

SAILS Library Board Meeting
April 11, 2018
10 a.m.
SAILS Network Office

SAILS Business Meeting
Call to Order – Bob Rezendes
Approval of [February 2018 Meeting Minutes](#)– Debbie Batson

Treasurer’s Report
Warrant 10.01.18
YTD Financial Report

Committee Report
Executive Director Search Committee Report - Manny Leite

Old Business
Mobile App - Status
Report from the Showcase
Patron Survey
FY19 Erate Application

New Business
Proposed Conflict of Interest Policy - VOTE
Directors Survey (draft)
BC Analytics Dashboard for FY18 ARIS statistics – demo
Network Consolidation Email
Adams Communication Proposal

Executive Director’s Report – Q3 review

Other

Adjournment

Board Meeting
SAILS Library Network
10 Riverside Drive, Lakeville, MA
February 21, 2018

In Attendance: Dina Brasseur (Acushnet), Robert Rezendes (BCC), Carole Julius (Carver), Jocelyn Tavares (Dighton), Uma Hiremath (Easton), Liane Verville (Fall River), Manny Leite (Foxborough), Olivia Melo (New Bedford), Frank Ward (North Attleborough), Lee Parker (Norton), Debbie Batson (Plympton), Debby Conrad (SAILS), Lisa Hart (SAILS)

Meeting called to order at 2:04 PM by Robert Rezendes, President

Roll Call – Lisa Hart

Approval of Minutes of January 17, 2018

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

FY18 Treasurer's Report – Warrant 08.01.08 & 08.02.18

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

FY18 Year-to-date Report

Debby Conrad reviewed the January 31, 2018 balance sheet and Income & Expense report. Everything is in good standing.

Line Item Transfers explained in packet

- Motion by Carole Julius (Carver)
- Seconded by Frank Ward (North Attleborough)
- Unanimously approved

Committee Reports

Personnel Committee – Manny Leite

Personnel Handbook Revisions

Debby Conrad discussed the additions and modifications to the SAILS staff handbook. Motion was made to approve the changes.

- Motion by Manny Leite (Foxborough)
- Seconded by Dina Brasseur (Acushnet)
- Unanimously approved

Personnel Benefits Package

Debby Conrad discussed the addition of Long Term Disability and Life Insurance. Motion was made to add these benefits.

- Motion by Manny Leite (Foxborough)

- Seconded by Frank Ward (North Attleborough)
- Unanimously approved

Health Insurance

Debby Conrad discussed the options for premium split between SAILS and staff. The two staff members who are currently enrolled in SAILS insurance at 70% network contribution will be grandfathered in unless any changes are made to their enrollment. Motion was made for SAILS to cover 60% of all premiums.

- Motion by Manny Leite (Foxborough)
- Seconded by Liane Verville (Fall River)
- Unanimously approved

Debby Conrad discussed the plans available. Motion was made to choose HMO Blue NE \$1000 deductible w/HCCS.

- Motion by Manny Leite (Foxborough)
- Seconded by Dina Brasseur (Acushnet)
- Unanimously approved

Investment Committee

Charter

Debby Conrad discussed the By-Laws and Charter for the Investment Committee. A motion was made to accept.

- Motion by Robert Rezendes (BCC)
- Seconded by Carole Julius (Carver)
- Unanimously approved

Committee Meeting Report

The committee (Robert Rezendes (BCC), Frank Ward (North Attleborough), and Jayme Viveiros (Lakeville)) met with Alpha Pension to review the current Investment plan. Alpha Pension will be doing a seminar with staff to review plan.

Overdrive Advisory Committee

Weeding expired content

Debby Conrad reviewed the committee's meeting and recommendation to automatically have expired content removed. A motion was made to accept.

- Motion by Jocelyn Tavares (Dighton)
- Seconded by Dina Brasseur (Acushnet)
- Unanimously approved

Old Business

Mobile App

Debby Conrad discussed the status. The next step will be customization.

Release 3.5.3

Debby Conrad discussed the status. This will be implemented Monday February 26th.

Showcase Programs

A list of the programs being presented is in the packet.

New Business

MLS/SAILS CEC proposal

Debby Conrad discussed the changes to the Commonwealth Ebook Collection (CEC). These changes will go into effect 7-1-18. SAILS will be paid \$12,000. There are 11 libraries not associated with a network. The option to allow these libraries to use the SAILS network for CEC was discussed. SAILS would receive a fee of \$7,500 for this service. A motion was made to approve this.

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

Election of Jean Gallant (Halifax) to fill remaining term for Bill Schneller (June 30, 2019) representing communities serving communities with populations under 10,000

- Motion by Carole Julius (Carver)
- Seconded by Debbie Batson (Plympton)
- Unanimously approved

Proposed By-Laws Amendments (per Atty. Scott Lang)

These amendments were discussed.

Report from Executive Director

Attached

Other Business

Adjournment

Olivia Melo (New Bedford) made a motion to adjourn, seconded by Frank Ward (North Attleborough) and approved unanimously.

Meeting adjourned at 3:26 PM

Respectfully submitted,

Lisa Hart

Executive Director's Report

February 21, 2018

Members of the SAILS staff have been devoting quite a bit of time organizing events that take place the 3rd quarter of the fiscal year. Kristin Slater and Lisa Hart worked with the SAILS Legislative Committee to organize an extremely successful Legislative Breakfast held on January 19 at the Bristol Community College. The breakfast was attended by 10 legislators and more than 50 library supporters. In conjunction with this, SAILS has leased a motor coach to transport library supporters (staff, trustees, town officials, FOL) to Boston for the Massachusetts Library Association's Annual Library Legislative Day at the State House.

Lisa compiled an updated list of public library services which is now on the SAILS website. This will be followed by a survey of databases and electronic resources that libraries are subscribing to the results of which will also be posted on the website. She is also devoting time to organizing the Library Showcase which is being held on March 14 at Bristol Community College.

Release 3.5.3 was installed on the test server in early February and as has been done in the past SAILS staff spent a significant amount of time testing the release to ensure that it would operate without properly after it is installed on the production server. Laurie has been working on updating Enterprise and has sent her prototype to the PubPac committee for comment. Work is also starting on customizing BC Mobile for SAILS members.

A significant amount of time has been spent on administrative activities. The Personnel Handbook was extensively revised by the SAILS' attorney and the updated version will be posted on the website after a review is held with SAILS staff. The attorney also recommended some revisions to the by-laws which will have to be approved by a vote of all members in March. The Investment Committee held its first meeting with Alpha Pension to review the performance of the SAILS 403b retirement plan. Alpha Pension is going to be holding a staff education day for SAILS participants in mid-April. There has also been a review of the health insurance plan that will begin on March 25, additional liability insurance for the network and some additional insurance options for staff.

Laurie and I also attended a meeting with MLS to discuss the role that SAILS can play as MLS revises its Commonwealth EBook service. Once everything has been approved there will be more information about what role SAILS will play in the changes that are being made and the benefits network members.

Traditionally March is the month that SAILS posts a survey to collect comments from patrons about its online services and there will be more information about that early in the month. Staff and directors surveys will be posted in early spring.

SAILS Library Network

Balance Sheet

As of 3/31/2018

Assets

Current Assets

Rockland Trust MMKT	\$679,488.83	
Rockland Trust Checking	24,616.60	
MHIX MFS High Income Fund	34,675.45	
TILX TIAA-CREF Intl Bond	50,893.77	
ESICX Wells Fargo Intl Bond Fund	63,339.01	
FED. GOV'T FUND GOIXX	136,970.01	
FLYRX Pioneer Floating Rate Fund	28,038.00	
Gen Elec Cap Crp Mtn 3.150% 9/7/22	41,336.24	
JPMorgan2.35%-01/28/19	25,118.19	
Goldman Sachs MPL	19,674.31	
Burlington North 4.7 10/1/19	58,575.00	
E-Commerce Checking Account	807.48	
US Treasury Note 2/15/2022 2%	49,968.95	
RSEIX Royce Special Equity Fund IN	18,980.64	
MCIFX Miller Convertable Bond I 3.25%	14,254.46	
US Treasury Notes 1.625% 2/15/2026	37,767.35	
BQLCX Bright Rock Large Cap Fund	129,835.30	
FHLMC MTN 1.25 8/01/19	48,336.45	
FNMA 1.625 11/27/18	25,024.27	
FHLMC 1.375 5/1/20	48,258.45	
BQMGX Bright Rock Mid Cap Fund	19,132.69	
FHLMC MTN 1.75 5/30/19	50,015.89	
US Treasury Notes 2.25 3/31/21	51,266.21	
VMBSX Vanguard M/B Securities	16,121.69	
Accounts Receivable	8,356.42	
Columbia Real Estate Eqty CREEX	6,688.98	
Credit Suisse Commodities Ret ST-1 CRSOX	23,000.00	
Fidelity Div. Intl Fund FDIVX	38,902.36	
Total Current Assets		\$1,749,443.00

Property, Plant & Equipment

Prepaid Security Deposit	\$16,395.66	
Furniture & Fixtures	28,976.96	
Equipment	121,698.22	
Computer Software	17,565.00	
Accum. Deprec. - Furniture & Fixtures	(11,499.00)	
Accum. Deprec. - Equipment	(119,437.00)	
Accum. Deprec. - Software	(17,565.00)	
Total Property, Plant & Equipment		36,134.84

Total Assets

\$1,785,577.84

Liabilities and Equity

Current Liabilities

Health Insurance Withholding	\$(21.78)	
Dental Insurance Withholding	(0.08)	
Deferred Revenue	25,465.66	
Total Current Liabilities		\$25,443.80

Total Liabilities

\$25,443.80

Equity

Fund Balance	\$1,570,653.72	
Current Year Profit/Loss	189,480.32	

4/2/18
11:51:00 AM

SAILS Library Network

Balance Sheet

As of 3/31/2018

Total Equity	<u>1,760,134.04</u>
Total Liabilities and Equity	<u>\$1,785,577.84</u>

SAILS Library Network

Income Statement

(Original Budget to Actual Comparison)
For the period of 3/1/2018 Through 3/31/2018

Segment 1: Greater Than (5999) Not Defined

Year To Date

	Actual	Actual	Budget	Variance	%
Revenues					
Legislative Breakfast Donations	\$300.00	\$1,275.00	\$0.00	\$1,275.00	0.0%
Annual Membership Assessment	0.00	903,856.06	903,856.06	0.00	0.0
PC Support	90.00	61,127.10	56,908.09	4,219.01	7.4
MBLC	0.00	112,520.00	112,520.00	0.00	0.0
Overdrive Assessment	0.00	86,377.76	84,000.00	2,377.76	2.8
AmazonSMILE	0.00	35.63	0.00	35.63	0.0
SLIN Grant	0.00	18,500.00	18,500.00	0.00	0.0
	\$390.00	\$1,183,691.55	\$1,175,784.15	\$7,907.40	0.7%
Operating Expenses					
ADMINISTRATIVE - Audit	625.00	5,625.00	7,500.00	1,875.00	25.0
ADMINISTRATIVE - Bank fees	452.85	4,326.16	7,300.00	2,973.84	40.7
ADMINISTRATIVE - Dues & Membership Fees	0.00	920.00	1,500.00	580.00	38.7
ADMINISTRATIVE - Filing fees	0.00	521.00	2,515.00	1,994.00	79.3
ADMINISTRATIVE - Insurance	(186.00)	1,342.00	8,000.00	6,658.00	83.2
ADMINISTRATIVE - Professional Services	30.00	12,686.30	15,000.00	2,313.70	15.4
ADMINISTRATIVE- Subscriptions	9.50	574.26	600.00	25.74	4.3
CATALOGING CENTER - Authority Control	0.00	5,213.48	5,213.48	0.00	0.0
CATALOGING CENTER - Omeka Dig Archive	0.00	350.00	300.00	(50.00)	(16.7)
CATALOGING CENTER - Prof Dev & Travel	0.00	960.16	1,500.00	539.84	36.0
CATALOGING CENTER - SkyRiver	0.00	38,417.00	38,417.00	0.00	0.0
CATALOGING CENTER - Subscript & Supplies	0.00	1,050.90	1,000.00	(50.90)	(5.1)
DATABASE - Downloadable Audiobook	761.18	18,576.46	20,000.00	1,423.54	7.1
DATABASE - Ebook Purchase	3,540.40	46,191.77	50,088.15	3,896.38	7.8
DATABASE - Novelist	0.00	33,660.00	33,660.00	0.00	0.0
DATABASE - Overdrive Holds	1,090.45	11,832.21	13,230.00	1,397.79	10.6
DATABASE - Overdrive Hosting	1,000.00	9,000.00	12,000.00	3,000.00	25.0
DATABASE - Overdrive Videos	137.31	1,196.44	2,000.00	803.56	40.2
DATABASE - Tumblebooks	0.00	5,119.00	5,000.00	(119.00)	(2.4)
DATABASE- Enterprise Enhancements	0.00	6,798.55	10,118.55	3,320.00	32.8
Legislative Breakfast - Expenses	900.00	1,385.37	0.00	(1,385.37)	0.0
MAINTENANCE - Hardware	119.50	2,118.00	3,600.00	1,482.00	41.2
MAINTENANCE - Telecom	1,553.50	9,400.60	9,000.00	(400.60)	(4.5)
OPERATING - Cleaning Services	159.00	1,431.00	1,966.00	535.00	27.2
OPERATING - Petty Cash	0.00	50.00	100.00	50.00	50.0
OPERATING - Postage	0.00	257.00	500.00	243.00	48.6
OPERATING - Rent	4,468.33	39,991.57	53,847.37	13,855.80	25.7
OPERATING - Software Licensing	0.00	8,152.75	11,400.00	3,247.25	28.5
OPERATING - Supplies	241.58	5,148.54	7,000.00	1,851.46	26.4
OTHER - Sunshine	0.00	62.07	0.00	(62.07)	0.0

PC SUPPORT - Salary	6,236.34	41,575.60	54,048.22	12,472.62	23.1
PC SUPPORT - Services & Mileage	143.36	2,943.54	3,500.00	556.46	15.9
PERSONNEL - Additional Benefits	0.00	0.00	1,750.00	1,750.00	100.0
PERSONNEL - DET	0.00	82.27	2,600.00	2,517.73	96.8
PERSONNEL - Fica Match	4,148.80	27,536.20	36,395.00	8,858.80	24.3
PERSONNEL - Health & Dental Match	1,206.37	10,532.31	16,275.00	5,742.69	35.3
PERSONNEL - HR Consultant	0.00	262.50	623.00	360.50	57.9
PERSONNEL - Payroll Service	214.47	973.96	1,300.00	326.04	25.1
PERSONNEL - Retirement Match	2,378.75	21,408.75	28,840.00	7,431.25	25.8
PERSONNEL - Salaries	48,657.87	324,385.80	421,785.00	97,399.20	23.1
PERSONNEL - Staff Development	0.00	0.00	1,500.00	1,500.00	100.0
PERSONNEL - Timesheet Service	49.00	441.00	588.00	147.00	25.0
SERVICES - E-Commerce Revolving	(98.39)	1,577.95	0.00	(1,577.95)	0.0
SERVICES - In-state Travel	32.70	1,364.87	4,500.00	3,135.13	69.7
SERVICES - Member Staff Development	43.54	397.75	1,500.00	1,102.25	73.5
SERVICES - Non-SirsiDynix Services	0.00	630.00	1,500.00	870.00	58.0
SERVICES - Printing	0.00	1,594.66	3,000.00	1,405.34	46.8
SERVICES - Professional Conferences	175.00	2,188.73	6,000.00	3,811.27	63.5
SERVICES - Revolving	4,347.77	153,077.35	0.00	(153,077.35)	0.0
SERVICES - SVA	603.13	4,855.95	7,200.00	2,344.05	32.6
SUBSCRIPTIONS - BC Analytics	0.00	6,958.65	6,958.65	0.00	0.0
SUBSCRIPTIONS - BC Mobile	0.00	1,170.00	30,000.00	28,830.00	96.1
SUBSCRIPTIONS - Enterprise	0.00	16,415.48	16,415.48	0.00	0.0
SUBSCRIPTIONS - SaaS	0.00	162,957.86	162,957.66	(0.20)	(0.0)
SUBSCRIPTIONS - Sitecues	0.00	0.00	3,500.00	3,500.00	100.0
SUBSCRIPTIONS - SMS Text Messaging	0.00	4,243.60	4,264.60	21.00	0.5
SUBSCRIPTIONS - SVA	0.00	9,700.00	9,788.17	88.17	0.9
UTILITIES - Alarm Service	0.00	479.40	600.00	120.60	20.1
UTILITIES - Cell Phones	52.58	472.38	1,140.00	667.62	58.6
UTILITIES - Centrex and Long Distance	123.82	1,134.12	1,620.00	485.88	30.0
UTILITIES - Comcast/Charter Lines	3,140.65	28,265.84	44,797.85	16,532.01	36.9
UTILITIES - Internet	169.99	1,529.91	2,040.00	510.09	25.0
	\$86,528.35	\$1,101,514.02	\$1,199,342.18	\$97,828.16	8.2%
	\$(86,138.35)	\$82,177.53	\$(23,558.03)	\$105,735.56	448.8%
Other Income (Expense)					
Interest	216.07	2,191.19	0.00	2,191.19	0.0
Realized Gain/Loss on Investments	1,576.32	19,611.42	0.00	19,611.42	0.0
	\$1,792.39	\$21,802.61	\$0.00	\$21,802.61	0.0%
	\$(84,345.96)	\$103,980.14	\$(23,558.03)	\$127,538.17	541.4%
	\$(84,345.96)	\$103,980.14	\$(23,558.03)	\$127,538.17	541.4%



BC Mobile Customizations

Use this form to tell SAILS how you want to customize your library in BC Mobile

The name and photo associated with your Google account will be recorded when you upload files and submit this form. Not dconrad@sailsinc.org? [Switch account](#)

* Required

Email address *

Your email

Your Name *

Your answer

Your Library *

Choose



If you want to include links to your e-resources (eBooks, eMagazine and eAudio) list your provider's name and URL to your content - 1 vendor / line.

Your answer

Your library's Facebook address

Your answer



Your library's Twitter Account / Handle

Your answer

Your library's Instagram account name

Your answer

Your library's RSS events feed address

Your answer

Note: If you don't want to upload your images here, or run into trouble, you can also email your logo and/or image to support@sailsinc.org



Upload your high resolution logo

[ADD FILE](#)

Upload the image to use at the top of your library's information page

[ADD FILE](#)

A paragraph of Description Text you'd like to have about your library

Your answer

For the following 2 questions, please enter the hexadecimal code of the color you would like (ex: #000000). Refer to this page for colors and their code - https://www.w3schools.com/colors/colors_picker.asp

What background color (will appear on the title bar in the app) would you like?

Your answer

What text color would you like?

Your answer

A copy of your responses will be emailed to the address you provided.

SUBMIT

Never submit passwords through Google Forms.

This form was created inside of SAILS, Inc.. [Report Abuse](#) - [Terms of Service](#) - [Additional Terms](#)

Google Forms

* 1. How was your experience using Enterprise, the SAILS catalog?



2. Would you be willing to continue this survey? It should take approximately 5 minutes to complete.

yes

no

Thank you for taking our survey. Your responses will help us to provide you with the best services possible.

3. In the past six months, which of the following sites have you used to download, read or listen to a book?

- Kindle Store
- Audible
- Overdrive
- Other downloadables provided by your library (i.e. Hoopla)
- The Commonwealth eBook Collection
- eBooks.com
- Barnes & Noble Nook Books Store
- Kobo Ebookstore
- Internet Archive
- Project Gutenberg
- Google Books
- Smashwords
- Blurb
- Scribd
- Other (please specify)

4. From the following activities, if you have done any in the past 6 months, please tell where using the drop-down box.

	Where?
Search the library catalog for specific items	<input type="text"/>
Manage my checkouts	<input type="text"/>
Look up library information (hours, directions, events, etc)	<input type="text"/>
Place a hold	<input type="text"/>
Download an ebook, eaudio book, or streaming video	<input type="text"/>
Search for downloadable titles	<input type="text"/>
Book a museum pass	<input type="text"/>
Use the added content in the Enterprise catalog (i.e. read-a-likes, series information, recommendations, etc.	<input type="text"/>
Look at the library's facebook page	<input type="text"/>
Use the library's Wi-Fi	<input type="text"/>
Attend a library event/program	<input type="text"/>
Use the library's research databases/resources	<input type="text"/>
Other (please specify)	<input type="text"/>

Please rate these Enterprise online catalog features, with 5 stars being your favorites. If you don't use a feature, leave it blank.

5. Searching for titles in a Series

6. Creating a list of titles I want to read

7. Reading Reviews



8. Searching using the "Fiction Finder"



9. Getting reader's advisory recommendations



10. Searching using the "Kids' Fiction Finder"



11. Searching for books using the "Accelerated Reader" search



12. Using the Text Zoom - SiteCues



13. Viewing new titles in the carousel (rotating book jackets)



14. Having the ability to pay library bills online



15. How do you mostly use the Enterprise catalog?

- on a home computer
- on a tablet (such as an iPad)
- on a smart phone
- on a library computer
- Other (please specify if possible)

16. Which of these apps or type of apps do you use? (Choose all that apply)

- Bookmyne
- Overdrive
- Google Books
- iTunes
- Other (please specify)
- Kindle
- Libby
- Loyalty Card manager

17. Do you most often view a title's detail page (by clicking on the title, "Book ♥ Tools" button, or cover jacket), or do you stay on the page with the results?

18. How easy is it to find what you are looking for in the Enterprise catalog?

- Extremely easy
- Very easy
- Moderately easy
- Slightly easy
- Not at all easy

19. How visually appealing is the Enterprise catalog?

- Extremely appealing
- Very appealing
- Moderately appealing
- Slightly appealing
- Not at all appealing

20. How likely are you to recommend the Enterprise catalog to others?

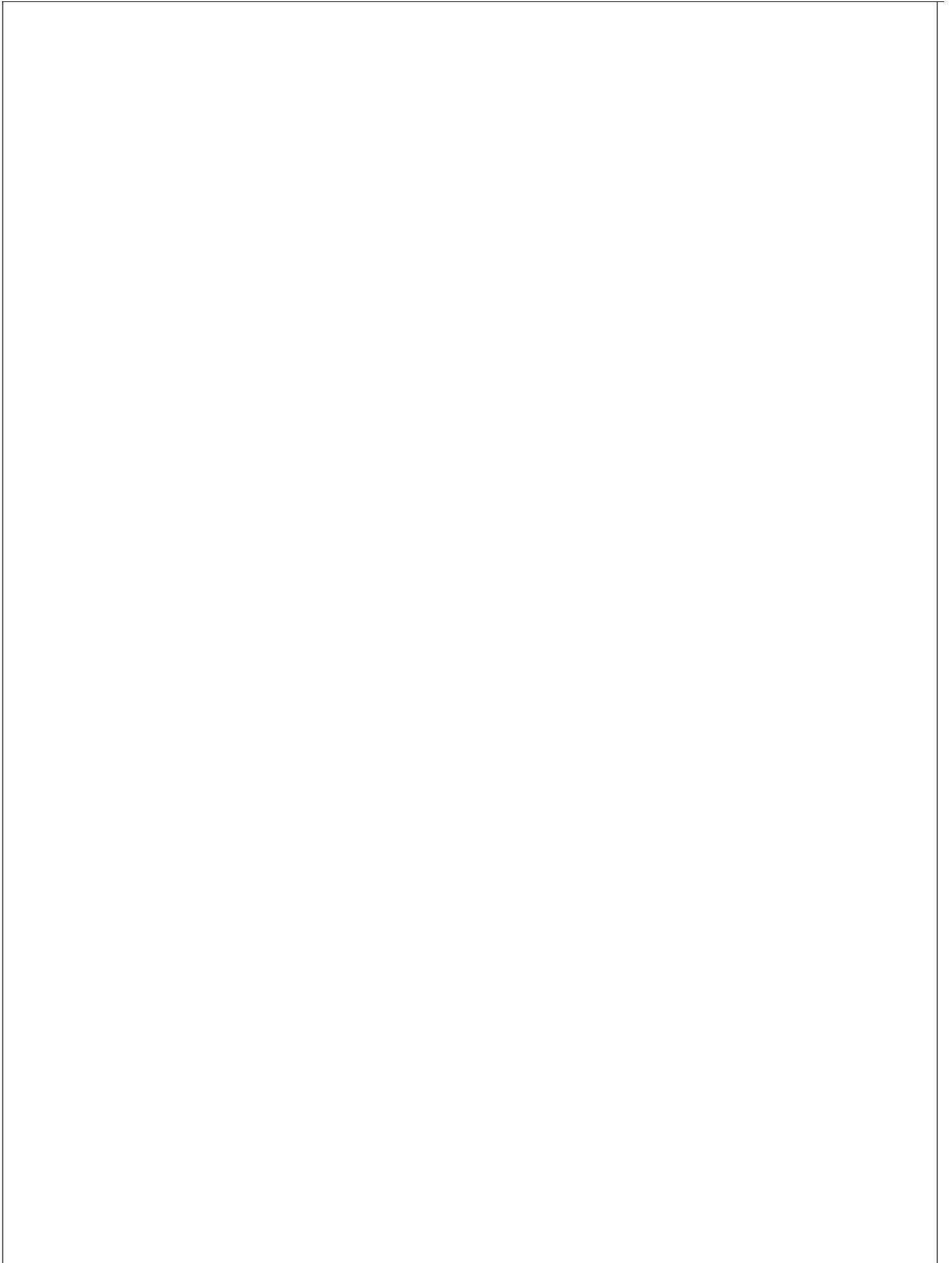
- Extremely likely
 - Very likely
 - Moderately likely
 - Slightly likely
 - Not at all likely
-

21. What changes would most improve the Enterprise catalog?

22. Which library do you use most often?

23. Would you like the library to respond to any of your comments or suggestions?

24. Please enter your email so we may respond as requested.



Certifications

I certify that the entities listed in this application are eligible for support because they are libraries or library consortia eligible for assistance from a State library administrative agency under the Library Services and Technology Act of 1996 that do not operate as for-profit businesses and whose budgets are completely separate from any schools, including, but not limited to, elementary, secondary schools, colleges, or universities.

I certify that the entity I represent or the entities listed on this application have secured access, separately or through this program, to all of the resources, including computers, training, software, internal connections, maintenance, and electrical capacity, necessary to use the services purchased effectively. I recognize that some of the aforementioned resources are not eligible for support. I certify that the entities I represent or the entities listed on this application have secured access to all of the resources to pay the discounted charges for eligible services from funds to which access has been secured in the current funding year. I certify that the Billed Entity will pay the non-discount portion of the cost of the goods and services to the service provider(s).

Total Funding Summary

Below is a summary of the total line item costs on this FCC Form 471:

Summary	
Total funding year pre-discount eligible amount on this FCC Form 471	\$41,716.80
Total funding commitment request amount on this FCC Form 471	\$22,527.12
Total applicant non-discount share of the eligible amount	\$19,189.68
Total budgeted amount allocated to resources not eligible for E-rate support	\$0.00
Total amount necessary for the applicant to pay the non-discount share of eligible and any ineligible amounts	\$19,189.68
Are you receiving any of the funds directly from a service provider listed on any of the FCC Forms 471 filed by this Billed Entity for this funding year?	No
Has a service provider listed on any of the FCC Forms 471 filed by this Billed Entity for this funding year assisted you in locating funds needed to pay your non-discounted share?	No

I certify an FCC Form 470 was posted and that any related RFP was made available for at least 28 days before considering all bids received and selecting a service provider. I certify that all bids submitted were carefully considered and the most cost-effective service offering was selected, with price being the primary factor considered, and is the most cost-effective means of meeting educational needs and technology goals.

I certify that the entity responsible for selecting the service provider(s) has reviewed all applicable FCC, state, and local procurement/competitive bidding requirements and that the entity or entities listed on this application have complied with them.

I certify that the services the applicant purchases at discounts provided by 47 U.S.C. § 254 will be used primarily for educational purposes, see 47 C.F.R. § 54.500 and will not be sold, resold or transferred in consideration for money or any other thing of value, except as permitted by the Commission's rules at 47 C.F.R. § 54.513. Additionally, I certify that the entity or entities listed on this application have not received anything of value or a promise of anything of value, as prohibited by the Commission's rules at 47 C.F.R. § 54.503(d), other than services and equipment sought by means of this form, from the service provider, or any representative or agent thereof or any consultant in connection with this request for services.

I certify that I and the entity(ies) I represent have complied with all program rules and I acknowledge that failure to do so may result in denial of discount funding and/or cancellation of funding commitments. There are signed contracts or other legally binding agreements covering all of the services listed on this FCC Form 471 except for those services provided under non-contracted tariffed or month-to-month arrangements. I acknowledge that failure to comply with program rules could result in civil or criminal prosecution by the appropriate law enforcement authorities.

I acknowledge that the discount level used for shared services is conditional, for future years, upon ensuring that the most disadvantaged schools and libraries that are treated as sharing in the service, receive an appropriate share of benefits from those services.

I certify that I will retain required documents for a period of at least 10 years (or whatever retention period is required by the rules in effect at the time of this certification) after the later of the last day of the applicable funding year or the service delivery deadline for the associated funding request. I acknowledge that I may be audited pursuant to participation in the schools and libraries program. I certify that I will retain all documents necessary to demonstrate compliance with the statute and Commission rules regarding the application for, receipt of, and delivery of services receiving schools and libraries discounts, and that if audited, I will make such records available to USAC.

I certify that I am authorized to order telecommunications and other supported services for the eligible entity(ies) listed on this application. I certify that I am authorized to submit this request on behalf of the eligible entity(ies) listed on this application, that I have examined this request, that all of the information on this form is true and correct to the best of my knowledge, that the entities that are receiving discounts pursuant to this application have complied with the terms, conditions and purposes of the program, that no kickbacks were paid to anyone and that false statements on this form can be punished by fine or forfeiture under the Communications Act, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001 and civil violations of the False Claims Act.

I acknowledge that FCC rules provide that persons who have been convicted of criminal violations or held civilly liable for certain acts arising from their participation in the schools and libraries support mechanism are subject to suspension and debarment from the program. I will institute reasonable measures to be informed, and will notify USAC should I be informed or become aware that I or any of the entities listed on this application, or any person associated in any way with my entity and/or the entities listed on this application, is convicted of a criminal violation or held civilly liable for acts arising from their participation in the schools and libraries support mechanism.

I certify that if any of the Funding Requests on this FCC Form 471 are for discounts for products or services that contain both eligible and ineligible components, that I have allocated the eligible and ineligible components as required by the Commission's rules at 47 C.F.R. § 54.504.

Notice

Section 54.504 of the Federal Communications Commission's rules requires all schools and libraries ordering services that are eligible for and seeking universal service discounts to submit an application for such discounts by filing this Services Ordered and Certification Form (FCC Form 471) with the Universal Service Administrator. 47 C.F.R. § 54.504. The collection of information stems from the Commission's authority under Section 254 of the Communications Act of 1934, as amended. 47 U.S.C. § 254. The data in the report will be used to ensure that schools and libraries comply with the application requirements for universal service discounts contained in 47 C.F.R. § 54.504. Schools and libraries must file this form themselves or as part of a consortium. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The FCC is authorized under the Communications Act of 1934, as amended, to collect the information we request in this form. We will use the information you provide to determine whether approving your application for universal service discounts is in the public interest. If we believe there may be a violation or a potential violation of any applicable statute, regulation, rule or order, your application may be referred to the Federal, state, or local agency responsible for investigating, prosecuting, enforcing, or implementing the statute, rule, regulation or order. In certain cases, the information in your application for universal service discounts may be disclosed to the Department of Justice or a court or adjudicative body when (a) the FCC; or (b) any employee of the FCC; or (c) the United States Government is a party of a proceeding before the body or has an interest in the proceeding. In addition, consistent with the Communications Act of 1934, FCC regulations and orders, the Freedom of Information Act, 5 U.S.C. § 552, or other applicable law, information provided in or submitted with this form or in response to subsequent inquiries may be disclosed to the public. If you owe a past due debt to the Federal government, the information you provide may also be disclosed to the Department of the Treasury Financial Management Service, other Federal agencies and/or your employer to offset your salary, IRS tax refund or other payments to collect that debt. The FCC may also provide the information to these agencies through the matching of computer records when authorized. If you do not provide the information we request on the form, the FCC or the Universal Service Administrator may delay processing of your application for universal service discounts or may return your application without action. The foregoing Notice is required by the Paperwork Reduction Act of 1995, Pub. L. No. 104-13, 44 U.S.C. § 3501, et seq. Public reporting burden for this collection of information is estimated to average 4.5 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, completing, and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the reporting burden to the Federal Communications Commission, Performance Evaluation and Records Management, Washington, DC 20554. We also will accept your comments via the email if you send them to PRA@FCC.gov. DO NOT SEND COMPLETED WORKSHEETS TO THESE ADDRESSES.

Authorized Person

Title:	Executive Director	Name:	Deborah K Conrad
Phone:	508-946-8600	Email:	sailsbusiness@sailsinc.org
Address:	10 RIVERSIDE DRIVE SUITE 102 LAKEVILLE, MA 02347 MA 02347	Employer:	Deborah K Conrad

Certified Timestamp

20-Mar-2018 16:54:23 EDT

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.

Network Membership

1. How would you rate your overall satisfaction with your institution's ability to participate in network governance, committees, and voting

- Very satisfied Dissatisfied
 Satisfied Very Dissatisfied
 Neutral

Other (please specify)

2. How would you rate your overall satisfaction with resource sharing among members of the consortium?

- Very satisfied Dissatisfied
 Satisfied Very Dissatisfied
 Neutral

Other (please specify)

3. How often have you been offered or attended training/orientation on network membership

- Often Never
 Sometimes Not needed/does not apply
 Rarely

Other (please specify)

4. How often have been asked to serve on a network committee or the SAILS Board

Often

Never

Sometimes

Not needed/does not apply

Rarely

Other (please specify)

Communication and Training

5. How would you rate your satisfaction with the general level of communication from the Network

- Very satisfied Dissatisfied
- Satisfied Very dissatisfied
- Neither satisfied nor dissatisfied

Other (please specify)

6. How often have you participated in or sent staff to any training offered by SAILS staff, either at your library, at another location or via the web

- Often
- Sometimes
- Rarely
- Never

Other (please specify)

7. How would you rate your satisfaction with the level and frequency of training provided by SAILS staff?

- Very Satisfied Dissatisfied
- Satisfied Very Dissatisfied
- Neutral

Other (please specify)

8. How would you rate your satisfaction with support services from SAILS staff

Very Satisfied

Dissatisfied

Satisfied

Very Dissatisfied

Neutral

Other (please specify)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Overdrive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Novelist - Next Reads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Novelist - Libraryaware	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. How would you rate the value of being a member of SAILS in relation to the cost of membership?

* 11. Type of Library

- Academic Library
- K-12 - Grades 1-8
- K-12 - Grades 9-12
- Public - population under 10,000
- Public - population 10,000 - 14,999
- Public - population 15,000 - 24,999
- Public - population 25,000 and over



Debby Conrad <dconrad@sailsinc.org>

[Netdirector] Fwd: Network consolidation

1 message

Timothy Spindler <tspindler@cw mars.org>
To: Network Directors <netdirector@ocln.org>

Tue, Apr 3, 2018 at 8:04 AM

I thought the other network admins would want to know about this. I have not responded. I know some of you may already know that Chris Lindquist headed up a move about 4 years ago when he was at the Westfield Athenaeum. Just in case you didn't, he pushed for consolidation committee then and formed some kind of task force outside of the MLS and the MBLC at that time to study the issue. I don't think he got any other participants other than his own staff and the new director at the time from Elms.

In any case, I thought you all would want to know. It may not go anywhere but I know Chris will keep pushing it.

Lastly, I do not support his assumption that there will be cost savings let alone providing service for a large area. It is difficult enough for an area the size of CW MARS let alone a larger portion of the state.



Tim Spindler | Executive Director | CW MARS

tspindler@cw mars.org | 508-755-3323 x120

<http://www.cwmars.org>

----- Forwarded message -----

From: **Christopher Lindquist** <clindquist@town.northborough.ma.us>

Date: Mon, Apr 2, 2018 at 5:05 PM

Subject: Network consolidation

To: Gregory Pronevitz <greg@masslibsystem.org>, "a.lewontin@neu.edu" <a.lewontin@neu.edu>, "mwloof@gmail.com" <mwloof@gmail.com>

Cc: "Lonergan, James (BLC)" <james.lonergan@state.ma.us>, Timothy Spindler <tspindler@cw mars.org>, Deborah Chown <Chown@gcc.mass.edu>, "dpaquette@westath.org" <dpaquette@westath.org>

Hi Greg and James,

Greg, while you are still onboard and MLS is in the process of forming a search committee to find your replacement, I wanted to raise an issue that I believe needs to be considered by all of the library stakeholders in the Commonwealth. Greg, given the comments you made in your most recent update (as pasted in bold below), as well as the recent move by MLS to charge \$1,000 as part of the new Delivery Cost Sharing Policy, it is obvious that MLS is looking to raise revenues, cut costs where possible and come up with a plan for long-term sustainability.

On the topic of sustainability, I think it is fair to say that as a state, we can not continue to support nine (9) individual networks going forward, and that there will need to be some consolidation among the networks similar to the consolidation that took place among the six (6) former regions. We aren't having a formal discussion about this on a statewide level and I think we need to be. I think MLS and the MBLC have to lead this conversation since the individual networks and its members are not going to lead these discussions.

My hope is that the next Executive Director of MLS will take the lead on considering a more sustainable path that explores how the library community should provide network services in the next 10 years, with a goal of consolidating the networks from 9 to something more sustainable. I don't know what the right number is, but my sense is that something in the 3 - 5 range would be more sustainable and forward-looking. Technological innovation and improvements are obviously going to be part of that solution. As part of that, hopefully, there would be some significant savings due to the economies of scale and not having to support 9 individual Boards, 9 sets of staff, 9 separate buildings and meeting places, overhead costs, including telecommunications costs, etc.

Since the MBLC does provide some funds to the networks, I would assume the funds that are now being to support the networks at the current level of support could be used for other expenses, including supporting the needs of MLS and its member libraries.

I just wanted to offer my opinion. Thank you for sharing any feedback you may have. I will also be happy to serve on a task force to explore a network consolidation further, and hope that one will be formed to consider sustainable options and best practices in other states.

I am also copying this to Tim Spindler in case he has any comments before he leaves on June 1st since CWMARS is the largest network (and I would venture to say, among the most cost-effective) by far of any of our networks and any long-term solution will necessarily need to consider the future of CWMARS and its members simply because of its overall size and its impact on libraries in the Central and Western regions.

Long-Term Sustainability Task Force Formed

Now that the future costs of delivery are fixed, with the exception of fuel costs and increases in minimum wage and healthcare, the Board will examine opportunities to develop long-term sustainability over a ten-year period. A small task force has been formed to bring recommendations to the Board. As our thinking on this important topic is forming, we would like to encourage member participation in evaluating our options. Please contact greg@masslibsystem.org if you would like to join this discussion.

Again, I am interested to hear your thoughts. Greg, if I don't get the chance, thank you for all you have done to advance libraries and to provide a solid template for meeting the needs of libraries of all types and sizes throughout the Commonwealth. Hopefully, the next Executive Director will continue the momentum and the high standards of service, dedication and efficiency you have established.

Best,

Chris

Christopher Lindquist, Library Director

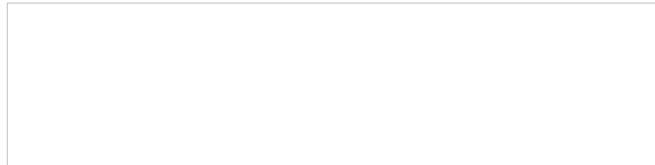
508-393-5025 x9 | clindquist@town.northborough.ma.us

[34 Main Street Northborough, MA 01532](#)



Sails Library Network

Telephone System Upgrade



Introduction to Adamscomm, Inc.

Thank you for giving Adamscomm the opportunity to assist your organization with the upgrade to an Allworx premise VOIP solution. We are exciting at the prospect of working with you

AdamsComm, Inc. is a veteran owned and operated business founded in 2004. We are a value added re-seller providing business telephone systems, structured cabling solutions, SIP trunks and Video Surveillance to small and mid-sized businesses through-out New England. We currently service and support over 500 customers, possess an A+ rating with the Better Business Bureau and are an Authorized Platinum Partner of Excellence with Allworx Corporation. Adamscomm has also achieved #1 ranking status in Allworx sales for 2 consecutive years in the New England region.

AdamsComm is not your typical communications re-seller. Our offers include premises based VoIP telephone systems as well as completely hosted (Cloud Based) solutions. This product selection allows us design a solution that fits our customer's needs, unlike some of our competitors who only have one solution to offer.

Additionally, our branded SIP trunks allow our customers to replace traditional dial tone, saving up to 40% on their telephone bill.

We have 20+ years in this industry and well over 100 years of collective experience in the business of communications. AdamsComm has an exceptionally high retention rate with our customers. We achieve this level of retention by developing personal relationships with our customers and gaining their trust. When our customers call Adams, they do not need an account number, just a first name.

We hope that you will strongly consider our solution.

Sincerely,

John L. Adams, Jr.

President

Adams
 128 Main St., Suite 11
 Carver, MA 02330
 United States

T: 5088664086


Date	2018/04/04
Expires	2018/05/04
Quote #	19 v5
Contact	John Adams

Prepared for Sails, Inc.
 Debbie Conrad
 10 Riverside Dr
 Lakeville, Massachusetts 02347
 United States
 E: dconrad@Qsailsinc.org

ACCEPT QUOTE

AdamsComm, Inc Premise Quote

Up-Front Fees

Type	Item	Code	Qty	Price	Total
Product	Allworx 536 Connect	14647	1	\$1,875.00	\$1,875.00
					
Product	Allworx 536 Connect HW and SW	14649	1	\$800.00	\$800.00
Product	Allworx Verge 9312	14713	10	\$359.00	\$3,590.00
Product	Allworx Verge 9312 Hardware	14714	10	\$40.00	\$400.00
Product	Minute Man Enspire UPS	15223	1	\$120.00	\$120.00
Product	7' CAT5e Patch Cords	15225	10	\$2.62	\$26.20
	7' CAT5e Patch Cords				
Product	3' CAT5e Patch Cords	15225	11	\$1.60	\$17.60
	3' CAT5e Patch Cords				

Type	Item	Code	Qty	Price	Total
Service	Install, Prog & Train	15212	10	\$100.00	\$1,000.00
	<p>Installation, Programming & Training. The proposed system shall include complete installation utilizing existing cabling and new mounting hardware, programming and training. This does not include NETWORK ASSESSMENT for VOIP Solutions nor does Adams Communications assume any responsibility for the availability or reliability of the client's existing Network. It is recommended that any network that will be supporting VoIP applications receive a Network Assessment prior to installation to ensure the highest possible voice quality. This is available from Adams Communications upon request.</p> <p>The system and all listed components shall carry a one-year warranty on parts from the manufacturer (Warranty does not include negligence or physical abuse). Adams Communications shall provide a one-year warranty on labor. The warranty begins at system cutover.</p>				
Service	ICC 12 Port CAT5e Patch Panel	15172	1	\$60.00	\$60.00
Service	ICC CAT5e Jack	15185	11	\$3.46	\$38.06
Service	Project Cabling Labor	15256	5	\$95.00	\$475.00
Service	NETGEAR Prosafe 24 port	15230	1	\$429.00	\$429.00
Discount	<i>Discount</i>		1	<i>(\$250.00)</i>	<i>(\$250.00)</i>

Please contact us if you have any questions.

Subtotal	\$8,830.86
Discount	(\$250.00)
Total Due	\$8,580.86 USD

Cost Breakdown

Type	Up-Front Fees
Product	\$6,828.80
Service	\$2,002.06
Discount	(\$250.00)
Total	\$8,580.86 USD

ACCEPT QUOTE

SAILS SERVICES MONTHLY OVERVIEW

	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MARCH	APRIL	MAY	JUNE	TOTAL
HELP DESK CLOSED	635	596	600	636	559	497	674	513	537	0	0	0	5247
ORIG. CAT	129	221	152	182	145	158	137	122	145	0	0	0	1391
ONSITE VISITS	1	6	0	0	0	0	2	0	1	0	0	0	10
ORDERS	22	19	20	19	18	7	36	20	23	0	0	0	184
STAFF AT WORKSHOPS - SAILS	30	5	28	6	2	0	0	2	0	0	0	0	73
STAFF AT WORKSHOPS - ONSITE	23	4	12	5	8	3	7	1	3	0	0	0	66
STAFF AT WORKSHOPS - WEBINAR	25	0	13	0	4	2	37	3	0	0	0	0	84
PC SUPPORT CALLS CLOSED	10	10	9	6	8	16	40	24	14	0	0	0	137
PC Support Onsite Calls closed	10	18	16	10	12	11	11	13	12				113
Enterprise Page Views	808523	798833	698154	760148	689469	661198	760283	667933	706781	0	0	0	6551322
OVERDRIVE PAGE VIEWS	385138	379786	359679	359195	376515	365297	447682	405354	439480	0	0	0	3518126
OMEKA Pageviews	3204	2867	2711	2530	2775	1976	2566	2117	3112	0	0	0	23858
Novelist Searches	231495	1423	2046	2021	1062	3604	1881	2132	1894	0	0	0	247558

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