



SAILSMEMBERSHIP
MANUAL Updated 11/2018

Contents

WELCOME!	3
A LITTLE BACKGROUND	3
GOVERNANCE	4
OFFICERS	4
The President	4
The Vice President/President-Elect.....	4
The Secretary/Clerk	5
The Treasurer.....	5
The Executive Director	5
SAILS ORGANIZATIONAL Chart	7
THE BOARD	8
MEETINGS	9
STANDING COMMITTEES	9
FINANCE	11
BUDGET	11
BILLING FORMULA	11
Services covered by the Annual Assessment	12
NETWORK STAFF DIRECTORY	13
NETWORK OFFICES	14
FY19 SAILS Board Members	15
FY19 Meeting Calendar	17
SAILS LIBRARIES	18

WELCOME!

As a director of a SAILS Member, you are a voting member of the SAILS Corporation – a 501(c)(3) – a registered nonprofit in the Commonwealth of Massachusetts. As a member of the Corporation you will want to become familiar with the basic operations and structure of the network. The best place to begin is to visit the SAILS Member Library website – <https://www.sailsinc.org/networkresources>. From this site you can find a list of other directors and their email addresses (<https://www.sailsinc.org/contactinfo-3/library-directors>), find the list of upcoming SAILS Meetings ([SAILS Event Calendar](#)), order supplies (<https://www.sailsinc.org/networkresources/order-form/>) and view all of the Corporation documents (<https://www.sailsinc.org/corporate-documents/>). The corporate documents page includes links to the by-laws, current and proposed budget, strategic plan, and other network policies and manuals.

A common question – what does SAILS stand for? The network was incorporated in 1995 and the name was originally Southeastern Automated Integrated Library Services. That became too long and now it just goes by SAILS.

A LITTLE BACKGROUND

The SAILS Library Network is located in Southeastern Massachusetts and incorporates libraries in the communities of Acushnet, Assonet, Attleboro, Berkley, Bridgewater, Brockton, Buzzards Bay, Carver, Dartmouth, Dighton, Easton, East Bridgewater, East Freetown, Fairhaven, Fall River, Foxborough, Halifax, Hanson, Lakeville, Mansfield, Marion, Mattapoisett, Middleborough, New Bedford, North Attleboro, Norfolk, Norton, Pembroke, Plainville, Plympton, Raynham, Rehoboth, Rochester, Seekonk, Somerset, Swansea, Taunton, Wareham, West Bridgewater, Westport, Wrentham. The network was incorporated in 1995. At that time it supported the operations of two library networks – ABLE and SEAL. In 2000 the two networks were dissolved into SAILS.

Member libraries include public, schools, and academic libraries. All member libraries have full access to network services and all members participate in intranetwork lending providing they receive delivery.

GOVERNANCE

A Board of Directors composed of the directors designated representative of the full member libraries governs the network according to formally adopted [By-laws and Articles of Organization](#).

The SAILS Board consists of:

- 3 members from public libraries serving a community under 10,000
- 4 members from public libraries serving a community over 10,000 and under 25,000
- 2 members from public libraries serving communities over 25,000
- 1 member from a school district
- 1 member from an academic/special library
- 3 members 1 member each from libraries in Bristol, Norfolk, and Plymouth Counties
- 1 member at large.

Membership on the Board is open to the director of library services for the member library. Membership for school libraries will be one member per school district. Members serve for three year terms and every year 5 members go off the board. Officers of the Board are the President, Vice-President/President-Elect, Secretary/Clerk, and Treasurer.

OFFICERS

Officers are elected from the SAILS Board of Directors at the Network Annual Meeting held the 3rd Wednesday in June. The terms of office shall begin on July 1. All officers shall serve for one (1) year or until the successors are duly elected and certified.

The President

- The President presides over all meetings of the SAILS Board of Directors and membership.
- The President, in conjunction with the Executive Director, schedules and determines the agenda of all meetings of the SAILS Board of Directors and membership.
- The President appoints members of such committees as the SAILS Board of Directors and/or the Executive Director shall from time to time consider necessary to carry on the work of SAILS. The President may serve as an ex-officio (non-voting) member of all such committees.
- The President is elected by the SAILS Board of Directors.

The Vice President/President-Elect

- The Vice President, in the absence of the President, shall exercise all the functions of the President and shall be vested with all appropriate powers.

The Secretary/Clerk

- The Secretary is the Clerk of the corporation.
- The Secretary/Clerk takes minutes of all meetings. The Secretary may designate a SAILS staff person to take the minutes which are then approved by the Secretary before being sent to the membership.
- All Board and Membership minutes are posted on the SAILS Staff Website at <https://www.sailsinc.org/meeting-minutes/> as well as being distributed via email.

The Treasurer

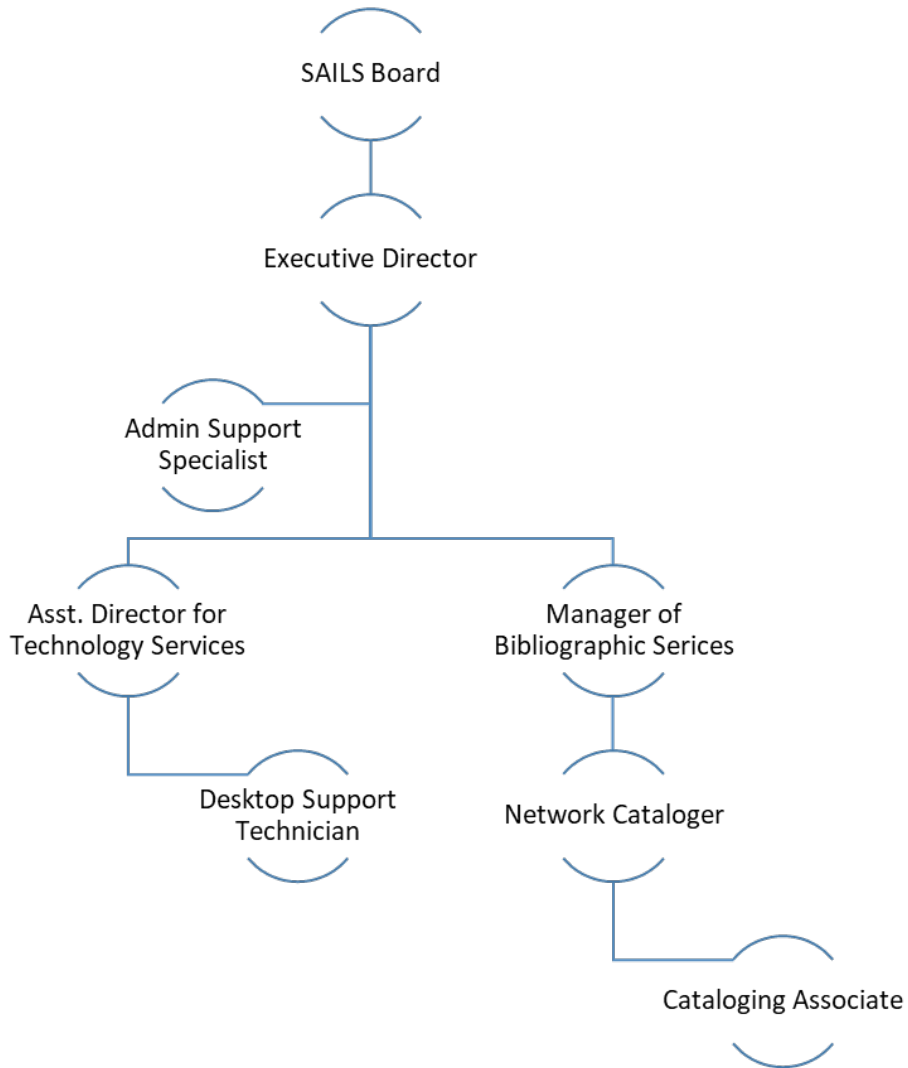
- The Treasurer oversees the maintenance of all accounts of the SAILS Corporation and authorizes payment for all bills within the scope of the budget after a warrant of bills to be paid is submitted to the Board or Membership for approval.
- The Treasurer, in conjunction with the Executive Director, shall provide reports as required by the SAILS Board of Directors, as well as, an annual report to the membership at the annual meeting.
- Checks must be signed by a minimum of two officers as decided by the SAILS Board of Directors, with the exception of payroll checks which are issued electronically.

The Executive Director

- Administer the operations and policies of the network under the guidance of the Executive Board. Provide leadership in achieving network goals. Evaluate network needs, develop plans, and propose services, activities, and changes in operation. Work directly with SAILS board in an administrative, technical, and advisory role.
- Serve as chief human resources officer, with overall responsibility for recruiting and retaining an effective, informed, committed and high performing staff.
- Prepare the annual budget and action plan for SAILS, working with appropriate advisory committees. Direct and monitor expenditures of network funds.
- Plan and oversee the needs, security and integrity of the Central Site.
- Ensure that facilities and equipment are properly maintained. Coordinate maintenance and repair functions.
- Monitor emerging technology and state, regional, and national trends regarding the information infrastructure and create strategies to implement new technologies into SAILS services.
- Provide direction and technical assistance to advisory committees in the development and implementation of network policies.
- Responsible for developing and producing appropriate means of keeping member libraries informed about upcoming events and network services.
- Develop a continuing education program, conducting specific workshops as appropriate.

- Develop and compile evaluation tools in order to determine user satisfaction of network services.
- Interact with network vendors exploring new services and negotiating contracts. Monitor compliance with and implementation of vendor contracts.
- Perform grant manager role, keeping network members informed of available grants, submitting proposals, and writing reports on programs receiving grant funding.
- Represent the SAILS Network at various state, regional, national, professional, and other groups as requested by the Board. Must be able to travel to member libraries and off-site meetings.
- Ensure compliance with all local, state and federal obligations related to maintaining the status of SAILS as a 501 (c) (3) corporation.
- Perform other duties as assigned by the SAILS Board

SAILS ORGANIZATIONAL Chart



THE BOARD

- The SAILS Board of Directors meets on months in which there is not a Membership meeting. A majority of the SAILS Board of Directors voting members constitutes a quorum.
- The SAILS Board of Directors have the authority and responsibility to manage the affairs of the Corporation which shall be carried out by the Executive Director.
- The SAILS Board of Directors will present a [Long Range Plan](#) and an [Annual Action Plan](#) for the approval of the members.
- Recommend for adoption by the Members, programs and services for the benefit of members and those they serve.
- Make recommendations for special projects, invite bids and proposals from vendors,
- Oversee implementation and progress of joint projects between Members and make necessary recommendations as appropriate.
- Represent the Corporation in the negotiation of all agreements between Members.
- Represent the interests of the Corporation regarding any application for membership by establishing minimum membership criteria and making recommendations for the addition of new Members.
- Make decisions involving capital purchases.
- Establish and set the charge of one or more committees. Any committee to which the powers of the SAILS Board of Directors are delegated shall consist solely of representatives of Members. The members of any committee shall remain in office at the pleasure of the Board.
- Take responsibility for the appointment, release, promotion, suspension, evaluation and discipline of the Executive Director.
- Make recommendations on membership matters.
- Take such other action as may be directed and authorized by the membership.
- Regular meetings of the Board of Directors shall be held at the time and place as the Board of Directors shall determine.

If a board member resigns or is removed from the SAILS Board of Directors, a new member shall be elected by the Board to fill out the unexpired term.

A Board member may be suspended or removed with cause by vote of two-thirds (2/3) of the members. A Board member may be removed with cause by a majority of the Board of Directors then in office.

MEETINGS

- Meetings of the full membership meet a minimum of four times per year at the time and place as the Board of Directors shall determine.
- Quorum of members. Presence in person or by proxy of members representing a majority of the voting rights of this corporation shall constitute a quorum at any meeting of the members.

STANDING COMMITTEES

The SAILS President appoints Chairpersons to the following committees:

Budget – always chaired by the Treasurer. The committee establishes the billing formula and expense budget for the coming fiscal year. The committee will consist of

One director from a public library serving a community under 10,000
One director from a public library serving communities from 10,000 – 25,000;
One director from a public library serving communities over 25,000;
One director from a school, academic or special library

The Committee meets a minimum of three times per year. The initial budget must be presented to the Membership by October 31. The final budget must be presented to the Membership at the May membership meeting. The Executive Director and Network Bookkeeper are the staff liaisons.

Planning – always chaired by the President. The committee is responsible for preparing the network's Strategic Plan when necessary and assists with developing assessment tools. The Executive Director is the staff liaison.

Personnel – always chaired by the Past President. The committee must have a minimum of one Board member on the committee. The committee finalizes the salary and benefits schedule for the coming fiscal year, reviews job descriptions, and conducts an annual assessment of the Executive Director. The Executive Director and Administrative Support Specialist serve as staff liaison. Additional staff participation may be called for depending upon discussion topics. Typically this committee meets prior to a regularly scheduled membership meeting.

Nominating – must be chaired by a Library Director. The Committee prepares the slate of candidates for the coming fiscal year Board and Officers. The Committee may also be called upon to nominate replacements to the Board upon a member's resignation or removal.

Circulation Policy – must be chaired by a Library Director. The committee meets as needed to establish common circulation policies to be followed by all members. The Executive Director is the staff liaison.

Pub Pac – must be chaired by a Library Director. The committee meets as needed to review the SAILS online catalog and other public interfaces. The Assistant Director of Technology Services is the staff liaison.

Overdrive - must be chaired by a Library Director. This committee serves as a selection committee for the network Overdrive Committee. Typically this committee meets once a year but may meet more often as necessary. The Executive Director assigns the staff liaison depending upon the topics to be discussed.

Legislative Breakfast - must be chaired by a Library Director. This committee is responsible for planning the network's annual Legislative Breakfast. Staff Liaisons will be the Manager for Bibliographic Services and Network Bookkeeper.

FINANCE

BUDGET

The SAILS fiscal year runs from July 1 through June 30. The preliminary budget for the coming fiscal year is submitted to members by October 31st and estimates of annual membership assessments are distributed no later than November 30th. Funding for SAILS activities comes from annual member assessments, grant funds for telecommunications and resource sharing supplied by the Massachusetts Board of Library Commissioners, and funding from the FCC as part of the Erate program. SAILS has traditionally applied for and received grant funds for major projects. It is network policy that sufficient reserve funds are kept on hand sufficient for 6 months operations and/or the 50% matching funds required for grants. The network has never levied members' additional assessments to cover operating or special expenses.

BILLING FORMULA

The annual assessment is based on the billing formula agreed upon by the members in May 1999. 25% of the total operating costs minus grants, etc. is divided among voting members
40% is divided into two parts – number of devices accessing network services (a flat fee based on a range) and circulation for all members ending June 30 of the previous fiscal year.
35% is divided by the total materials expenditures for all members ending June 30 of the previous fiscal year and then that amount is charged for every dollar spent.

The annual assessment for K-12 members is a flat fee based. K-12 members assessments are increased the same percentage as those of Public and Academic members. K-12 member assessments may be increased if the school is open 12 months per year.

SAILS offers a subscription service to special libraries that want a limited subset of services from the network. Subscription members may not use SAILS for circulation, Interlibrary Loan, or statistics. Subscription fees must cover any vendor fees but reimbursement the network for staff time providing support services. Additional consulting may be provided on an hourly basis.

Services covered by the Annual Assessment

24/7 access to collection to patrons from home, office, etc. Bookmarks, posters, and other promotional material printed by SAILS for patrons Cataloging for all materials purchased or donated to the library

Customized look and feel of the online catalog for academic, public, and school libraries

Digital Historical Collections website to which you can contribute scanned documents or images relating to the history of the organization and community.

Email accounts for library staff

Access to Google Apps for Nonprofits for library staff including Google Drive

High speed public internet line between your library and S.A.I.L.S as appropriate.

SAILS is responsible for monthly charges, service calls, and telecommunications equipment replacement and/or repair.

License fees for the use of SirsiDynix software and hosted servers

Maintenance on the telecommunications equipment in your library

Patron notification options of email, automated voice, and text messaging.

Single portal for patrons to access local holdings, local/regional/statewide databases, Commonwealth Catalog, etc.

Use of Analytics tools for the development of complex statistical reports.

Use of the Symphony Circulation, Cataloging, Serials, Booking, Academic Reserves, and Acquisitions software modules

Workshops and on-site training for staff.

NETWORK STAFF DIRECTORY

508-946-8600 – ext. 1 for system emergency

508-946-8605 fax

Kathy Lussier klussier@sailsinc.org	Executive Director	Ext. 211	Responsible for overall network administration, circulation services, special reports. Accounts payable, Accounts Receivable, Payroll
Laurie Lessner Llessner@sailsinc.org	Manager of Electronic Services	Ext. 214	Responsible for Enterprise software, SAILS website, SAILS communications, training members in searching, liaison to Database Committee.
Jorj Pitter jpitter@sailsinc.org	Desktop Support Technician	Ext. 219	PC Support Specialist, Envisionware, Printers
support@sailsinc.org	Laurie Lessner Jennifer Michaud Debby Conrad	Ext. 214 Ext 215 Ext 211	Responsible for creating Directors Station reports, responding to patron emails, creating and updating the SAILS wiki, filling supply orders, providing general assistance with Workflows.
Lisa Hart lhart@sailsinc.org	Support Specialist	Ext. 210	General office, supplies, weeding reports
Jennifer Michaud Jmichaud@sailsinc.org	Interim Manager of Bibliographic Services	Ext. 215	Assists in training and providing assistance to cataloging staff of member libraries.
Claudette Tobin Claudette@sailsinc.org	Cataloging Associate	Ext. 216	Assists the Cataloging Department in obtaining and updating Marc records

NETWORK OFFICES

SAILS is headquartered at 10 Riverside Drive Suite 102 Lakeville MA. The network is just off I-495 exit 4 - take Rte. 105 South. The office includes a training facility for up to 12 people and a meeting room that can seat over 25

The SAILS office is staffed from 8 a.m. to 4:30 p.m. Monday through Friday. Weekend support is available by calling the SAILS support number at 508-946-8600 ext. 1 .

Cataloging Questions	Call extension 3
Telecommunications Problems	Call extension 1
PC problems	Call extension 2
Circulation Questions, problems with reports, requests for special reports	Call extension 4
Questions about Enterprise, searching the system, the SAILS website, your website, online databases	Call extension 4
Questions about ordering supplies or billing statements from SAILS	Call extension 6

For general questions, email support@sailsinc.org

For questions about billing or supplies email sailsbusiness@sailsinc.org

For questions about cataloging, acquisitions, serials email catsupport@sailsinc.org

FY19 SAILS Board Members

Term Expires June 30	Library	Board Member	County	Type
2019	Holmes Public Library (Halifax)	Jean Gallant	p	Under 10,000
2019	Acushnet Public Library	Dina Brasseur	Br	10,000-24999
2019	Plainville Public Library	Melissa Campbell	N	10,000-24999
2019	Carver Public Library	Carole Julius, Treasurer	P	At Large
2019	Ames Free Library (Easton)	Uma Hiremath	Br	At Large
2020	Fall River Public Library	Liane Verville, Secretary	Br	Over 24,999
2020	Lakeville Public Library	Jayne Viveiros, President	P	County
2020	Norton Public Library	Lee Parker,	Br	10,000-24,999
2020	Boyden Public Library (Foxborough)	Manny Leite	N	10,000-24,999
2020	Dighton Public Library	Jocelyn Tavares	Br	Under 10,000
2021	Massachusetts Maritime Academy	Susan Berteaux	Ba	Academic
2021	East Bridgewater Jr/Sr High	Carrie Tucker	P	K-12
2021	Taunton Public Library	Linda Coehlo	Br	Over 24,999

2021	Open		P	Under 10,000
2021	Pembroke Public Library	Debbie Wall	P	Member at Large

FY19 Meeting Calendar

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

Date	Type	Location
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

SAILS LIBRARIES

ATTLEBORO HIGH SCHOOL
ATTLEBORO PUBLIC LIBRARY
ACUSHNET PUBLIC LIBRARY
GUILFORD H. HATHAWAY LIBRARY - ASSONET
BRISTOL COMMUNITY COLLEGE LEARNING RESOURCES CENTER
BRISTOL COMMUNITY COLLEGE ATTLEBORO CENTER
BRISTOL COMMUNITY COLLEGE NEW BEDFORD CAMPUS
BRISTOL COMMUNITY COLLEGE TAUNTON CAMPUS
BERKLEY PUBLIC LIBRARY
BECKWITH MIDDLE SCHOOL - REHOBOTH
BRIDGEWATER PUBLIC LIBRARY CARVER
PUBLIC LIBRARY
NORTH DARTMOUTH LIBRARY
SOUTHWORTH LIBRARY – SOUTH DARTMOUTH
DIGHTON PUBLIC LIBRARY
DIGHTON MIDDLE SCHOOL
AMES FREE LIBRARY - EASTON
EAST BRIDGEWATER CENTRAL SCHOOL
EAST BRIDGEWATER PUBLIC LIBRARY
EAST BRIDGEWATER JUNIOR SENIOR HIGH SCHOOL ANNE KENNEALLY HYNES LIBRARY
JAMES WHITE MEMORIAL LIBRARY – EAST FREETOWN
MILLCENT LIBRARY - FAIRHAVEN
BMC DURFEE HIGH SCHOOL – FALL RIVER
FALL RIVER PUBLIC LIBRARY
FALL RIVER PUBLIC LIBRARY – SOUTH BRANCH
BOYDEN LIBRARY - FOXBOROUGH
FOXBOROUGH HIGH SCHOOL LIBRARY
JOHN J. AHERN MIDDLE SCHOOL - FOXBOROUGH
HOLMES PUBLIC LIBRARY - HALIFAX
HANSON PUBLIC LIBRARY
LAKEVILLE FREE PUBLIC LIBRARY
MANSFIELD PUBLIC LIBRARY
ELIZABETH TABER MEMORIAL LIBRARY - MARION
MATTAPOISETT FREE PUBLIC LIBRARY
MIDDLEBOROUGH PUBLIC LIBRARY
MASSACHUSETTS MARITIME ACADEMY
NEW BEDFORD – BOOKMOBILE
NEW BEDFORD CASA DA SAUDADE LIBRARY
NEW BEDFORD HOWLAND – GREEN LIBRARY
NEW BEDFORD HIGH SCHOOL LIBRARY
NEW BEDFORD FRANCIS J. LAWLER LIBRARY
NEW BEDFORD FREE PUBLIC LIBRARY
NEW BEDFORD WILKS LIBRARY
RICHARDS MEMORIAL LIBRARY
NORFOLK PUBLIC LIBRARY FREEMAN –
KENNEDY SCHOOL - NORFOLK
H. OLIVE DAY ELEMENTARY SCHOOL - NORFOLK
NORTON PUBLIC LIBRARY
PEMBROKE PUBLIC LIBRARY
PLAINVILLE PUBLIC LIBRARY
ANNA WARE JACKSON SCHOOL LIBRARY MEDIA CENTER - PLAINVILLE
BEATRICE H. WOOD ELEMENTARY SCHOOL - PLAINVILLE

PLYMPTONPUBLIC LIBRARY
PALMERRIVERELEMENTARY SCHOOL - REHOBOTH
RAYNHAMPUBLICLIBRARY
BLANDINGFREE PUBLICLIBRARY - REHOBOTH
JOSEPHH. PLUMB MEMORIAL LIBRARY - ROCHESTER
SOMERSETBERKLEYREGIONAL HIGH SCHOOL LIBRARY
SEEKONK HIGH SCHOOL LIBRARY
SEEKONK MIDDLE SCHOOL LIBRARY
MILDREDH. AITKEN ELEMENTARY SCHOOL - SEEKONK
GEORGE MARTIN ELEMENTARY SCHOOL - SEEKONK
SEEKONK PUBLIC LIBRARY
SOUTH EASTON SOUTHEASTERN REGIONAL VOCATIONAL-TECHNICAL HIGH SCHOOL
SOMERSET PUBLIC LIBRARY
CARDINAL SPELLMAN HIGH SCHOOL MARGY JUDGE AKILLIAN LIBRARY - BROCKTON
SWANSEA FREE PUBLIC LIBRARY
TAUNTON PUBLIC LIBRARY
WAREHAM FREE LIBRARY
WAREHAM SPINNEY BRANCH
WEST BRIDGEWATER PUBLIC LIBRARY
WESTPORT FREE PUBLIC LIBRARY
FISKE PUBLIC LIBRARY - WRENTHAM
RODERICK ELEMENTARY SCHOOL - WRENTHAM
DELANEY ELEMENTARY RAYMOND LIBRARY - WRENTHAM