



Network Policy Manual

Last Updated June 2018

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VotingMembers

Public Libraries 2,000-5,999

Marion – Plymouth County
Plympton – Plymouth County
Rochester – Plymouth County

Public Libraries 5,000-9,999

Berkley – Bristol County
Dighton – Bristol County
Freetown – Bristol County
Plainville – Norfolk County
Halifax – Plymouth County
Mattapoisett – Plymouth County
West Bridgewater – Plymouth County

Public Libraries - 10,000-14,999

Acushnet – Bristol County
Carver – Plymouth County
East Bridgewater – Plymouth County
Hanson – Plymouth County
Lakeville – Plymouth County
Norfolk – Norfolk County
Raynham – Bristol County
Rehoboth – Bristol County
Seekonk – Bristol County
Wrentham – Norfolk County

Public Libraries 15,000-24,999

Easton – Bristol County
Fairhaven – Bristol County
Foxborough – Norfolk County
Norton – Bristol County
Pembroke – Bristol County
Mansfield – Bristol County
Middleborough – Plymouth County
Somerset – Bristol County
Swansea – Bristol County
Wareham – Plymouth County
Westport – Bristol County

Public Libraries 25,000-49,999

Attleboro – Bristol County
Bridgewater – Plymouth County

North Attleboro – Bristol County
Dartmouth – Bristol County

Public Libraries 50,000-
99,999

Fall River – Bristol County
New Bedford – Bristol County
Taunton – Bristol County

K-12 2 2 Members
Attleboro High School
BMC Durfee High School
Cardinal Spellman High School
Dighton-Rehoboth Regional School District – Beckwith Middle School, Dighton
Elementary School, Dighton Middle School, Dighton Rehoboth High School, Palmer
River Elementary School
East Bridgewater Public School District – Central School, Gordon Mitchell Middle School,
East Bridgewater Jr/Sr High School
Foxborough Public Schools – High School and Ahern Middle School
New Bedford High School
Norfolk Schools – H. Olive Day and Kennedy Freeman School
Plainville Schools – Beatrice Wood and Anna Jackson Schools
Seekonk Schools – Aitken Elementary, Martin Elementary, Middle School, and High
School
Southeastern Regional Vocational School District
Somerset Berkley Regional High School
Wrentham Schools – Delaney School and Roderick School

Academic
Bristol Community College
Massachusetts Maritime Academy

Updated December 2017

Decertified Libraries

Decertified libraries may continue to continue as a full-voting member of the network.

Decertified libraries will be assessed according to the same formula as certified libraries.

SAILS will continue to provide staff support, cataloging services, email, etc. to decertified libraries.

Decertified libraries will not be able to place or fill holds beyond their local collection.

Individual libraries within the network may decide to fill holds from decertified libraries providing SAILS receives written notification of their intent. Libraries choosing to fill requests from decertified libraries must honor requests from all decertified libraries.

The final decision on whether to provide direct (on-site) service to patrons from decertified libraries rests with individual library boards of trustees.

Network members agree to follow established procedures for registering patrons from decertified libraries in communities outside SAILS.

Revised August 20, 2003

Composition of the SAILS Board

A Board of Directors consisting of fifteen members shall meet not less than eight times per year to carry out the business of the corporation.

The Board shall consist 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 shall be open to the director of library services for the member library.

Membership for school libraries will be one member per school district. It is the responsibility of the school district to designate which school librarian will serve as the SAILS member in cases where there are several libraries within a district that use the SAILS automated library system.

Members will serve three-year terms.

Officers of the Board shall be President, Vice-President/President-Elect, Secretary/Clerk, and a Treasurer

Approved May 17, 2000

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 shall meet 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 is the staff liaison.

Investment – Appointed by the President. The committee attends quarterly meetings with the network portfolio managers and the 403b Advisor.

Planning – always chaired by the President. The committee finalizes the coming fiscal year Action Plan. The committee is also responsible for preparing the network's Strategic Plan when necessary. The Executive Director is the staff liaison.

Personnel – 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. A member of the SAILS staff will attend meetings pertaining to salary and benefits.

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.

PubPac – 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 for Technology Services is the staff liaison.

Overdrive – must be chaired by a Library Director. The committee meets as needed to review the policies of the SAILS Overdrive collection and to make recommendations of titles to purchase.

The Executive Director and Assistant Director for Technology Services are the staff liaison.

Updated December 20, 2017

Executive Director's Role and Responsibilities

Responsible for the leadership, development, and administration of the SAILS Network, including strategic planning, personnel management and administration, budget development and communication with member libraries. The Executive Director reports to the SAILS Executive Board, and is annually evaluated by the Personnel Committee. The Executive Director functions under the general direction of the Executive Board, but has wide latitude for independent judgment, decision-making and action.

Duties

- 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.
- Authorized sign network contracts after email authorization by a SAILS officer. (per corporate resolution dated October 21, 2015)
- Perform other duties as assigned by the SAILS Board.

Added May 16, 2018

Code of Ethics for Board Members

Goal: To establish a set of principles and practices of the SAILS Inc. Board of Directors that will set parameters and provide guidance and direction for board conduct and decision-making.

Code: Members of the Board of Directors of the SAILS Inc. are committed to observing and promoting the highest standards of ethical conduct in the performance of their responsibilities on the board of SAILS Inc. Board members pledge to accept this code as a minimum guideline for ethical conduct and shall:

Accountability

- Faithfully abide by the Articles of Incorporation, by-laws and policies of SAILS Inc.
- Exercise reasonable care, good faith and due diligence in organizational affairs.
- Fully disclose, at the earliest opportunity, information that may result in a perceived for actual conflict of interest.
- Fully disclose, at the earliest opportunity, information of fact that would have significance in board decision-making.
- Remain accountable for prudent fiscal management to association members, the board, and nonprofit sector, and where applicable, to government and funding bodies.

Professional Excellence

- Maintain a professional level of courtesy, respect, and objectivity in all SAILS Inc. activities
- Strive to uphold those practices and assist other SAILS Inc. members of the board in upholding the highest standards of conduct

Personal Gain

- Exercise the powers invested for the good of all members of the organization rather than for his or her personal benefit, or that of the nonprofit they represent.

Confidential Information

- Respect the confidentiality of sensitive information known due to board service.

Collaboration and Cooperation

- Respect the diversity of opinions as expressed or acted upon by the SAILS Inc. board, committees and membership, and formally register dissent as appropriate.
- Promote collaboration, cooperation, and partnership among association members.

Approved: SAILS Inc. Board of Directors, May 17, 2006

Employee Protection (Whistleblower) Policy

If any employee reasonably believes that some policy, practice, or activity of SAILS Inc. is in violation of law, a written complaint must be filed by that employee with the Executive Director or the Board President.

It is the intent of SAILS Inc. to adhere to all laws and regulations that apply to the organization and the underlying purpose of this policy is to support the organization's goal of legal compliance. The support of all employees is necessary to achieving compliance with various laws and regulations. An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy, or practice to the attention of SAILS Inc. and provides the SAILS Inc. with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below is only available to employees that comply with this requirement.

SAILS Inc. will not retaliate against an employee who in good faith, has made a protest or raised a complaint against some practice of SAILS Inc., or of another individual or entity with whom SAILS Inc. has a business relationship, on the basis of a reasonable belief that the practice is in violation of law, or a clear mandate of public policy.

SAILS Inc. will not retaliate against employees who disclose or threaten to disclose to a supervisor or a public body, any activity, policy, or practice of SAILS Inc. that the employee reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate of public policy concerning the health, safety, welfare, or protection of the environment.

Conflict of Interest Policy

Purpose

The purpose of the conflict of interest policy is to protect this tax-exempt organization's (SAILS INC.) interest when it is contemplating entering into a transaction or arrangement that might benefit the private interest of an officer or director of SAILS INC. or might result in a possible excess benefit transaction. This policy is intended to supplement but not replace any applicable state and federal laws governing conflict of interest applicable to nonprofit and charitable organizations.

Definitions

1. Interested Person -- Any director, principal officer, member of a committee with SAILS Board delegated powers, or SAILS employee who has a direct or indirect financial interest, as defined below, is an interested person.
2. Financial Interest - A person has a financial interest if s/he has, directly or indirectly, through business, investment, or family:
 1. An ownership or investment interest in any entity with which SAILS INC. has a transaction or arrangement, or
 2. A compensation arrangement with SAILS INC. or with any entity or individual with which SAILS INC. has a transaction of arrangement; or
 3. A potential ownership or investment interest in, or compensation arrangement with, any entity or individual with which SAILS INC. is negotiating a transaction or arrangement.

Compensation includes direct and indirect remuneration as well as gifts or favors that are not insubstantial.

A financial interest is not necessarily a conflict of interest. A person who has a financial interest may have a conflict of interest only if the appropriate governing board or committee decides that a conflict of interest exists.

Procedures

1. **Duty to Disclose.** In connection with any actual or possible conflict of interest, an interested person must disclose the existence of the financial interest and be given the opportunity to disclose all material facts to the directors and members of the SAILS Board delegated powers considering the proposed transaction or arrangement.
2. **Determining Whether a Conflict of Interest Exists.** After disclosure of the financial interest and all material facts, and after any discussion with the interested person, he/she shall leave the SAILS Board or committee meeting while the determination of a conflict of interest is discussed and voted upon. The remaining committee members shall decide if a conflict of interest exists.
3. **Procedures for Addressing the Conflict of Interest.**
 1. An interested person may make a presentation at the SAILS Board or committee meeting, but after the presentation, he/she shall leave the meeting during the discussion of, and the vote on, the transaction or arrangement involving the possible conflict of interest.
 2. The President of the SAILS Board shall, if appropriate, appoint a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement.
 3. After exercising due diligence, the SAILS Board shall determine whether SAILS INC. can obtain with reasonable efforts a more advantageous transaction or arrangement from a person or entity that would not give rise to a conflict of interest.
 4. If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the SAILS Board shall determine by a majority vote of the disinterested directors whether the transaction or arrangement is in SAILS INC. best interest, for its own benefit, and whether it is fair and reasonable. In conformity with the above determination it shall make its decision as to whether to enter into the transaction or arrangement.

Records of Proceedings

The minutes of the SAILS Board and all committees with board delegated powers shall contain:

1. The names of the persons who disclosed or otherwise were found to have a financial interest in connection with an actual or possible conflict of interest, the nature of the financial interest, any action taken to determine whether a conflict of interest was present, and the SAILS Board's decision as to whether a conflict of interest in fact existed.
2. The names of the persons who were present for discussions and votes relating to the transaction or arrangement, the content of the discussion, including any alternatives to the proposed transaction or arrangement, and a record of any votes taken in connection with the proceedings.

Compensation

1. A voting member of the SAILS Board of Directors who receives compensation, directly or indirectly, from SAILS INC. for services is precluded from voting on matters pertaining to that member's compensation.
2. A voting member of any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from SAILS INC. for services is precluded from voting on matters pertaining to that member's compensation.

Actions Considered a Conflict of Interest

In general terms, a conflict of interest may occur if an outside interest or activity: (i) influences, appears to influence or has the potential to influence the ability of an interested person to exercise objectivity or (ii) impairs the ability of an interested person to perform his or her responsibilities in the best interests of the SAILS INC.

An interested person is considered to have a potential conflict of interest when:

1. An interested person or his or her family member has a financial interest (examples may include employment by, a consultant to, a representative or agent for, a partner of, holding any office in or deriving any income from any entity doing or seeking to do business with the SAILS INC.) that conflicts with the interest of the SAILS INC. in any manner.
2. An interested person participates in managerial or consultation services to any outside concern that does business with the SAILS INC., except with the SAILS INC.'s prior knowledge and consent.
3. An interested person receives compensation, gifts, favors, entertainment or other similar benefits of more than a nominal value (\$100 per incident, \$200 accumulated annually by the same vendor, grantee or consultant) from any outside concern which does or seeks to do business with the SAILS INC.
4. An interested person discloses or uses confidential, special or inside information of or about the SAILS INC. or its clients, particularly for personal profit or advantage.
5. An interested person or his or her family member has an opportunity to influence the SAILS INC.'s business, administrative or other material decisions in a manner that leads to personal gain or advantage.
6. An interested person participates in deliberations or actions resulting in the purchase of goods or services from any organization in which an interested person or his or her family member has a financial interest.

Annual Statements

Each director, principal officer, member of a committee with SAILS Board delegated powers, and employee shall annually sign a statement which affirms such person:

1. Has received a copy of the conflicts of interest policy,
2. Has read and understands the policy,

3. Has agreed to comply with the policy, and
4. Understands SAILS INC. is tax-exempt and in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

Violations

If the SAILS Board has reasonable cause to believe that an interested person has failed to disclose actual or possible conflicts of interest, including those arising from a transaction with a related interested person, it shall inform such insider of the basis for this belief and afford the insider an opportunity to explain the alleged failure to disclose. If, after hearing the insider's response and making further investigation as warranted by the circumstances, the Board determines that the insider has failed to disclose an actual or possible conflict of interest, the Board shall take appropriate disciplinary and corrective action.

Use of Outside Experts

When conducting the periodic reviews as provided for in this policy, SAILS INC. may, but need not, use outside advisors. If outside experts are used, their use shall not relieve the SAILS Board of its responsibility for ensuring periodic reviews are conducted.

Annual Reviews

To ensure that the Organization operates in a manner consistent with its status as an organization exempt from federal income tax, the Board shall authorize and oversee an annual review of the administration of this conflict of interest policy. The review may be written or oral. The review shall consider the level of compliance with the policy, the continuing suitability of the policy, and whether the policy should be modified and improved.

Revised April 11, 2018

Written Information Security Plan

The objective, in the development and implementation of this written information security plan, is to create effective administrative, technical, and physical safeguards in order to protect our employees' non-public personal information. The plan will evaluate our electronic and physical methods of accessing, collecting, storing, using, transmitting, protecting, and disposing of our employees' non-public personal information.

PURPOSE

- a. Ensure the security and confidentiality of employees' information
- b. Protect against any anticipated threats or hazards to the security or integrity of our employees' information
- c. Protect against unauthorized access to or use of employee information that could result in substantial harm or inconvenience to any of our employees.

SCOPE

- d. This policy applies to all organization's employees, management, contractors, and student interns.
- e. This policy describes the organization's objectives and policies regarding maintaining the privacy of patient information.

REFERENCES

201 CMR 17.00: STANDARDS FOR THE PROTECTION OF PERSONAL INFORMATION OF RESIDENTS OF THE COMMONWEALTH

DEFINITIONS

- f. **Breach of security**, the unauthorized acquisition or unauthorized use of unencrypted data or, encrypted electronic data and the confidential process or key that is capable of compromising the security, confidentiality, or integrity of personal information, maintained by a person or agency that creates a substantial risk of identity theft or fraud against a resident of the commonwealth. A good faith but unauthorized acquisition of personal information by a person or agency, or employee or agent thereof, for the lawful purposes of such person or agency, is not a breach of security unless the personal information is used in an unauthorized manner or subject to further unauthorized disclosure.

- g. Electronic**, relating to technology having electrical, digital, magnetic, wireless, optical, electromagnetic or similar capabilities.
- h. Owns or licenses**, receives, stores, maintains, processes, or otherwise has access to personal information in connection with the provision of goods or services or in connection with employment.
- i. Person**, a natural person, corporation, association, partnership or other legal entity, other than an agency, executive office, department, board, commission, bureau, division or authority of the Commonwealth, or any of its branches, or any political subdivision thereof.
- j. Personal information**, a Massachusetts resident's first name and last name or first initial and last name in combination with any one or more of the following data elements that relate to such resident: (a) Social Security number; (b) driver's license number or state-issued identification card number; or (c) financial account number, or credit or debit card number, with or without any required security code, access code, personal identification number or password, that would permit access to a resident's financial account; provided, however, that "Personal information" shall not include information that is lawfully obtained from publicly available information, or from federal, state or local government records lawfully made available to the general public.
- k. Record or Records**, any material upon which written, drawn, spoken, visual, or electromagnetic information or images are recorded or preserved, regardless of physical form or characteristics.
- l. Service provider**, any person that receives, stores, maintains, processes, or otherwise is permitted access to personal information through its provision of services directly to a person that is subject to this regulation.

RESPONSIBILITIES

- m. SAILS Board**
 - i. Establish program objectives
 - ii. Approve privacy policy
 - iii. Enforce sanctions
- n. Executive Director**
 - i. Develops privacy policies and procedures
 - ii. Coordinates and implements policy through organization's departments
 - iii. Oversees training
 - iv. Receives and processes privacy complaints
 - v. Processes Business Associate Agreements (BAA)
- o. Employee responsibilities**
 - i. Understand and comply with organization's policies regarding patient confidentiality and privacy

USE AND/OR DISCLOSURE OF PROTECTED EMPLOYEE INFORMATION

- p. Routine uses**

- i. Payroll and payroll related tax reports
 - ii. Health and dental insurance related enrollment
 - iii. Retirement plan enrollment
 - iv. Network workers compensation reports
- q.** At the written request of the employee
- i. Verification of employment
 - ii. Verification of compensation

EMPLOYEE RIGHTS

- r.** Right to access/copy Personal Information
- s.** Right to amend Personal Information
- t.** Right to restrict use or disclosure
- u.** Right to confidential communications
- v.** Right to an accounting of disclosures
- w.** Right to file a complaint

EMPLOYEE COMPLAINTS

- x.** Employees may submit a written complaint to the Executive Director describing the circumstance in which his/her personal information has been disclosed without authorization. The Executive Director will report the complaint to the SAILS Board within 2 working days of receipt of the complaint. The Board has 5 working days to develop a response to the complaint. This response could include
 - a. Termination of any employee who has accessed another employee's personal information without authorization
 - b. Legal proceedings against former employees who have disclosed protected employee information
 - c. Legal proceedings against any third party's unauthorized disclosure of protected employee information.
 - d. Twelve months subscription to an appropriate credit monitoring service

SANCTIONS

- y.** Any current employee who has been proven to have accessed another employee's personal information without authorization will face immediate dismissal and possible criminal proceedings.

Employee Record Retention and Destruction Policy

Maintenance of Employee Records- Each of the following records should be maintained in segregated files:

- Pre-Employment information
- Benefits plan and employee medical records.
- I-9 forms
- Health and Safety Records.
- General Employee personnel records.

Destruction of Employee and Applicant Records

All paper personnel files and confidential data maintained by HR or management must be destroyed by shredding after the retention dates have passed. Job application materials from prospects who did not receive employment must be shredded as well. For electronic files, it is recommended for the HR department to work with the IT department no less than twice annually to make sure that the data is properly secure and purged.

Retention of Terminated Employees' Records

The retention periods for terminated employees' and applicants' records and compliance reports are as follows:

Pre-employment

- Resumes, applications and related employment materials, including interview records and notes for applicants not hired- **3 years.**
- Resumes, applications and related employment materials, including interview records and notes for hired employees - **4 years.**
- Background checks, drug test results, driving records, company employment verifications, letters of reference and related documents- **5 years.**

Employee Records

- Terminated employee I-9 Forms- The later of **3 years** from date of hire or **1 year** following termination of employment.
- Compensation, job history and timekeeping records- **4 years** after termination.
- FMLA and USERRA and related leave records- **3 years** after termination.
- Performance appraisal and disciplinary action records- **4 years** after termination.
- Benefit records- **6 years** after the filing date of the documents, based on the information it contained, or **6 years** after the date on which such documents would have been filed but for an exemption or simplified reporting requirement.
- Disputed issues (records relating to issues **2 years** after resolution of dispute involving external agencies or parties, wage-hour investigation by DOL, EEOC charge,

arbitrations, court actions, etc.), OSHA and employee safety records- **5 years** after termination.

- Workers Compensation claims- **30 years** after date of injury/illness.

-

SAILS Network Investment Policy Statement

Statement of Intent

It is the intention of Sails Inc. (Agency), in adopting this Investment Policy Statement, to set forth prudent limits for both asset allocation and asset quality for the Agency's endowment. Endowment assets should be invested to maximize the return on assets, while avoiding the taking of undue risk. Strategies recommended by the designated Investment Manager must be consistent with this policy.

Return Objective

A total annual return of **3%** is targeted. The current annual target for disbursement from the reserve fund will be **2.5%**. If future disbursements are required, the Agency will seek an additional **4%** appreciation to offset the effect of inflation and maintain principal. When portfolio income is cyclically low, the Agency will require the use of principal to supplement income derived. These shortfalls will be made whole in those parts of the cycle when overall income rises above the distribution percentage.

Investment Objective

These funds may be invested in fixed income securities, equities, and cash in accordance with established portfolio allocation guidelines (See Table 1 Appendix A). A maximum of 35% may be invested in equities and the balance in fixed income securities and/or cash.

Safety of Principal

Preservation of principal always takes priority over maximizing returns. Preservation shall be measured in terms of real spending power after adjustments for additions to and withdrawals from the investment account. Principal preservation and stability will be achieved through investment in high quality obligations and securities as listed in Table 2, the permissible investments list, in Appendix A.

Competitive Rates of Return

An investment strategy will be utilized to maximize return potential within the risk parameters. Through maturity and market sector analysis, a portfolio will be constructed that maximizes investment return while minimizing risk. Both fixed income and equity portions of the portfolio are expected to be competitive against two respective benchmarks as predetermined by the Investment Committee and the Investment Manager.

Liquidity

Liquidity may be necessary from time to time and periodic withdrawals may be required by the Committee. The Investment Committee may, at any time, direct the Investment Manager to maintain a portion of the investments in a suitable money market fund to facilitate transfers to Sails Inc.

Should there be any changes in the Agency's purpose or investment objectives that may require a shift in asset allocation, the Investment Committee of the Agency will communicate this to the Investment Manager in writing so that they may affect the needed portfolio changes.

Prohibited Investments

The use of options or derivative securities of any type are prohibited under the terms of this policy.

Policy Modification

If the Agency's Investment Committee determines that it is in the interest of the Agency to take or hold positions in securities or sectors which lie outside the range deemed "acceptable" by this document, the Committee may temporarily authorize such holding or purchase. Continued maintenance of the aforementioned noncompliant asset or sector would require modification of this policy or ratification of the exception by majority vote of the entire board at the next regularly scheduled board meeting.

Communication of Investment Portfolio Structure

It is the responsibility of the Investment Manager or Managers to provide the Board of Directors with a statement of activity at least quarterly. The Investment Manager or Managers should also be available to meet on an annual basis with the Board of Directors or the Investment Committee of the Board to review this policy statement and make any and all changes necessary to provide for the intent of the Endowment.

Acceptance of Additional Funding

It is the responsibility of the Executive Director to notify the Investment Manager of any additional funds that may be added from time to time. It is also responsibility of the Committee to advise the Manager of their intention to either hold or dispose of the contribution in a timely manner. This investment policy statement may be amended in order to develop a standard method of operation pertaining to additional contributions and the policy for handling those contributions.

Portfolio Allocation Table 1

Asset Class	Allowable Range	Target Allocation
Equities	0% - 35%	30%
Fixed Income	0% - 80%	70%
Cash or Equivalents	0% - 10%	< 5%

List of Permissible Investments Table 2

United States Treasuries

United States Government Agency Obligations

Corporate bonds rated investment grade by Standard & Poor's or Moody

Money Market Mutual Funds

Bond Mutual Funds

Individual Equities

Equity Mutual Funds

Preferred Stocks

REIT's

Commodities

Master Limited Partnerships

Updated: 5/21/2013

Investment Policy Statement for SAILS 403B Retirement Plan

Plan Name:

Sails, Inc. 403(b) Retirement Plan

Plan Sponsor:

Sails, Inc.

Type of Plan:

Defined Contribution

Date:

Adopted December 20, 2017

Investment Authority under the Plan

The Plan is a retirement plan established by the Plan Sponsor for the benefit of the participating employees and their beneficiaries. The Plan is a profit sharing plan qualified under section 403(b) of the Internal Revenue Code ("IRC"). The Plan is also a 403(b) plan, which permits voluntary pre-tax deferrals by participants from their pay.

The Plan permits participants to direct the investment of their accounts. The ultimate authority to establish the investment structure and to select and periodically review the investment options resides with the Plan Sponsor. The Plan Sponsor has appointed a committee (the "Committee") to fulfill those functions.

Purpose of Investment Policy Statement

The purpose of this Investment Policy Statement ("IPS") is to establish the investment structure for the Plan and to adopt a set of guidelines for the selection of the Plan's investment options and for the periodic evaluation or monitoring of the investment options. These guidelines do not constitute a contract or a statement of mandatory requirements but are instead an explanation of the general principles established for the selection and retention of the investment options. Accordingly, the Committee is not bound by the terms of this IPS but should instead exercise discretion and considered judgment in making its decisions for the benefit of Plan participants. The Committee will determine the weighting to be given to each of these principles and may consider factors in addition to those described in these guidelines. This IPS supersedes all prior investment policy statements of the Plan. If any term or condition of this IPS conflicts with the Plan document, the Plan document shall control, as long as such term or condition is consistent with the law.

This IPS explains how the Committee will discharge its obligations to:

- prudently select investment options
- periodically monitor and evaluate those investment options
- based on such periodic evaluations, determine whether or not the investment options will continue to be made available to the participants

These guidelines will be reviewed as circumstances warrant. The performance evaluation measures may be changed from time to time. Any changes, or amendments, would preferably be done by revising this IPS but may also be accomplished in other ways, such as Committee minutes.

This IPS is intended to be consistent with the criteria for an “ERISA section 404(c) Plan” as described in section 404(c) of the Employee Retirement Income Security Act of 1974, as amended (“ERISA”), and the regulations thereunder. As an ERISA section 404(c) Plan, the Plan is required to designate a broad range of investment alternatives, which permit participants to make independent choices regarding the manner in which the assets in their individual accounts are invested and which afford the participants the opportunity to materially affect the potential returns on their accounts and the degree of risk involved.

Investment Structure

A. Overview

The investment structure of the Plan will allow participants to create investment portfolios by allocating their accounts among a group of prudently-selected and monitored investment alternatives that together constitute a broad range of asset classes. From time to time the Plan’s investment structure will be reviewed by the Committee. The Plan investments will be selected with the goal of:

- Providing reasonable returns (compared to appropriate peer groups and indices) at prudent levels of risk
- Providing a broad range of investments in appropriate asset classes
- Providing diversified investment vehicles to reduce the risk of large losses

Prudently managing administrative and investment management costs

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B. Roles and Responsibilities

1. The Committee

The Committee’s investment responsibilities include, but are not limited to, the following:

- Preparing and maintaining this IPS
- Selecting, retaining, monitoring and replacing, where appropriate, the asset classes and investment options offered under the Plan

- Selecting, retaining, monitoring and replacing, where appropriate, the investment to serve as a qualified default investment alternative (“QDIA”) for participants who fail to make an election
- Selecting and monitoring the Plan service providers for investments
- Evaluating the services and the costs, fees and compensation for those service providers
- Taking whatever corrective action is deemed prudent and appropriate if the Committee is concerned with the performance of a Plan service provider
- Communicating required, timely information to participants.

2. Investment Adviser

The Committee has engaged Alpha Pension Group (the “Investment Adviser”) as the investment adviser. The Investment Adviser is responsible for the following services related to the Plan assets as described in the investment advisory agreement with the Investment Adviser including, but not limited to, the following:

- Assisting with the development and implementation of this IPS
- Assisting in the selection of the asset classes to be offered under the Plan that will satisfy the broad range criteria of ERISA section 404(c) and the regulations thereunder
- Providing nondiscretionary investment advice with respect to the asset classes and investment options available under the Plan provided that the Committee shall have the final decision-making authority over the selection, retention, removal and addition of investment options
- Providing nondiscretionary investment advice with respect to the selection of a Qualified Default Investment Alternative (a “QDIA”) for participants who fail to make an investment election provided that the Committee shall have the final decision-making authority over the selection, retention, removal and replacement of the QDIA and, further, that the Committee retains the sole responsibility to provide all notices to participants required under ERISA section 404(c)(5)

Standards for Selection of Asset Classes

The Plan intends to provide an appropriate range of asset classes or investment categories that will satisfy the “broad range” criteria of Department of Labor Regulation §2550.404c and that is consistent with the investment needs of the participants. These investment categories and the investment options chosen to fill those categories should allow participants to construct a portfolio consistent with risk and return characteristics appropriate to their individual circumstances, including but not limited to, their goals, time horizons and tolerances for risk. With these goals in mind, the Committee, with the assistance of the Investment Adviser, will determine which asset classes are appropriate and desirable for accomplishing these objectives.

Standards for Selection of Investment Options

After selecting the asset classes, the Committee with the assistance of the Investment Adviser will engage in a process to prudently select investment options for each asset class category. The investment options will be selected from among a universe of investment alternatives such that there is reasonable assurance that an adequate number of investment options have been reviewed and, therefore, that the selected, or "designated," investment options are representative of investment alternatives that best satisfy the investment objectives of the Plan. With the assistance of the Investment Adviser, the Committee will apply the due diligence criteria described in Appendix A of this IPS, as it may be amended from time to time, in selecting specific investment options for each of those categories.

If a Plan participant fails to provide the Plan with an investment direction, the Committee will direct the investment of the participant's account until such time as the participant provides his or her first affirmative direction. The Committee has decided to invest the accounts of such defaulted participants into the QDIA selected by the Committee with the Investment Adviser's assistance.

Investment Option Monitoring Standards

The Committee's ongoing monitoring of investment options is the mechanism for confirming that the selection process and its criteria continue to be satisfied and that an investment option continues to be prudent and appropriate for the Plan participants and satisfies the Plan's investment objectives.

Monitoring should occur on a regular basis and utilize the same criteria that served as the basis of the investment selection decision. It is contemplated, but not mandated, that a formal review will be done at least annually. If, upon evaluation, an investment option continues to be acceptable, no further action is required with respect to that investment option. The Investment Adviser will provide periodic reports (at least annually) to the Committee to assist the Committee in this monitoring process. The reports will provide information about investment performance and expenses and will include the Investment Adviser's recommendations as to whether to maintain or remove and replace investment options during the period covered by the report. The Investment Adviser will meet with the Committee periodically (at least annually) to discuss the reports and the investment recommendations.

The Committee shall consider the investment option's performance against the monitoring criteria identified in Appendix A, as it may be amended from time to time. Based upon these factors the Committee shall identify those investment options that need to be placed on the "Watch List" as described below:

Watch List and Investment Option Termination

An investment option will be placed on the "Watch List" when it fails to meet the quantitative standards described in Appendix A. Notwithstanding the preceding sentence, an investment option may be placed on the "Watch List" at any time for failing to maintain acceptable qualitative standards relating to the fund's management and/or its management company.

After three consecutive quarters on "Watch List" status period, the Committee may determine to

extend “Watch List” status or terminate the investment option. The decision to retain or terminate an investment option cannot be made by a formula. The Committee will give consideration to terminating an investment option if it consistently fails to satisfy the monitoring standards identified in Appendix A and if it is reasonable to presume a lack of adherence going forward. Failure to remedy the circumstances of unsatisfactory performance, within a reasonable time, is a basis for termination. In addition to these conditions the Committee may consider other factors in determining whether to terminate an investment option, including whether there has been a material change to investment processes. In addition, the Committee may also remove any investment option that it determines is no longer prudent for the Plan participants.

With the assistance of the Investment Adviser, the Committee may, but is not required to, undertake one of the following procedures when it decides to terminate an investment option:

- The Committee may remove and replace (map assets) to a comparable replacement investment option that satisfies the requirements of ERISA section 404(c)(4).
- The Committee may decide to preclude the investment of additional participant money in an investment option but not remove the investment as an investment alternative in the Plan to the extent participants are already invested in that investment option (that is, investment in that option may be “frozen”), if the Committee concludes that the frozen investment option remains a prudent and suitable alternative for the participants who are invested in it.
- The Committee may remove the investment option and not provide a comparable replacement investment option. In that case the Committee may permit the participants to direct the transfer of their monies from the investment option being removed and may transfer any money remaining in the liquidated investment option into another investment in the Plan (including the Plan’s QDIA).
- The Committee may implement reasonable procedures, including blackout periods, to accomplish these changes.

Self-Directed Brokerage Accounts

The Committee may offer participants the opportunity to invest in individual stocks and bonds, additional mutual funds and other investment alternatives through self-directed brokerage accounts. The purpose of the self-directed brokerage accounts is to enhance the Plan by providing additional investment alternatives and by accommodating participant interest. The Committee will select the brokerage firm to provide the self-directed brokerage accounts for electing participants. In making that decision, the Committee will consider factors such as: the expense structure of the brokerage accounts, the administrative needs of the Plan, including recordkeeping, adherence to Plan policies and range of investment alternatives. The Committee will periodically monitor the self-directed brokerage accounts for proper operation, including accounting for transactions, recordkeeping, competitive service capabilities, satisfaction of Plan participants, and reasonableness of brokerage commissions and other fees and charges in connection with the account.

The investment alternatives available within the brokerage accounts are not designated investment alternatives of the Plan and, as such, are neither selected nor monitored by the Committee or the Investment Adviser. If deemed necessary or appropriate in the Committee’s discretion, the Committee may discontinue or replace the self-directed brokerage firm.

Monitoring the Investment Adviser

The Committee will periodically obtain and review information necessary to determine if the Investment Adviser's services continue to be suitable and appropriate for the Plan and its participants. The Committee will obtain and review updated information to ensure that the selection criteria continue to be satisfied, together with the following information, as well as any other information that the Committee finds material in fulfilling its responsibilities:

- Verification of fee computation and evaluation of reasonableness of fees
- Review of any significant changes in the Investment Adviser's structure, investment philosophy, and professional staff

Monitoring Plan Costs

The Committee will evaluate ERISA §408(b)(2) disclosures from covered service providers and will review all costs associated with the investment and management of the Plan, including, but not limited to, the following:

- Administrative costs of the plan, including recordkeeping, custody and trust service fees
- Plan service provider direct and indirect compensation, including transaction compensation, such as commissions or incentive compensation based on business placed or retained with the Plan
- Compensation charged directly against the investments, such as 12b-1 fees that might be paid to a record-keeper or broker-dealer

The Committee will engage in a prudent process of determining whether Plan fees fall within a range of fees set by a competitive market for like services by performing a peer-level review of covered service providers. The Committee may, at its discretion, engage an independent benchmarking service or undertake a formal request for proposal (RFP) process to evaluate existing service provider arrangements.

Appendix A – Criteria for Selecting and Monitoring Investment Options

Selection Criteria:

A fund that is initially selected shall possess a score of 80% or higher as determined by FINAConnect Software. A replacement for a fund that is being removed shall also possess a score of 80% or higher. The following criteria shall be equally weighted at 20%.

- 3-Year Performance Rank: Top 50% in Category
- 5-Year Performance Rank: Top 50% in Category
- Overall Expense Ratio: Lowest 75% in Category
- Manager Tenure: At least 2 Years
- Total Assets: At least \$250 million

In evaluating investment funds the Committee will consider any limitations or restrictions imposed by the record-keeper and will take into account for each choice such factors as:

- 1 and 10 year historical performance
- Holdings & sector weighting versus assigned benchmark holding and sector weighting
- Standard Deviation / Tracking Error
- Portfolio Turnover
- Cash Exposure
- Socially-responsible investing

Selection and Evaluation of Target Date

Funds

With respect to the selection and evaluation of target date funds (TDF) as an investment option, the Committee with the assistance of the Investment Adviser will engage in a process to prudently select TDFs with characteristics that align with the demographics of the Plan participants. In engaging in this process, the Committee may consider the following:

- *The TDF's asset classes, the underlying investments and the asset allocation approach* - To evaluate these characteristics the Committee may request the TDF provider to provide the Committee with information such as the following: the asset allocation approach that is employed (active, passive or both) including whether the TDF will reach its most conservative asset allocation at or after the target date (a "to retirement" or "through retirement" approach), the rebalancing philosophy, the allocation to each asset class at prescribed intervals (e.g., 5 years), whether hedging strategies are employed and an explanation of the advantages of the approach that is used.
- *The TDF's performance (investment returns)* – To evaluate these characteristics the Committee may request the TDF provider to provide the Committee with information such as the following: the

overall objectives of the TDF and how these differ from other major TDF providers, the managers/funds chosen to populate the asset classes, the manner in which they are monitored, the circumstances under which they are removed and replaced, and other information on the investment manager's expertise, experience and tenure.

- *The TDF's glide path* – To evaluate this characteristic the Committee may request the TDF provider to provide the Committee with information such as the following: the rationale for the asset allocation in both the longest and shortest dated TDFs, at what stage the glide path reaches the terminal asset allocation, whether the TDF reaches its most conservative asset allocation at or after the target date (i.e., a “to retirement” or “through retirement” approach), the allocation to equities at its most conservative allocation, the methodology and assumptions used in constructing the asset allocation and glide path, the research or other data supporting the methodology and assumptions, and the TDF provider’s rationale for the methodology.
- *The TDF's principal strategies and risks of the underlying investments* – To evaluate these characteristics the Committee may request the TDF provider to provide the Committee with information such as the following: the strategy for managing volatility and the TDF's provider’s explanation of circumstances under which the asset allocation, glide paths and/or the underlying investments may be changed.
- *The TDF's investment fees and expenses, including fees and expenses for both the TDF and the underlying individual component funds* – To evaluate these characteristics the Committee may request the TDF provider to provide the Committee with information such as the following: the expense ratios of the TDF - including the details as to each element of the expense ratio, such as the investment management fees, the trading expenses and the marketing expenses, the manner in which costs are controlled and the TDF provider’s explanation of how the Plan and participants derive value from the management of expenses.

Monitoring Standards

Each investment option offered under the Plan should be measured based on the following quantitative and qualitative measures. The following criteria shall be equally weighted at 20%:

- | | |
|----------------------------|------------------------|
| ▪ 3-Year Performance Rank: | Top 50% in Category |
| ▪ 5-Year Performance Rank: | Top 50% in Category |
| ▪ Overall Expense Ratio | Lowest 75% in Category |
| ▪ Manager Tenure | At least 2 Years |
| ▪ Total Assets | At least \$250 million |

An investment will be placed on the "Watch List" when it fails to meet a minimum passing score of 80% from the quantitative standards listed above.

Selection and Evaluation of Index Funds

In addition to the monitoring standards described above, the following criteria may be used to evaluate and monitor an index fund option within the Plan:

S&P 500 Index: Track within 25 basis points of specified index gross performance

US Ext'd. Market Index: Track within 25 basis points of specified index gross performance

US Small & Mid Cap Index: Track within 25 basis points of specified index gross

performance *International Index:* Track within 25 basis points of specified index gross performance

Additional quantitative measurements may be reviewed to assist with the index fund manager selection, such as:

- Over-all expense ratio
- Size of Portfolio, including but not limited to the "cash" reserved for the fund

Meeting Agreement

- Allow participants to finish a thought without being interrupted.
- Listen attentively and actively.
- No private conversations
- As much as possible state disagreements respectfully.
- Express emotions.
- Have fun, but at nobody's expense.
- Focus attention on working together productively as a group.
- Declare a "bin" or postpone discussion of tangential topics.
- Any member of the group has the right at any point to ask that the group be polled on the issue being discussed.

Approved July 17, 2002

Mandatory Meeting Attendance

SAILS may require library representation at meetings identified as mandatory. If a library fails to send representation to a mandatory educational meeting, the network will schedule on-site training for that library at a cost. The cost will be determined by the current mileage reimbursement rate for travel to and from the central site, plus an hourly fee that will include travel time as well as on-site instruction

Approved June 18, 2003

Meeting Cancellations

Meetings may be cancelled due to inclement weather. If the meeting is cancelled 24 hours or more before scheduled start time an email notice will be sent to the allsails@sailsinc.org email distribution list.

School snow closings in the community where the meeting is being held will cause an automatic cancellation of a meeting.

Revised December 2013

Network Fees

Member libraries will be assessed an annual membership fee based on a formula approved by voting network members. Assessment bills and network agreements will be mailed to all libraries by July 15. Payment is due no later than September 30. Libraries requiring an extended due date must submit the request to the SAILS Board in writing.

Payments received from 10/1 through 10/31 will receive a surcharge of 1.25% on the current fiscal year.

Payments received from 11/1 through 11/30 will receive a surcharge of 1.50% on the current fiscal year.

Payments received from 12/1 through 12/31 will receive a surcharge of 1.75% on the current fiscal year.

Surcharges will be added to the next fiscal year's billing.

Payments not received by January 31 will cause Termination of Service.

Revised December 18, 2002

Privacy Policy

The SAILS Website (or sailsinc.org) is the official website created by the SAILS Library network, a 501(c) 3 tax exempt, nonprofit corporation founded in 1995.

The following policy applies only to the use of the SAILS Websites (www.sailsinc.org, and catalog.sailsinc.org.) In particular, please note that although some social media and electronic content services used by SAILS might appear to be part of this website or at a webpage under SAILS's control, some of these sites are actually hosted by a third party provider. Thus when visiting these third party social media and electronic content sites, you are subject to different privacy policies and terms of service

The SAILS Library Network is committed to protecting the privacy of patrons' personal information as well as information regarding their individual use of the member libraries collections and services. The policy outlined below addresses some specific privacy concerns.

- SAILS adheres to Massachusetts General Laws Chapter 78, Section 7 which states that library records shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.
- SAILS recognizes that law enforcement agencies and officers may occasionally believe that library records contain information that would be helpful to the investigation of criminal activity. The American judicial system provides the mechanism for seeking release of such confidential records: a court order, following a showing of *good cause* based on *specific facts*, by a court of competent jurisdiction.
- SAILS will not sell, lease or otherwise share any personal information to outside parties unless required by law. SAILS considers circulation and registration records identifying the names, addresses, and telephone number of library patrons, as well as materials borrowed or accessed electronically, not to be part of the public record.
- The information collected by SAILS is limited to what we believe is necessary or useful to conduct library business. Personally Identifiable Information (PII) gathered such as name, address, phone number and email address are gathered for the purpose of identification and accountability for use of Library materials.
- Record Retention
 - Information on a user's borrowing activity is retained to provide identification and accountability for library materials.
 - Personally Identifiable Information is purged from transaction files 365 days after the transaction has been completed
- Transaction Data.
 - Records of items currently checked out to a patron
 - Records of outstanding bills and fines owed to the library.
- Voluntary Data
- SAILS, through the Online Catalog and other services, will provide optional or (Opt-In) services to extend the features available to you. These include: the ability to receive email and text messages about items you have on hold or have borrowed, the ability to retain reading history, and the ability to pay library fines and fees on

line.

- SAILS offers patrons the ability to retain a historical record of items that they have checked out in the past.
- Patrons may request that their checkout history be purged by contacting their local library.
- Patrons may opt out of maintaining a history of titles checked out at any time by accessing their account in the online catalog.
- SAILS will send patrons an email on an annual basis reminding them that they have opted into maintaining a history of titles checked out, if their email address is in their user account.
- Credit Card Payments - SAILS accepts credit card payments for fines and fees levied by member libraries. Payments may be made either online or at a self-checkout station at a member library.
 - This transaction is protected by SSL certification, a protocol for transmitting data securely.
 - This payment system complies with PCI-DSS standards (PCI-DSS stands for Payment Card Industry Data Security Standards.)
 - SAILS Library network and participating public Libraries do not collect or store any personal information or credit or debit card processing data.
- SAILS keeps no permanent record of Internet sites visited by library patrons, the electronic databases accessed, or the searches performed by individual patrons.
- SAILS uses Google Analytics to track the use of its web based services.
 - Google Analytics does not include names, phone numbers, addresses, email addresses or other identifying personal information.
 - Google Analytics mainly uses first-party cookies to report on user interactions on Google Analytics customers' websites. These cookies are used to store non-personally identifiable information. Browsers do not share first-party cookies across domains.
 - Google Analytics data that is recorded include pages viewed, operating system used, service provider, and geolocation based on anonymized IP address.
- Google Analytics opt-out browser add-on Website
 - Users that don't want their data reported by the Google Analytics JavaScript can install the Google Analytics opt-out browser add-on. This add-on instructs the Google Analytics JavaScript (ga.js, analytics.js, and dc.js) to prohibit sending information to Google Analytics. The browser add-on is available for most modern browsers. The Google Analytics opt-out browser add-on does not prevent information from being sent to the website itself or to other web analytics services. Learn more about the Google Analytics opt-out browser add-on <https://support.google.com/analytics/answer/181881?hl=en>.
- Email messages sent to SAILS or a member library may be stored or forwarded to others within SAILS or to member library staff in order to respond to a request for

information.

- If a patron supplies their email address s/he may receive periodic mailings with information about items about to fall due, items overdue, or items being held for you. Patrons may opt out of receiving email notification and may choose to be notified via SMS text messaging or automated telephone notification. Patrons may also opt out of receiving all forms of notification but will be held responsible for items overdue.

Patrons may not opt out of receiving bills for lost or damaged materials.

- Upon request and verification of identity, SAILS will provide patrons' access to their unique personal identification number (PIN). Under no circumstance will SAILS provide patron address, telephone, user id, or item checked out to a patron request regardless of verification provided.

- SAILS has appropriate security measures in place to protect against the loss, misuse or alteration of information that SAILS has collected from patrons.

- SAILS takes many measures to safeguard user information, but cannot and does not guarantee that every task completed via its network is private.

- SAILS does not partner with or have special relationships with any ad server companies.

- SAILS does not set any cookies.

- S.A.I.L.S. cannot and does not guarantee that every task completed on computers which are connected to its network is private.

Approved December 18, 2002

Revised January 15, 2014

Revised March 2015

Revised February 2017

KINDLE Privacy Statement

Before using your Kindle to download eBooks from the SAILS Digital Download service (powered by OverDrive) please read the following.

Privacy and Kindle eBook downloads

SAILS provides downloadable eBook, audiobook, music and video content to patrons in partnership with OverDrive.

With the addition of Kindle eBooks our supplier, OverDrive, uses a third party, Amazon, to fulfill eBook downloads.

Patrons are brought to the Amazon page to retrieve their eBook.

The patron uses either their existing Amazon account, or, if the patron does not already have an Amazon account, s/he establishes an Amazon account with username, password and an associated email address.

The patron may receive an email message from Amazon before the eBook license expires and when the eBook license expires.

The email message may include an invitation to purchase the title from Amazon.

SAILS does not have control over the content of email from Amazon and SAILS does not receive any percentage of cost should the patron decide to purchase a title from Amazon.

SAILS does not have control over patron information that third parties with which OverDrive partners (including Amazon) collects.

Please consider this before you use Kindle eBooks available on the library download site.

SAILS Digital History Collection

SAILS Digital History Collection is a site showcasing items related to the history of communities in the network's service area. The Digital History Collection is using Omeka software to catalog, display digital items and create exhibits from these items. Libraries are encouraged to add items to the SAILS Digital History Collection site and are free to develop exhibits within the SAILS Digital History Collection.

SAILS Digital History Collection items can include older published materials of local interest, unpublished archival photographs and manuscripts and other historical materials. By scanning and linking through the SAILS Digital History Collection materials are available to a wide audience around the clock, increasing access while reducing wear on the originals.

Libraries can include items from other groups in their community in their SAILS Digital History Collection, but the library must take responsibility for working with the organization and maintaining the collection. The items must be related to the history of the member municipality or institution.

Digitizing items is the responsibility of the holding library. The library must agree to follow the SAILS Standards for Metadata. Metadata must be submitted to SAILS using the Metadata Entry Spreadsheet. It is the holding library's responsibility to supervise persons doing data entry. SAILS does not provide proofreading of Metadata. Libraries are also responsible for copyright issues.

SAILS will create the cataloging records required to represent the items/collection in the SAILS e-catalog and will create links between the e-catalog record and the Omeka site. SAILS will upload the Metadata provided by the library, and assign subject headings. SAILS will backup and store Metadata and images in a secure location.

Files for items not freely available to the public, not related to the history of the library's community, dissertations and other student works, materials supporting coursework, etc. are not suitable for the SAILS Digital History Collection.

SAILS Downloadable and Ebook Collections

Character of the collection

SAILS provides downloadable audiobooks and eBooks to public library card holders in the SAILS service communities. The purpose of this shared collection is:

- 1) To provide online resources to patrons of SAILS public libraries that will extend the quality and scope of their local library collection, and
- 2) To provide online resources for Sails' residents that focus on life-long learning, including resources for leisure and recreational education. Resources are chosen to reflect a broad spectrum of viewpoints and reader interests. Resources are chosen in cooperation with representatives of local public libraries to avoid duplication and provide the widest selection of resources.

Selection criteria summary

Resources are selected in consultation with representatives from SAILS' member libraries to supplement and enhance their offerings to their communities, to fill gaps in online library service, and to provide eBooks, audiobooks, and videos to enhance their local collections. Materials are selected according to one or more of the following criteria. An item need not meet all of these criteria in order to be added to the collection. Purchase decisions are made based on titles that are made available from individual publishing companies, which may affect the formats and titles that are able to be purchased. Unfortunately not all titles are available in these formats, but the committee tries to purchase items that are available that may have the most demand.

- Current and anticipated needs and interests of the public
- Evaluations in review media – this may include popular reviews from a variety of sources
- Accuracy and timeliness of content
- Author's, artist's or publisher's qualifications and/or reputation
- Contribution of a work to the diversity of breadth of the collection and its relation to other materials on the subject
- Representation of unique or controversial points of view
- Receipt of, or nomination for, major awards or prizes
- Requests by the public
- Affordability

Default Overdrive Loan Rules

SAILS titles can be checked out for 7, 14, or 21 days, with 7 as the default lending period. The only exceptions are picture books, and also streaming video titles, which have 3, 5, or 7 day loan periods, with 5 as the default. Patrons can check out 6 titles at a time, and have 10 titles on hold.

Updated December 2016

Record Retention Policy

1. The link between patron and item borrowed is maintained after the item is returned. SAILS will privatize completed public library transactions **12** months after the transaction has been completed.
2. Favorites are compiled automatically for newly registered patrons. SAILS will run a report once a week to purge records of authors /subjects patrons have checked out in the previous week and will modify newly created patron records so that all checkouts are not tracked as favorites. The only Favorites information that will be retained are those authors/subjects actively selected by patrons.
3. Paid bills are removed after **12** months of the date of payment.
4. Cancelled, expired, and holds that were available but not picked up are deleted from patrons' records **3** months after the holds has become inactive.
5. Holds that are filled are purged **1** day after the checkout.
6. Patron records are purged **36** months after the privilege expiration period has passed. Patrons with outstanding overdues and bills are stored indefinitely.
7. Outstanding bills and overdue items are all retained indefinitely on a patron record.
8. Patrons may opt into saving their checkout history. This history is saved indefinitely or until
 1. The patron requests that the record be purged
 2. The patron record is being removed from the system

Approved December 18, 2002

Revised March 2015

Revised Feb 2017

Patron Complaint Policy

Purpose – to provide a method for patrons to submit complaints to the SAILS board about SAILS network policies and procedures.

Steps:

- 1 Each library will have a supply of Patron Complaint Forms.
- 2 A patron with a complaint about network policy must complete a written Patron Complaint Form to the library that has issued his/her card.
- 3 The library director should review the complaint to make sure that the complaint does not pertain to library policy rather than network.
- 4 If it is a valid complaint, the written complaint form should be sent to the Executive Director of SAILS.
- 5 The Executive Director will send a copy of the complaint to the SAILS Board.
- 6 The SAILS board will consider the complaint at its next meeting. A written response will be mailed to the patron.
- 7 If the patron is dissatisfied with the response, they may request an opportunity to speak to the board. The board will set aside time for public comment at the beginning of its next meeting. The SAILS business meeting will convene following the public comment period.
- 8 The SAILS board will decide how to respond to the patron at its next meeting and will submit its response in writing to the patron. That decision will be final.
- 9 The SAILS board will respond in writing to your complaint within 45 days of receipt. The board policy will only respond to issues that relate to network policy and not to policies established by individual member libraries.

Approved March 20, 2002

PC Support Policies

PC's & Monitors	<ul style="list-style-type: none">● SAILS will purchase new equipment for subscribing libraries – new Dell (gov't pricing) or off-lease with 3 year warranty.● Newly purchased equipment will be configured per library specifications● Complete installation services provided at \$30 per computer
Repairs	<ul style="list-style-type: none">● Free pickup of malfunctioning equipment● Spare equipment provided● Labor provided free of charge.● Fee for parts if needed.
Operating Systems	<ul style="list-style-type: none">● Support provided for Microsoft Operating Systems that are still supported by Microsoft
Security Software	<ul style="list-style-type: none">● All computers covered by PC Support have Anti-virus software installed● All computers covered by PC Support have malware software installed● All public computers covered by PC Support have Frolics DeepFreeze installed
Browsers	<ul style="list-style-type: none">● SAILS supports all major browsers.
Application Software	<ul style="list-style-type: none">● SAILS will install application software at the library's request
	<ul style="list-style-type: none">● Free pickup and delivery and labor.● Parts at library expense.

- SAILS will always attempt remote installation & diagnosis for all levels of service.
- PRINTERS, MONITORS, and SCANNERS ARE NOT REPAIRED but spares will be provided when available.
- Libraries are responsible for supplying sufficient authorized software licenses for any software loaded by the SAILS staff. SAILS will not knowingly load unlicensed software.

Guarantees:

SAILS will support and maintain a web-based product for libraries to open support tickets.

SAILS will acknowledge receipt of opened support tickets within 1 business day.

SAILS will provide spare computers for critical applications with 2 business days of receipt of request for service.

SAILS will close support tickets within 30 business days for 90% of tickets submitted.

SAILS will ensure that 100% of the computers covered by Desktop Computer support have current Virus software installed which is updated regularly.

SAILS will purchase a site licenses for virus protection, operating system upgrades, and computer security software to be provided to all PC Support subscribing libraries

Telecommunications Equipment Policy

SAILS shall purchase, install, and maintain at each library and branches telecommunications equipment, as may be necessary for a library's participation in the automated network system. Participating Libraries shall be responsible for insuring all telecommunication equipment provided by SAILS in their buildings.

All telecommunications equipment to be attached to the SAILS network must have the prior written approval of SAILS's Executive Director. Equipment includes wireless nodes, routers, hubs, switches, etc.

Any unauthorized or insecure equipment will not be allowed to operate on the network. Any equipment causing problems will be disabled.

Any interconnections with other local area networks or wide area networks, including municipal, college and cable networks, must be approved by SAILS in advance. Additional network security enhancements may be required and are the responsibility of the library.

Approved November 20, 2002

Appropriate Use

The SAILS, Inc. computer database may only be used for acceptable purposes that serve the best interests of member libraries and the patrons that they serve. When staff members in SAILS, INC. libraries are issued system log in authorizations, they are agreeing not to maliciously damage data, alter records, or violate patron's confidentiality. Examples of unacceptable, unethical, or illegal purposes include, but are not limited to, the following:

- 1 Destruction or damage of equipment, applications software, operating system or data.
- 2 Disruption or unauthorized monitoring of electronic communications.
- 3 Unauthorized use of computer accounts, access codes, network identification assigned to other staff members.
- 4 Use of network workstations or communications equipment that unnecessarily impede the computing activities of others.
- 5 Violation of the computer system security.
- 6 Violation of software license agreements.
- 7 Unauthorized use of patron data that includes both personal data such as name, address, etc. and circulation related data.

The Network Executive Board will deal with violations of the SAILS' Appropriate Use Policy in a serious and appropriate manner. Illegal acts involving SAILS, INC. computing resources may be subject to prosecution by local, state, or federal authorities.

Approved October 20, 2000

Internet Use Policy

The SAILS Library Network provides access to a large collection of interesting and useful Internet sites, including search engines and commercial databases to users of the Enterprise™ Discovery Platform. This access is available to users at home or at member libraries.

INTERNET ACCESS POLICY AND DISCLAIMER

The trustees of the individual libraries within SAILS are responsible for deciding to offer filtered and/or unfiltered access to the Internet. In providing public access to the Internet via its wide area network, the SAILS Library Network subscribes to the principles of intellectual freedom expressed in the American Library Association's LIBRARY BILL OF RIGHTS and FREEDOM TO READ statements and its interpretations of these documents. The network will not restrict anyone's access to the range of information available within the limits of State and/or Federal law. Parents or designated guardians, who wish to limit or restrict the access of their own children, should personally oversee their use of the Internet and other forms of electronic information.

Users of the network's computing resources must comply with federal and state laws and the terms of applicable contracts including software licenses. Examples of applicable laws, rules and policies include the laws of libel, privacy, copyright, trademark, obscenity and child pornography; and "hacking," "cracking" and similar activities. Users who engage in electronic communications with persons in other states or countries or on other systems or networks may also be subject to the laws of those jurisdictions and the rules and policies of those other systems and networks.

Users must not use computing resources to gain unauthorized access to local or remote computers or to impair or damage the operations of SAILS computers or networks, PC workstations or peripherals. This includes blocking communication lines and running, installing or sharing virus programs. Deliberate attempts to circumvent data protection or other security measures are not allowed. The SAILS Library Network Library Appropriate Use Policy applies to the use of all Internet workstations.

INTERNET ACCESS DISCLAIMER

Provision of this service does not constitute any endorsement by the SAILS Library Network. The network shall have no liability for direct, indirect or consequential damages related to the use of information accessed on the Internet from equipment connect to the SAILS wide area network. Internet users are reminded that:

Not all sources on the Internet provide accurate, complete, or current information.

Public library workstations are not private or secure. Individual libraries may employ software that protects confidentiality of records electronic or otherwise that identify individual users and link them to search strategies, sites accessed, or other specific data about the information they retrieved or sought to retrieve.

Approved June 19, 2002

SAILS Email Service for Staff

SAILS Library Network E-mail Policy

The SAILS Library Network member libraries utilize e-mail accounts supported by Google for Nonprofits to communicate and conduct business. E-mail addresses are provided to professional, para-professional and administrative staff during their employment.

- Email accounts will be established for staff at the request of the director.
- All email sent must include the sender's name and library affiliation.
- Staff members should have no expectation of privacy in anything they create, store, send or receive using the Library's computer equipment.
- Staff members are responsible for saving email messages that should be stored to comply with the Massachusetts Open Records Law.
- Library director and/or network system staff may have to access e-mail while performing required duties.
- Library director and/or network system staff have the authority to reset passwords and review emails at any time.
- Even if information has been deleted, it may still be retrievable.
- No one is to use the "all@sailsinc.org" list without prior permission by SAILS staff.
- Staff members may subscribe to network email lists with non-SAILS email addresses.
- Library administrators must notify SAILS upon departure of staff member with a SAILS email account.

Waiver of privacy rights. Staff-members expressly waive any right of privacy in anything they create, store, send or receive using the SAILS e-mail account. Staff-members consent to allow the director and or network system staff access to and review of all materials created, stored, sent or received by staff-members through any SAILS e-mail account.

Approved February 14, 2001

Revised March 2014

SAILS Group Purchase Plan

SAILS maintains a supply of operating supplies for purchase by member libraries. These supplies may include receipt printer paper, receipt printer ribbons, scanners, generic library cards and other supplies deemed appropriate for SAILS to supply

All orders must be submitted on the SAILS Order Form on the network website.

SAILS will invoice libraries electronically. Payment is expected within 30 days of invoice.

If a library wishes to place funds on deposit with SAILS, it is the library's responsibility to state in writing what will be purchased with the deposit funds.

With the approval of the SAILS Board the network may coordinate group purchases for equipment, software, services, and subscriptions. SAILS will act as purchasing agent on behalf of member libraries.

Revised December 2013

Continuing Education Guidelines

- Pre-registration is required for all SAILS programs.
- Participants must register using the online form supported provided by SAILS.
- Registration is on a first come, first served basis. If the workshop is oversubscribed, attendance will be limited to two people from each library. Confirmations will be sent to those whose registrations are accepted for each workshop, and staff will be notified when their registration requests cannot be accommodated. If a workshop is oversubscribed enough to support another session, every attempt will be made to offer that workshop again as soon as possible.
- Anyone requiring Americans with Disabilities Act accommodations register his/her needs with SAILS at least 14 days before the date of the workshop and complete a special accommodations form one week before the workshop.

Approved September 18, 2002

Cataloging Training Requirements

New staff members who are going to be doing any type of bibliographic data entry (cataloging requests and paperback records) in the database are required to attend the SAILS Beginning Cataloging Training Workshop.

Approved on 04/2002

Special Cataloging - Restrictions

1. Blu-Ray DVD's should be assigned a specific item type and may be local holds only. Blu-Ray Combo Packs should be split – the wide screen version attached to the wide-screen cataloging record and the Blu-ray to the Blu-ray edition.
2. DVD series – Libraries may choose to circulate DVD sets as individual episodes or as a full set. All libraries **MUST** enter a subfield z the first time they add a holding. This means that acquisitions records must have the on-order holding record modified at the time of enter to reflect a subfield z.
3. Popular fiction – standard print editions of popular fiction should be placed on the same record. If a library receives a new edition the staff should request that the new ISBN added to an existing record. New cataloging records should not be requested. Paperback records may be attached to the standard print record – library should use PBK in the call number. If a patron only wants PBK editions staff members may place a copy specific hold in Workflows.
4. Books on CD – if a recorded book on CD has the same narrator and the same number of disks, all copies should be attached to the same record. If two different distributors issue the same title, the ISBNs will be added to the same record.
5. Large type – Libraries using acquisitions or 9XX must add a Large Type edition statement to an on order record at the time the order is placed.
6. A Novel – titles will not be added with A Novel even if that appears on the title page.
7. Series (e.g. A Stephanie Plum adventure) will be added in a series statement and not the title

Approved May 15, 2013

Item Types, Home Location, Item Category

Libraries must notify SAILS before beginning to use an item type for the first time. Requests for new item types must be submitted to SAILS.

Libraries may use any home location without notifying SAILS. New locations need to be set up by SAILS staff.

Library may use any item category1 or item category2 without notifying SAILS. New item categories need to be set up by SAILS Staff.

Circulation General Policies

- Any library can set its own loan policies and fine rates for materials loaned from their library.
- Libraries may use any location or item category¹ in the system.
- Libraries may request the creation of item types, home locations and item categories as needed.
- Public library patrons may register for a card at any SAILS library.
- Public library cards may be renewed at any public library.
- Barcodes and/or cards may be replaced at any public library.
- Libraries may choose when to set items to Lost and how they want to bill the patron. However, libraries must comply with network policies regarding payment for lost books belonging to another library. Libraries are required to honor blocked or barred status on all patrons.
- Libraries agree to comply with Missing In Transit procedures.
- All items have machine readable barcodes. The only exception is for multi-volume sets cataloged under one barcode. The first item in the set should have the barcode with item i.d. numbers acceptable on remaining pieces.
- All network members must comply with the publisher's release date restrictions. Prerelease circulation is not permitted. The policy applies to staff, trustees and patrons.

Claims Returned Items

Libraries have the option of using or not using the Claims Returned feature in Workflows.

Libraries must fill out a Claims Return Notice before setting an item belonging to another library to Claims Returned and must wait for a response from the owning library before making any changes in the system. The owning library may request that the item must be set to lost if it cannot be found.

After 90 days items that have been set to Claims Returned must be set to Missing. The network will provide libraries with a list of items that have been Claims Returned for 90 days or more. The list will be generated once a month.

Approved January 21, 2015

Policy – Out of State Borrowers

- Libraries may choose whether or not to issue library cards to out-of-state borrowers.
- Cards are only good for 12 months
- The network shall establish a minimum annual fee for a card for out-of-state borrowers. The minimum fee is charged per family.
- Any borrower that purchases an out of state card at the network minimum shall have access to all the network resources.
- Cards purchased below the network minimum are only valid at the library that issues the card.
- SAILS will provide libraries the issue restricted out of state borrower cards with a profile that will restrict the patrons to that library.
- Libraries may choose to issue in-state cards to out-of-state residents who work in the Massachusetts or attend school in Massachusetts.

Last Patron Policy

The Symphony software allows SAILS to supply library staff with information about circulation transactions that have taken place on a particular item. This information will only be supplied on an item basis and is not to be used to compile a history a patron's usage of the library unless the patron has opted in to save his/her circulation history. Requests for last patron information must come from the library's circulation contact or library director. SAILS will provide up to the last two users for an item.

Approved February 13, 2002

Updated December 2016

Fine Payments for Overdue Items

Patrons may pay for any fines for overdue items at any member library. The library collecting the fine may keep the fine.

Damaged Items Policies

Policy

Damaged items for which patrons from other libraries may be billed are those items that are damaged and can no longer circulate or have sustained sufficient damage to warrant timely repair before it can be placed in circulation again. Damaged for the purposes of this policy does not include cosmetic damage that does not prevent the item from being used. Individual libraries may choose to levy a fine against their own patrons for their own items for cosmetic damage if that is library policy.

Procedure

Billing

The owning library may determine that an item that had been borrowed by a patron from another library is too damaged for further use. The owning library is allowed bill a patron from another library for a damaged item. It is the responsibility of the owning library to make a note in the patron record that states what the damage is, the date the patron was billed, and the name of the library. The patron's home library should have the patron issue a check to the owning library following the same procedures in place for accepting payment for lost items belonging to another library. If a patron pays using a credit card SAILS will reimburse the owning library.

Items that can circulate

If the item is has sustained some damage but is still usable the owning library must put a circulation note in the item record indicating how it is damaged so that other patrons will be not be held responsible for damage that has been done by someone else. Writing a note on the item itself is not sufficient.

Circulating damaged items that belong to another library

If a library receives an item in delivery to fill a hold for one of their patrons and notes that the item has sustained damage that is not severe enough to prevent usage but should be noted, the circulating library should take the following steps:

1. Using the standard post-it note form supplied by SAILS record the type of damage, enter today's date and circulating library. This post-it should be put inside the cover of the item if possible.
2. The item can then be checked out to the patron
3. The circulating library should immediately place a hold on the item for the item's owning library. A hold note must be entered briefly stating the item is damaged.
4. When the item is returning to the owning library, that library should update the item record so that the circulation note states the item is damaged. The item can then be put back into circulation.

Lost Book Payments

- Patrons pay for lost items at the library where they borrowed the material.
- Libraries may receive payment for lost books owned by another library but must not record the payment on the patron's record. They **MUST ENTER** a note in the patron record with the date, amount paid, and barcode of the item. Once a patron has paid the fine the library may enter an override to checkout to the patron.
- Patrons who want to clear their record immediately may have the option of using the Credit Card payment option in Enterprise. This will clear the patron's record immediately and the owning library will receive payment through SAILS. This option is only available for participating libraries.

Refer to the list posted on the SAILS site for the proper way for checks to be made out for lost items.

[Lost Item Payment Chart](#)

Renewal Policy

Staff members of SAILS libraries may not:

- 1 Renew items beyond the standard number of renewals allowed by the system except in special circumstances that are approved by their library director or supervisor.
- 2 Renew an item on which there is a hold

Please note: Restrictions for overriding holds at checkout do not apply to items that were on shelf and had not appeared on the library's on shelf items report. The standard network policy for that situation is that the patron with the item gets the item.

Staff Circulation Privileges

Staff of SAILS member libraries must follow library and network policies regarding circulation and holds. They may not use the system overrides to provide themselves, family members or patrons with special privileges not offered to general members of the public. In instances where staff members are violating network policies, the SAILS Executive Director will notify the library director. Staff members who violate network policy may be barred from charging items to themselves. Habitual and egregious abuse of privilege may result in loss of access to the network circulation system with the agreement of the library director.

Staff profiles allow the following:

- Exempt from fines or bills.
- May have 20 overdue items before being blocked.
- May have 30 holds
- May have 120 items checked

out Staff may not do the following:

- Move themselves or a patron to the top of the holds queue except in cases where the patron's hold was cancelled by mistake.
- Renew items beyond the standard number of renewals allowed by the system except in special circumstances that are approved by their library director or supervisor.
- Modify due dates to give themselves or a patron with extended loan periods except in special circumstances that are approved by their library director or supervisor.
- Check items out to themselves that are arriving in the delivery to fill another patron's holds.
- Use system overrides to give himself, herself, or a patron any privileges beyond those allowed by the system.

In cases where staff members need privileges beyond those allowed by the Staff profile, their library director must request that SAILS assign them a new profile.

Please note: Restrictions for overriding holds at checkout do not apply to items that were on shelf and had not appeared on the library's on shelf items report (RHA). The standard network policy for that situation is that the patron with the item gets the item.

Approved August 22, 2001

Hold Item Types with Automatic Hold Exemptions

- 1 Kits
- 2 Puppets or toys
- 3 Reference or archival materials
- 4 Items that do not normally circulate at all

Approved October 20, 2000

Hold Fulfillment Policy

All members must make circulating collections available for interlibrary loan to other members on the same basis as they are in their own member organization. (SAILS BY-LAWS approved 5/2000)

Popular circulating collections that may be restricted from filling network loans are:

- Rental
- Friends
- Restricted memorial
- Summer reading

Requests for exemption from filling holds must be submitted in writing to the SAILS Board of Directors.

Libraries must have a minimum of one copy of a title of the same format available for system wide lending.

For every three copies of a restricted title, member libraries must purchase one additional copy for system wide availability

Items larger than 15 inches X 18 inches and multi-media kits are exempt from filling holds due to the difficulty in packaging and shipping them.

Items exempt from filling holds must be assigned an item type that prevents patrons from requesting the items.

With the exception of non-circulating or special collections, public libraries must agree to allow on-site circulation to patrons of non-holdable items.

Book Clubs may not place multiple hold on bestsellers, nor can they place holds on every copy in the system. Additionally, they must follow the SAILS hold shelf policy of returning items after the available hold shelf period has expired.

Approved June 16,

2002

Revised Oct. 4, 2018

Missing Items with Holds

- 1 Network policy requires that each library check the on shelf items report once a day and respond to hold requests promptly.
- 2 If a hold cannot be filled because an item is missing or damaged, the owning library must change the status of the item promptly so that patrons' holds can move to other copies.
- 3 Libraries will receive a daily report listing holds that cannot be filled because all items are lost, missing, or discarded.
- 4 It is the responsibility of the pick-up library to cancel the patron's hold and notify the patron that the item is unavailable.

Updated March 2015

Commonwealth Catalog Lending Policy

Libraries within the SAILS Network has formally adopted the "Policies for the Patron-Initiated Commonwealth Catalog Borrowing Service", for transactions within the Virtual Catalog.. This set of policies complies with the National Interlibrary Loan Code of the United States and attempts to "reflect and incorporate existing interlibrary and consortial agreements and practices".

Approved June 19, 2002

Commonwealth Catalog Limits on Patron Requests

In its efforts to conform to regional and national ILL standards, the SAILS Library Network has placed a limit to the number of active requests by our patrons in the Commonwealth Catalog. The number of active requests is limited to 10, which is the same as the number of active ILL requests our patrons may have at one time. An active request is considered anything with the status of Pending, Shipped or Received. Once an item has been returned to the borrowing library, it is no longer active.

Approved December 18, 2002

Revised September 2015

Enterprise Customization Policy

Member libraries are allowed to brand their own instance of Enterprise, provided they are willing to handle it on their own and follow the SAILS guidelines, so the affiliation with the Network stays clear.

Approved October 15, 2014

SAILS Blue Cloud Commerce Policy

Definitions

1. Blue Cloud Commerce Service – A credit/debit card payment system integrated into the SAILS Enterprise public catalog that allows patrons to pay fines and fees online.
2. Participant – A full member of the SAILS Library Network. Participants must be members in good standing with payment of annual membership assessment fees up to date.
3. Enterprise – the public discovery platform used by the SAILS Network written and supported by SirsiDynix Inc.
4. SirsiDynix – The Integrated Library System vendor with which SAILS has contracted for services on behalf of its member libraries
5. ProPay – A subsidiary of TSYs, ProPay is the merchant banker responsible for processing credit payments.
6. PCI Security Standards – A recognized standard to ensure payments and accounts are secure. The standard was adopted by the PCI Security Standards Council, founded by American Express, Discover Financial Services, JCB International, MasterCard, and Visa.
7. PCI DSS Certified – Certification that transactions being conducted with the network's Merchant Bank meet all PCI DSS standards.

Terms

1. Merchant Bank Fee – the Participant will be responsible for contributing to the annual subscription cost for the ProPay Merchant Bank account. The cost will be divided between all participating libraries.
2. Blue Cloud Commerce Fee – the cost of the Blue Cloud Commerce Service is incorporated into the Participant's existing annual membership assessment
3. Transaction fees – Each payment transaction will incur a \$.50 convenience fee that will cover credit card company processing fees. If the Participant incurs more transaction fees than are collected SAILS reserves the right to deduct the amount of the fees from the monthly payment made to the Participant.
4. Patron security – SAILS guarantees that patron credit information will not be stored on the SAILS computer. Transactions are passed through a payment portal and are never stored on the library computer. Library staff are not authorized to submit payments on behalf of patrons.
5. Payments – SAILS will provide the Participant with a monthly report of all payments made for fines and fees owed to the Participant. SAILS will issue payments to the Participant by the 25th day of each month. Participants may identify different payees for different types of payments.
6. Libraries are responsible for cashing checks received within 90 days of receipt. Libraries will be charged a \$35 stop payment fee for uncashed checks that are more than 6 months old.
7. Length of Agreement – The Participant may withdraw from the Blue Cloud Commerce

service at any time by sending a letter in writing to the SAILS Executive Director. Withdrawal will take place within 30 days of receipt of the letter.