,675.39	\$544,038.99
Rockland Trust Checking	39,154.47	56,656.15
MHIX MFS High Income Fund	34,675.45	34,675.45
John Deere 2.8 9/18/17	0.00	41,892.40
TILX TIAA-CREF Intl Bond	50,893.77	50,893.77
ESICX Wells Fargo Intl Bond Fund	63,339.01	63,339.01
FED. GOV'T FUND GOIXX	139,847.96	84,133.63
FLYRX Pioneer Floating Rate Fund	28,038.00	28,038.00
Gen Elec Cap Crp Mtn 3.150% 9/7/22	41,336.24	41,565.20
JPMorgan2.35%-01/28/19	25,118.19	25,234.15
Goldman Sachs MPL	19,674.31	20,888.48
Burlington North 4.7 10/1/19	58,575.00	58,575.00
E-Commerce Checking Account	902.88	1,521.06
US Treasury Note 2/15/2022 2%	49,968.95	49,968.95
RSEIX Royce Special Equity Fund IN	18,980.64	17,176.69
MCIFX Miller Convertable Bond I 3.25%	14,254.46	14,024.34
US Treasury Notes 1.625% 2/15/2026	37,767.35	37,767.35
BQLCX Bright Rock Large Cap Fund	129,835.30	127,558.16
FHLMC MTN 1.25 8/01/19	48,336.45	48,336.45
FNMA 1.625 11/27/18	25,012.18	25,036.26
FHLMC 1.375 5/1/20	48,258.45	48,258.45
BQMGX Bright Rock Mid Cap Fund	19,132.69	19,132.69
FHLMC MTN 1.75 5/30/19	50,010.64	50,021.09
US Treasury Notes 2.25 3/31/21	51,089.36	51,441.74
VMBSX Vanguard M/B Securities	16,121.69	16,121.69
Accounts Receivable	14,034.40	5,646.93
Columbia Real Estate Eqty CREEX	6,688.98	5,956.14
Credit Suisse Commodities Ret ST-1 CRSOX	23,000.00	23,000.00
Fidelity Div. Intl Fund FDIVX	38,902.36	37,132.03
Total Current Assets	1,678,624.57	1,628,030.25
<b><u>Property, Plant &amp; Equipment</u></b>		
Prepaid Security Deposit	16,395.66	16,395.66
Furniture & Fixtures	28,976.96	28,976.96
Equipment	121,698.22	153,285.22
Computer Software	17,565.00	17,565.00
Accum. Deprec. - Furniture & Fixtures	(11,499.00)	(11,499.00)
Accum. Deprec. - Equipment	(119,437.00)	(141,981.00)
Accum. Deprec. - Software	(17,565.00)	(17,565.00)
Total Property, Plant & Equipment	36,134.84	45,177.84
<b>Total Assets</b>	\$1,714,759.41	\$1,673,208.09
<b>Liabilities and Equity</b>		
<b><u>Current Liabilities</u></b>		
Health Insurance Withholding	\$(21.74)	\$0.00
Dental Insurance Withholding	(0.08)	(0.05)
Deferred Revenue	32,039.66	41,794.38
Total Current Liabilities	32,017.84	41,794.33
<b>Total Liabilities</b>	32,017.84	41,794.33
<b><u>Equity</u></b>		
Fund Balance	1,570,653.72	1,497,629.93

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**SAILS Library Network**  
Balance Sheet (Comparative)  
As of 5/31/2018

	<u>2018</u>	<u>2017</u>
Current Year Profit/Loss	112,087.85	133,783.83
Total Equity	<u>1,682,741.57</u>	<u>1,631,413.76</u>
<b>Total Liabilities and Equity</b>	<b><u>\$1,714,759.41</u></b>	<b><u>\$1,673,208.09</u></b>

**SAILS Library Network**  
Income Statement  
(Original Budget to Actual Comparison)

For the period of 5/1/2018 Through 5/31/2018

	May	Year to Date		Variance	%
		Actual	Budget		
<b>Revenues</b>					
Legislative Breakfast Donations	\$0.00	\$1,275.00	\$0.00	\$1,275.00	0.0%
Annual Membership Assessment	0.00	903,856.06	903,856.06	0.00	0.0
PC Support	90.00	61,427.10	56,908.09	4,519.01	7.9
MBLC	0.00	112,520.00	112,520.00	0.00	0.0
Overdrive Assessment	0.00	86,677.76	84,000.00	2,677.76	3.2
AmazonSMILE	7.25	42.88	0.00	42.88	0.0
SLIN Grant	0.00	18,500.00	18,500.00	0.00	0.0
	<b>\$97.25</b>	<b>\$1,184,298.80</b>	<b>\$1,175,784.15</b>	<b>\$8,514.65</b>	<b>0.7%</b>

**Operating Expenses**

ADMINISTRATIVE - Audit	625.00	6,875.00	7,500.00	625.00	8.3
ADMINISTRATIVE - Bank fees	450.54	5,227.77	7,300.00	2,072.23	28.4
ADMINISTRATIVE - Dues & Membership Fees	0.00	920.00	1,500.00	580.00	38.7
ADMINISTRATIVE - Filing fees	0.00	521.00	2,515.00	1,994.00	79.3
ADMINISTRATIVE - Insurance	1,400.00	2,742.00	8,000.00	5,258.00	65.7
ADMINISTRATIVE - Professional Services	296.25	14,232.55	15,000.00	767.45	5.1
ADMINISTRATIVE- Subscriptions	9.50	593.26	600.00	6.74	1.1
CATALOGING CENTER - Authority Control	0.00	5,213.48	5,213.48	0.00	0.0
CATALOGING CENTER - Omeka Dig Archive	0.00	350.00	300.00	(50.00)	(16.7)
CATALOGING CENTER - Prof Dev & Travel	100.78	1,137.66	1,500.00	362.34	24.2
CATALOGING CENTER - SkyRiver	0.00	38,417.00	38,417.00	0.00	0.0
CATALOGING CENTER - Subscript & Supplies	0.00	1,050.90	1,000.00	(50.90)	(5.1)
DATABASE - Downloadable Audiobook	653.90	21,221.05	22,200.00	978.95	4.4
DATABASE - Ebook Purchase	2,315.44	52,772.01	50,788.15	(1,983.86)	(3.9)
DATABASE - Novelist	0.00	33,660.00	33,660.00	0.00	0.0
DATABASE - Overdrive Holds	1,632.41	14,810.38	13,230.00	(1,580.38)	(11.9)
DATABASE - Overdrive Hosting	1,000.00	11,000.00	12,000.00	1,000.00	8.3
DATABASE - Overdrive Videos	0.00	1,196.44	2,000.00	803.56	40.2
DATABASE - Tumblebooks	0.00	5,119.00	5,000.00	(119.00)	(2.4)
DATABASE- Enterprise Enhancements	0.00	6,798.55	10,118.55	3,320.00	32.8
Legislative Breakfast - Expenses	0.00	1,385.37	0.00	(1,385.37)	0.0

MAINTENANCE - Hardware	638.58	2,876.08	3,600.00	723.92	20.1
MAINTENANCE - Telecom	0.00	9,850.60	9,000.00	(850.60)	(9.5)
OPERATING - Capital Improvements	0.00	7,577.62	0.00	(7,577.62)	0.0
OPERATING - Cleaning Services	159.00	1,749.00	1,966.00	217.00	11.0
OPERATING - Petty Cash	0.00	50.00	100.00	50.00	50.0
OPERATING - Postage	0.00	257.00	500.00	243.00	48.6
OPERATING - Rent	4,468.33	48,928.23	53,847.37	4,919.14	9.1
OPERATING - Software Licensing	0.00	8,152.75	11,400.00	3,247.25	28.5
OPERATING - Supplies	1,160.79	6,467.12	7,000.00	532.88	7.6
OTHER - Sunshine	0.00	62.07	0.00	(62.07)	0.0
PC SUPPORT - Salary	4,157.56	49,890.72	54,048.22	4,157.50	7.7
PC SUPPORT - Services & Mileage	253.82	3,393.59	3,500.00	106.41	3.0
PERSONNEL - Additional Benefits	322.85	645.70	1,750.00	1,104.30	63.1
PERSONNEL - DET	0.00	2,804.76	2,600.00	(204.76)	(7.9)
PERSONNEL - Exec. Dir. Search	425.00	531.00	4,000.00	3,469.00	86.7
PERSONNEL - Fica Match	2,747.32	33,030.84	36,395.00	3,364.16	9.2
PERSONNEL - Health & Dental Match	1,206.37	12,945.05	16,275.00	3,329.95	20.5
PERSONNEL - HR Consultant	87.50	350.00	623.00	273.00	43.8
PERSONNEL - Payroll Service	85.20	1,174.36	1,300.00	125.64	9.7
PERSONNEL - Retirement Match	2,378.75	26,166.25	28,840.00	2,673.75	9.3
PERSONNEL - Salaries	32,438.58	389,262.96	421,785.00	32,522.04	7.7
PERSONNEL - Staff Development	0.00	88.93	1,500.00	1,411.07	94.1
PERSONNEL - Timesheet Service	49.00	539.00	588.00	49.00	8.3
SERVICES - E-Commerce Revolving	(82.61)	1,482.55	0.00	(1,482.55)	0.0
SERVICES - In-state Travel	132.98	1,691.87	4,500.00	2,808.13	62.4
SERVICES - Member Staff Development	402.54	1,018.83	1,500.00	481.17	32.1
SERVICES - Non-SirsiDynix Services	0.00	630.00	1,500.00	870.00	58.0
SERVICES - Printing	0.00	1,594.66	3,000.00	1,405.34	46.8
SERVICES - Professional Conferences	1,070.36	3,265.09	6,000.00	2,734.91	45.6
SERVICES - Revolving	7,327.48	167,384.83	0.00	(167,384.83)	0.0
SERVICES - SVA	603.93	6,061.61	7,200.00	1,138.39	15.8
SUBSCRIPTIONS - BC Analytics	0.00	6,958.65	6,958.65	0.00	0.0
SUBSCRIPTIONS - BC Mobile	0.00	1,170.00	30,000.00	28,830.00	96.1
SUBSCRIPTIONS - Enterprise	0.00	16,415.48	16,415.48	0.00	0.0
SUBSCRIPTIONS - SaaS	0.00	162,957.86	162,957.66	(0.20)	(0.0)
SUBSCRIPTIONS - Sitecues	0.00	0.00	3,500.00	3,500.00	100.0
SUBSCRIPTIONS - SMS Text Messaging	0.00	4,243.60	4,264.60	21.00	0.5
SUBSCRIPTIONS - SVA	0.00	9,700.00	9,788.17	88.17	0.9
UTILITIES - Alarm Service	0.00	479.40	600.00	120.60	20.1
UTILITIES - Cell Phones	52.51	577.47	1,140.00	562.53	49.3
UTILITIES - Centrex and Long Distance	132.51	1,387.42	1,620.00	232.58	14.4
UTILITIES - Comcast/Charter Lines	3,140.65	34,547.14	44,797.85	10,250.71	22.9
UTILITIES - Internet	169.99	1,869.89	2,040.00	170.11	8.3
	<b>\$72,012.81</b>	<b>\$1,255,473.40</b>	<b>\$1,206,242.18</b>	<b>\$(49,231.22)</b>	<b>(4.1)%</b>
	<b>\$(71,915.56)</b>	<b>\$(71,174.60)</b>	<b>\$(30,458.03)</b>	<b>\$(40,716.57)</b>	<b>(133.7)%</b>

**Other Income (Expense)**

Interest	205.40	2,608.53	0.00	2,608.53	0.0
Realized Gain/Loss on Investments	1,501.47	23,196.79	0.00	23,196.79	0.0
	<u>\$1,706.87</u>	<u>\$25,805.32</u>	<u>\$0.00</u>	<u>\$25,805.32</u>	<u>0.0%</u>
	<b>\$(70,208.69)</b>	<b>\$(45,369.28)</b>	<b>\$(30,458.03)</b>	<b>\$(14,911.25)</b>	<b>(49.0)%</b>
	<u><u>\$(70,208.69)</u></u>	<u><u>\$(45,369.28)</u></u>	<u><u>\$(30,458.03)</u></u>	<u><u>\$(14,911.25)</u></u>	<u><u>(49.0)%</u></u>

## 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.



SirsiDynix Technology Center  
3300 N. Ashton Boulevard,  
Suite 500  
Lehi, UT 84043  
Phone: 800-288-8020



## QUOTE

Quote 96870 for:

***S.A.I.L.S., Inc.***

Discovery Custom Services Package

Quote valid until: June 29, 2018

Prepared by: Kim Chambers,  
Inside Sales Consultant, East Region

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This quote is hereby fully incorporated into the current Agreement executed between SirsiDynix and Customer, if any. The above information is a trade secret, proprietary and confidential and is only for use by the library named above and not to be released.

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# Quote Information

## General and/or Custom Services Statement of Work

Quote for BLUEcloud Discovery Custom Services Package:

Includes:

- Enterprise consultant assigned specifically for Enterprise configurations, customizations, upgrades, etc.
  - 15 hours of Custom Services per year. Services can be selected from the consulting services catalog or by custom statement of work.
  - Quarterly SureSailing Sessions with a Consultant
  - Consultant assigned to Enterprise Upgrades
  - Ongoing Maintenance on Enterprise custom work/configurations done by SirsiDynix
  - Dedicated Support Number with Priority Call Handling
- Also includes Symphony Automatic Renewal Report

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# Purchase Details

All prices are in U.S. dollars (\$) and are exclusive of taxes unless otherwise noted.

COMPONENT	Year 1	Estimated Year 2	Estimated Year 3
SirsiDynix Services	4,600	4,020	4,140
Discount	( 740 )	-	-
<b>Subtotal</b>	<b>3,860</b>	<b>4,020</b>	<b>4,140</b>

Initial Term ends August 29, 2020

Initial Term Annual Price Increase Cap for SirsiDynix Products/Services: 3.0% until Term renewal

Customer's usage is subject to limitations that can be found in the Terms and Conditions section at the end of the Quote.

SirsiDynix reserves the right to adjust Initial Term pricing for Third Party/integrated products/services if a Third Party vendor increases pricing for Third Party/integrated products/services.

Any applicable discount shall be applied on final payment. Any and all pre-printed terms and conditions on Customer's Purchase Order(s) submitted to SirsiDynix are hereby rejected and shall be superseded by the current Master Agreement, unless such additional terms are statutorily required of the Customer.

This Purchase Details section may not include pre-existing obligations for ongoing Products not listed in the Quote.

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# Detailed Pricing

All prices are in U.S. dollars (\$) and are exclusive of taxes unless otherwise noted.

COMPONENT	Qty	Total Price Year 1
<b>SirsiDynix Services</b>		<b>4,600</b>
Consulting:		
BLUEcloud Discovery Custom Services Package, Annual Subscription	1	3,900
SirsiDynix Symphony Automatic Renewal Report	1	600
Project Management:		
Project Management for all products in this Quote	1	100
<b>Discount</b>		<b>( 740 )</b>
<b>Services Discount</b>		<b>( 740 )</b>
<b>Quote Total</b>		<b>3,860</b>

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# Component Descriptions

Each description below relates to a quantity of one for the component. There may be more than one in this Quote.

## SirsiDynix Services

### Consulting

#### **BLUEcloud Discovery Custom Services Package, Annual Subscription**

The package includes: - 15 hours of Consulting Services time. Unused hours will not be carried forward to the next year. - Support and maintenance for custom work written and developed by SirsiDynix. - Quarterly calls with a Consultant (maximum of 16 hours). Unused hours will not be carried forward to the next year. - Priority Enterprise and Portfolio upgrades - Dedicated toll-free (US) number for Enterprise and Portfolio support with prioritized call handling - Annual Portfolio asset loads up to a maximum of 10,000 assets in a maximum of two loads. All items apply to SirsiDynix Enterprise or Portfolio only and a more detailed description can be provided on request.

#### **SirsiDynix Symphony Automatic Renewal Report**

SirsiDynix Consulting Services will deliver a custom report to automatically renew material checked out. The report will run daily to find any items that are due that day. The report will consider selection criteria by staff. For the items selected and are due that day, the Renew Item transaction will be run to set the new renewal date automatically. The report will not renew items that have exceeded the renewal limit (seen or unseen) or items with holds. The report will send an automatic email notice to patrons indicating the renewal occurred. If an item is not renewed, nothing will occur. The patron will not receive a notice. This report is delivered "as is" to a single instance of Symphony. Any variation from the standard specification will incur additional charges.

### Project Management

Project Management includes the services of a Project Manager. The Project Manager is your primary point of contact during the implementation. You will work with your project manager to plan timeframes, schedule resources from the professional services team, and coordinate with other departments at SirsiDynix to deliver products and services outlined in this quote.

Depending on the type of implementation, the Project Manager will do the following:

- Act as your primary SirsiDynix contact during your implementation
- Identify customer needs and key tasks to be accomplished by both the customer and SirsiDynix to ensure a successful implementation
- Organize meetings with you and appropriate SirsiDynix staff to kick off your implementation project
- Work with SirsiDynix global operations staff to develop, communicate, and manage the overall implementation schedule
- Bring key SirsiDynix staff onto the project to ensure proper resources are available to meet critical milestones of your schedule
- Report to you regularly via phone and email status reports to keep everyone apprised of project progress
- Monitor quality control checks at critical intervals in your project
- Assist with the transition from Implementation phase to Customer Support

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# Terms and Conditions

SirsiDynix Professional Services performed by way of remote network access require ssh (Unix/Linux), Remote Desktop (Windows) or unattended Logmein Rescue (Windows) access for the duration of the project. The library may limit connectivity to the SirsiDynix Corporate IP address or implement a Cisco AnyConnect VPN tunnel. Other remote connectivity options may incur additional fees, onsite travel fees or void the ability of SirsiDynix to perform the project. A full description can be found in the Access Requirement for Support Guide on our customer support website.

Customer shall not integrate products offered by third parties into Software, Subscriptions or Subscription Software without additional license from SirsiDynix.

SirsiDynix shall have the right to aggregate and retain non-personally identifiable data.

## Payment Terms

### SirsiDynix Products and Services

- 100% due upon delivery of the first of any quoted SirsiDynix Products and Services

Any reference to license metrics and/or licensed amounts included in this quote shall be applicable only to the Products and/or services mentioned in this quote. This document and any software or professional services associated with this document are hereby fully incorporated into the current Agreement executed between SirsiDynix and Customer. If there is no current agreement between the parties, the terms and conditions of the current SirsiDynix Master Software License and Services Agreement shall be deemed the controlling Agreement between the parties, a copy of which shall be furnished upon Customer's request. Any and all pre-printed terms and conditions on Customer's Purchase Order(s) submitted to SirsiDynix are hereby rejected and shall be superseded by the current Agreement, unless such additional terms are statutorily required of the Customer. In the event of a conflict, the terms, payment terms, discounts, product lists and/or statement of work contained within this document shall take precedence over the current Agreement between the parties. In the event Customer desires or requires updated terms and conditions for the continuing business relationship with SirsiDynix, please contact your regional Sales Representative.

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# Signature(s)

**Customer Signature:**  
**S.A.I.L.S., Inc.**

By: \_\_\_\_\_  
(Authorized Signature)

Name: \_\_\_\_\_  
(Printed)

Job Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Billing Address:**

S.A.I.L.S., Inc.  
10 Riverside Drive Suite 102  
Lakeville  
Massachusetts 02347  
United States

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**Memorandum of Agreement  
Between Massachusetts Library System and SAILS Inc.  
Regarding the Overdrive Reciprocal Lending Arrangement**

This memorandum of agreement between the Massachusetts Library System “MLS” and the SAILS “Network” outlines their participation in the Overdrive Reciprocal Lending Arrangement, Overdrive’s statewide eBook solution for Massachusetts. The initial term of this agreement is July 1, 2018 through June 30, 2019. Renewal terms shall be for one year, beginning July 1 and ending June 30.

**Terms**

“Network”

- Agrees to participate in the OverDrive Reciprocal Lending Arrangement with MLS and other Massachusetts automated networks. This arrangement opens your collection to users from other participating consortia in Massachusetts according to the guidelines established by a representative committee of participating consortia.

“MLS”

- Agrees to subsidize “Network” Overdrive platform fees in the amount of \$##,### in the first year of this agreement. “MLS” will pay the entire platform fee for the “Network” either via direct payment to Overdrive or via payment to the “Network” as indicated below. Payment will be made in two installments – \$#,### in July and \$#,### in January.
- “MLS” will advise the “Network” annually of its ability and/or intentions to pay either all or a portion of the platform fee for the “Network” pending available funding to “MLS”.

**Renewal Process**

“MLS” shall provide the “Network” with an updated agreement by April 1 each year.

Signed in agreement,

**For Massachusetts Library System:**

**For [Network]:**

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

**Choose one:**

- Please pay OverDrive directly for platform fees.
- “Network” will invoice “MLS” in July 2018 and January 2019 for platform fees.



## Budget

Carole Julius	Chair	Carver Public Library
Frank Ward	Public Library over 25,000	Richards Memorial Library, North Attleboro
Catherine Coyne	Public Library between 10,000-24,999	Mansfield Public Library
Randy Robertshaw	Public Library between 10,000-24,999	Middleborough Public Library
Vicki Dawson	Public Library under 10,000	Berkley Public Library

## Personnel

Manny Leite	Chair	Boyden Library, Foxborough
Frank Ward		Richards Memorial Library, North Attleboro
Lee Parker		Norton Public Library

## Planning

Jayme Viveiros	Chair	Lakeville Public Library
Susan Pizzolato		Mattapoisett Free Public Library
Jocelyn Tavares		Dighton Public Library

## Investment

Jayme Viveiros		Lakeville Public Library
Randy Robertshaw		Middleborough Public Library
Frank Ward		Richards Memorial Library, North Attleboro

## Circulation policy

Jayme Viveiros	Chair	Lakeville Public Library
Melanie Johnson	Serials/Access Services	Bristol Community College
Joan Roan	Circulation Supervisor	Easton - Ames Free Library
Kathleen Benvie	Assistant Director	Pembroke Public Library
Ann Gerald	Assistant director	Bridgewater Public Library
Jennifer Frasier	Library Asst. II	Rochester - Joseph Plumb Memorial Library
Joseph Fernandes	Head of Circulation	New Bedford Library
Katie Redfearn	Circulation Supervisor	Attleboro Public Library
Carolyn Iacoviello	Circulation	Norfolk Public Library

## PubPac

Daisy Delano  
Melanie Johnson  
Amy Rosa  
Ian Dunbar  
Sharani Robins  
Nanette Ryan

Chair  
Serials/Access Services  
Head of Reference  
Assistant Director  
Information Services Librarian  
Head of Youth Services

Taunton Public Library  
Bristol Community College  
Mansfield Public Library  
Easton - Ames Free Library  
Dartmouth Library  
West Bridgewater Public Library

Overdrive

Gail Roberts  
Taylor Silva  
Melanie Johnson  
Karen Stefanik  
Heather O'Leary  
Amanda Viana  
Libby Fox  
Joseph Fernandes  
Amy Sheperdson

Chair  
Head of Reference Services  
Serials/Access Services  
Branch Manager  
Head of Reference and Adult Services  
Info. Services Librarian/Assistant Director  
Reference and Adult Services Librarian  
Head of Circulation  
Assistant Director

Rochester - Joseph Plumb Memorial Library  
Fall River Public Library  
Bristol Community College  
New Bedford Library  
Easton - Ames Free Library  
Norton Public Library  
Middleborough Public Library  
New Bedford Library  
Carver Public Library

Legislative Breakfast

Jocelyn Tavares  
Sue Branco  
Amy Rosa

Chair  
Head of Reference

Dighton Public Library  
Westport Public Library  
Mansfield Public Library

Line item	Budget	Balance	Transfer	New Budget
ADMINISTRATIVE - Audit	7,500.00	625.00	0.00	7,500.00
ADMINISTRATIVE - Bank fees	7,300.00	2,072.23	1,250.00	6,050.00
ADMINISTRATIVE - Dues & Membership Fees	1,500.00	580.00	0.00	1,500.00
ADMINISTRATIVE - Filing fees	2,515.00	1,994.00	0.00	2,515.00
ADMINISTRATIVE - Insurance	8,000.00	5,258.00	1,000.00	7,000.00
ADMINISTRATIVE - Professional Services	15,000.00	767.45	0.00	15,000.00
ADMINISTRATIVE- Subscriptions	600.00	6.74	0.00	600.00
CATALOGING CENTER - Authority Control	5,213.48	0.00	0.00	5,213.48
CATALOGING CENTER - Omeka Dig Archive	300.00	50.00	50.00	350.00
CATALOGING CENTER - Prof Dev & Travel	1,500.00	362.34	0.00	1,500.00
CATALOGING CENTER - SkyRiver	38,417.00	0.00	0.00	38,417.00
CATALOGING CENTER - Subscript & Supplies	1,000.00	50.90	1,300.00	2,300.00
			*2 computers	
DATABASE - Downloadable Audiobook	22,200.00	978.95	3,765.00	25,965.00
DATABASE - Ebook Purchase	50,788.15	1,983.86	8,966.00	59,754.15
DATABASE - Novelist	33,660.00	0.00	0.00	33,660.00
DATABASE - Overdrive Holds	13,230.00	1,580.38	2,630.74	15,860.74
DATABASE - Overdrive Hosting	12,000.00	1,000.00	0.00	12,000.00
DATABASE - Overdrive Videos	2,000.00	803.56	1,380.74	619.26
DATABASE - Tumblebooks	5,000.00	119.00	119.00	5,119.00
DATABASE- Enterprise Enhancements	10,118.55	3,320.00	2,500.00	7,618.55
MAINTENANCE - Hardware	3,600.00	723.92	0.00	3,600.00
MAINTENANCE - Telecom	9,000.00	850.60	1,500.00	10,500.00
OPERATING - Capital Improvements	0.00	7,577.62	8,000.00	8,000.00
OPERATING - Cleaning Services	1,966.00	217.00	0.00	1,966.00
OPERATING - Petty Cash	100.00	50.00	0.00	100.00
OPERATING - Postage	500.00	243.00	0.00	500.00
OPERATING - Rent	53,847.37	4,919.14	0.00	53,847.37
OPERATING - Software Licensing	11,400.00	3,247.25	3,000.00	8,400.00
OPERATING - Supplies	7,000.00	532.88	0.00	7,000.00
PC SUPPORT - Salary	54,048.22	4,157.50	0.00	54,048.22
PC SUPPORT - Services & Mileage	3,500.00	106.41	0.00	3,500.00

PERSONNEL - Additional Benefits	1,750.00	1,104.30	0.00	1,750.00
PERSONNEL - DET	2,600.00	204.76	300.00	2,900.00
PERSONNEL - Exec. Dir. Search	4,000.00	3,469.00	3,000.00	1,000.00
PERSONNEL - Fica Match	36,395.00	3,364.16	0.00	36,395.00
PERSONNEL - Health & Dental Match	16,275.00	3,329.95	0.00	16,275.00
PERSONNEL - HR Consultant	623.00	273.00	0.00	623.00
PERSONNEL - Payroll Service	1,300.00	125.64	0.00	1,300.00
PERSONNEL - Retirement Match	28,840.00	2,673.75	0.00	28,840.00
PERSONNEL - Salaries	421,785.00	32,522.04	0.00	421,785.00
PERSONNEL - Staff Development	1,500.00	1,411.07	1,000.00	500.00
PERSONNEL - Timesheet Service	588.00	49.00	0.00	588.00
SERVICES - In-state Travel	4,500.00	2,808.13	0.00	4,500.00
SERVICES - Member Staff Development	1,500.00	481.17	0.00	1,500.00
SERVICES - Non-SirsiDynix Services	1,500.00	870.00	0.00	1,500.00
SERVICES - Printing	3,000.00	1,405.34	0.00	3,000.00
SERVICES - Professional Conferences	6,000.00	2,734.91	2,500.00	3,500.00
SERVICES - SVA	7,200.00	1,138.39	0.00	7,200.00
SUBSCRIPTIONS - BC Analytics	6,958.65	0.00	0.00	6,958.65
SUBSCRIPTIONS - BC Mobile	30,000.00	28,830.00	0.00	30,000.00
SUBSCRIPTIONS - Enterprise	16,415.48	0.00	0.00	16,415.48
SUBSCRIPTIONS - SaaS	162,957.66	0.20	0.00	162,957.66
SUBSCRIPTIONS - Sitecues	3,500.00	3,500.00	3,500.00	0.00
SUBSCRIPTIONS - SMS Text Messaging	4,264.60	21.00	0.00	4,264.60
SUBSCRIPTIONS - SVA	9,788.17	88.17	0.00	9,788.17
UTILITIES - Alarm Service	600.00	120.60	0.00	600.00
UTILITIES - Cell Phones	1,140.00	562.53	500.00	640.00
UTILITIES - Centrex and Long Distance	1,620.00	232.58	0.00	1,620.00
UTILITIES - Comcast/Charter Lines	44,797.85	10,250.71	7,000.00	37,797.85
UTILITIES - Internet	2,040.00	170.11	0.00	2,040.00
	<b>1,206,242.18</b>	<b>121,083.60</b>	<b>0.00</b>	<b>1,206,242.18</b>

# FY19 Meeting Calendar

(meetings will begin at 10 a.m. unless otherwise noted)

<b>Date</b>	<b>Type</b>	<b>Location</b>
July	No Meeting	
August 15, 2018	Membership	Mansfield Public Library
September 19, 2018	Board	SAILS Headquarters
October 17, 2018	Membership	Wareham Public Library
November 14, 2018	Board	SAILS Headquarters
December 19, 2018	Board	SAILS Headquarters
January 16, 2019	Membership	Lakeville Public Library
February 13, 2019	Board	SAILS Headquarters
March 20, 2019	Board	SAILS Headquarters
April 10, 2019	Membership	Seekonk Public Library
May 15, 2019	Board	SAILS Headquarters
June 19, 2019	Annual Meeting	Mattapoisett Public Library

## 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”

funding

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

SAILS SERVICES  
MONTHLY OVERVIEW

	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MARCH	APRIL	MAY	JUNE	TOTAL
HELP DESK CLOSED	635	596	600	636	559	497	674	513	537	575	599	0	6421
ORIG. CAT	129	221	152	182	145	158	137	122	145	149	109	0	1649
ONSITE VISITS	1	6	0	0	0	0	2	0	1	0	3	0	13
ORDERS	22	19	20	19	18	7	36	20	23	8	24	0	216
STAFF AT WORKSHOPS - SAILS	30	5	28	6	2	0	0	2	0	2	1	0	76
STAFF AT WORKSHOPS - ONSITE	23	4	12	5	8	3	7	1	3	1	2	0	69
STAFF AT WORKSHOPS - WEBINAR	25	0	13	0	4	2	37	3	0	21	18	0	123
PC SUPPORT CALLS CLOSED	10	10	9	6	8	16	40	24	14	11	8	0	156
PC Support Onsite Calls closed	10	18	16	10	12	11	11	13	12	10	17		140
Enterprise Page Views	808523	798833	698154	760148	689469	661198	760283	667933	706781	658555	676922	0	7886799
OVERDRIVE PAGE VIEWS	385138	379786	359679	359195	376515	365297	447682	405354	439480	424935	415090	0	4358151
OMEKA Pageviews	3204	2867	2711	2530	2775	1976	2566	2117	3112	2523	2361	0	28742
Novelist Searches	231495	1423	2046	2021	1062	3604	1881	2132	1894	1460	1115	0	250133