

Membership Meeting Lakeville Public Library January 17, 2018

In Attendance: Dina Brasseur (Acushnet), Amy Rhilinger (Attleboro), William Schneller (Berkley), Ann Gerald (Bridgewater), Robert Rezendes (BCC), Lynne Antunes (Dartmouth), Jocelyn Tavares (Dighton), Virginia Johnson (East Bridgewater), Uma Hiremath (Easton), Liane Verville (Fall River), Manny Leite (Foxborough), Jean Gallant (Halifax), Jayme Viveiros (Lakeville), Catherine Coyne (Mansfield), Elisabeth O'Neil (Marion), Sarina Bluhm (Norfolk), Frank Ward (North Attleborough), Lee Parker (Norton), Debbie Wall (Pembroke), Melissa Campbell (Plainville), Debbie Batson (Plympton), Linda Coello (Taunton), Ellen Snoeyenbos (West Bridgewater), Sue Branco (Westport), Debby Conrad (SAILS), Laurie Lessner (SAILS), Lisa Hart (SAILS)

Introductions – James Lonergan, Director Massachusetts Board of Library Commissioners (discussion and question/answer period)

Business Meeting called to order at 10:23 AM by Robert Rezendes, President

Roll Call – Lisa Hart

Approval of Minutes of December 20, 2017

- Motion by Debbie Batson (Plympton)
- Seconded by Frank Ward (North Attleborough)
- Unanimously approved

FY18 Treasurer's Report

- Motion by Manny Leite (Foxborough) to approve the Warrant 7.1.18 in the amount of \$56,890.54
- Seconded by Liane Verville (Fall River)
- Unanimously approved

FY18 Year-to-date Report

Debby Conrad reviewed the December 31, 2017 balance sheet and income statement.

Committee Reports

Planning Committee – Report from Directors

Report was received from Libby Post. It was reviewed and shared with the personnel committee. The report was used to help develop the Executive Director's job description. The information will also be helpful with the new strategic planning.

Executive Director Search Committee - Committee members, process, job description – Manny Leite

Job description is in the packet. Position will be posted in April with a hire date planned for 10/1/18.

Personnel Committee

SAILS staff job descriptions have been reviewed and updated. Attorney is reviewing the personnel handbook. All summary plan descriptions for benefit plans are completed.

Circulation Policy Committee – Jayme Viveiros

Committee met 1/10/18 and a set of best practices was discussed for handling damaged items that need to be removed from circulation. A REPDAMAGE bill type was created and SAILS will begin generating bill notices on 2/1/18. Payments for lost items belonging to schools should still be sent to the schools, however, the public library should enter the payment in the patron's record. The schools do not have the ability to view these patrons. A new user cat 6 was created, NOREMIND, to be used if a patron does not want to receive reminder notices.

Old Business

Mobil App – Selection of Blue Cloud Mobil

Laurie Lessner (SAILS) demonstrated.

Enterprise update

Laurie Lessner (SAILS) demonstrated.

Overdrive Reciprocal Borrowing Pilot - update

The pilot is well under way and working as expected. In next update there will be more hold specific controls, leading up to other networks being included.

New Business

Introduction – Mark Salamone, President of Alpha Pension.

Mark discussed the services his company provides.

Investment Committee appointments – Bob Rezendes

Investment committee was formed to include Frank Ward (North Attleborough), Jayme Viveiros (Lakeville), and Robert Rezendes (BCC).

Release 3.5.3

This update will give better control of the circ map and allow limits on the number of checkouts per item type. The new release will be loaded on the test server in February.

Appointment of committee to review Showcase Proposals

Committee was formed to include Melissa Campbell (Plainville), Liane Verville (Fall River), and Manny Leite (Foxborough).

Report from Executive Director

See Attached.

Other

William Schneller (Berkley) and Bonnie Mendes (Somerset) will be retiring in the coming months.

Adjournment

Frank Ward (North Attleborough) made a motion to adjourn, seconded by Lee Parker (Norton) and approved unanimously. Meeting adjourned at 11:46 AM

Respectfully submitted,
Lisa Hart

Executive Director's Report

January 17, 2018

The network has now reached the midway point of FY18. In July we identified strategic initiatives on which we were going to focus each quarter and I am pleased to report that we are on schedule to successfully complete those goals.

A key task was the implementation of the Novelist LibraryAware product for all public libraries. SAILS has coordinated a number of webinars for library staff to learn about the many tools available to them using LibraryAware. Libraries are using this product for newsletters and new title alerts. SAILS has created links on Enterprise to allow patrons to subscribe to the new titles alerts. Subscriptions from Bookletters were migrated to LibraryAware.

The network has a goal to provide patrons with a modern mobile app. SAILS agreed participate in the development of the Blue Cloud Mobile app offered by SirsiDynix in partnership with SOLUS. This pilot began in late summer and continued through November 2017. As reported to the membership the pilot was successful and SAILS will be using this product to replace the Bookmyne app. Because the network was able to negotiate favorable pricing for the product it was not necessary to apply for outside funding for the initial set-up.

Also completed was the installation of a new telephone notification system for patrons who wish to receive a telephone call for holds, overdue, and reminders. The network selected the ITiva Talking Tech system because it provided superior scheduling and management of the calls. This went live in late November.

On the staff side SAILS set-up the Blue Cloud Circulation web-based staff interface for the libraries in the Dighton Rehoboth School District. After two months of use network staff decided the product was not fully developed and the schools were migrated to the Symphony Workflows client. As the result of this experience SAILS will not be testing any Blue Cloud staff applications until SirsiDynix has demonstrated that they can successfully replace all the necessary functionality currently available in the Symphony Workflows staff client.

In November the network held a one day Directors Retreat facilitated by Libby Post of Communications Services. The purpose of the retreat was to give directors an opportunity to talk about the characteristics they want in a new Executive Director and to talk about the future of the network. As the result of the retreat a new job description was developed for the position and a committee appointed to coordinate the search process in the spring of 2018.

SAILS co-sponsored two legislative coffees – one at the Boyden Library in Foxborough and one at the Somerset Public Library. Both coffees were very successful and gave library advocates an opportunity to have an information conversation with representatives about their funding needs.

A lot of time has been spent ensuring that the network operations are in full compliance with state and federal employment regulations. The network has contracted with Infinisource to develop and maintain Erisa required documentation for staff and Alpha Pension to ensure the network is fulfilling its fiduciary responsibilities in its oversight of the network's 403b retirement plan.

During the first half of this fiscal year 208 staff members have participated in a SAILS training session. In addition 12 new staff members took at least one online Mentor training class on the SirsiDynix website. Network staff visited 7 libraries for consulting services. A number of circulation documents on the website have been updated to reflect processes for the current software release. An updated Guaranteed Service Level document has been posted. A new Member Manual was written and is now posted on the website.

One of the most exciting developments for SAILS patrons has release of the new Overdrive Libby app. Using this app improves the user's experience and makes downloading items from the SAILS Overdrive collection much easier. In July

2017 holds began being filled by any available copy with local holds having priority and the network's Overdrive holds are being filled faster. SAILS asked patrons what they were looking for in the Overdrive collection and an overwhelming number said they wanted a variety of titles from which to choose so the network has been expanding the types of materials being added to the consortium collection. Added to this has been the network's participation in a pilot that allows SAILS patrons to check out items in Minuteman and OCLN using their SAILS card. The combination of these enhancements to Overdrive has resulted in a 27% increase in usage comparing the first half of FY17 and FY18.

The second half of the fiscal year will be focused on improving the user experience through the full implementation of the Blue Cloud Mobile app, extending the Overdrive pilot to include other Massachusetts networks, and installing the newest version of Enterprise with improved search capabilities which is scheduled for 4Q FY18.