

BOARD MEETING OF S.A.I.L.S., INC.
547 West Grove Street, Middleborough Massachusetts 02346
February 20, 2013 10 A.M.

MINUTES

Meeting called to order by Deborah Wall at 10:11 a.m.

Roll call – Gail Roberts

Libraries in attendance: Jayme Viveiros (Acushnet), Joan Pilkington-Smith (Attleboro), Brian Avery (Attleboro), Bill Schneller (Berkley), Robert Rezendes (Bristol Community College), Lynn Antunes (Dartmouth), Jocelyn Tavares (Dighton), Manny Leite (East Bridgewater), Uma Hiramath (Easton), Laurel Clark (Fall River), Jerry Cirillo (Foxboro), Olivia Melo (Lakeville), Janet Campbell (Mansfield), Sue Pizzolato (Mattapoisett), Danielle Bowker (Middleboro), Stephen Fulchino (New Bedford), Robin Glasser (Norfolk), Frank Ward (North Attleboro), Lee Parker (Norton), Deborah Wall (Pembroke), Melissa Campbell (Plainville), Debbie Batson (Plympton), Gail Roberts (Rochester), Cynthia St. Amour (Swansea), Denise Medeiros (Wareham), Beth Roll Smith (West Bridgewater), Sue Branco (Westport); SAILS staff: Debby Conrad, Kristen Slater, Ginny Berube

Approval of minutes of preceding meeting. The motion was made by Laurel Clark (Fall River) to accept the minutes. Frank Ward (North Attleboro) seconded. Approved.

FY13 Treasurer's Report

Warrant 05.1.13 – presented by Olivia Melo (Lakeville); seconded by Melissa Campbell (Plainville)
Approved unanimously.

FY13 YTD -

We are running a little ahead of where we were last year at this time. Expenses are in line with where we should be at this time of year. Debby has written off the outstanding balance on Fall River elementary schools, and will send a registered letter detailing the end of SAILS' association with them.

Committee Reports

Relocation Committee – work done to date

Frank Ward started off by saying that Debby has done her research. The office park where SEMLS was located in Middleboro has space; members of the committee and SAILS staff both saw two available spaces. Debby has done comparisons with other office parks in the area, and the Lakeville Office Park has the best rates and best facility for our needs. She distributed summary of space requirements. Old SEMLS space will rent for \$19/sq.ft, utilities included but that she will try to reduce the price.. The second space is in a different building in the office part, an old FBI office, and rents for \$21/sq, ft. This does not include electricity and the bathrooms are not conveniently placed. There is also a lack of parking. The staff and committee's preference is the old SEMLS space, even though it seems cramped. There are empty offices around, so we can add space later if desired. Time frame: our current lease ends 1/31/14. As we would like to take possession of the new space starting the first of October, then move at the end of October, there will be some overlap. Some work needs to be done to accommodate electronics before moving. The Committee's recommendation is to enter into negotiation with realtor for Lakeville Office Park. Beth Smith (West Bridgewater) made a motion to authorize Debby to enter into negotiation with the realtor for the Lakeville Office Park; seconded by Olivia Melo (Lakeville). Approved.

Old Business

Enterprise

Laurie Lessner was not in attendance, so Debby gave a short report. There has been a soft launch of the Enterprise site, with the bestseller link taking the patron to Enterprise. The Favorites notices have been modified to make it cleared to patrons that they can unsubscribe from Favorites.. Ben and Bill Schneller (Berkley)

are working on the Berkley library's website. The ultimate plan is to make this our sole interface and discontinue IBistro.

Directors Station

The new link is up and running. It is a different version, but has more things built in. It can run on IE 9. There will be two web-based trainings. Ben is working on moving everyone's log-ins over, and is available for trainings. A link will be sent soon.

Legislative Breakfast: report from Nancy Cappellini

Despite the threat of what proved to be a historic snowstorm over sixty people showed up at the Lakeville Library for the first annual southeastern Massachusetts Library Network Legislative Breakfast. There were 50 attendees and 6 legislators or their aides in attendance plus many volunteers from the Lakeville Public Library. Thank you all for your support, attendance and the networking each of you did in contacting your legislators and communicating the importance of these breakfasts to your trustee boards and Friends groups.

Thank you to the committee members: Sue Branco, Lee Parker, Jocelyn Travares, Kristin Slater for your expertise and for putting this all together.

Thank you to Olivia Mello for sharing your library and for your presentation. It helped us all to realize the potential for all of our libraries.

Thank you to Debby Conrad, Laurie Lessner and all of the SAILS staff for your assistance, your support and for steering us on the path to success.

The committee will meet in March to discuss the event and prepare for next year. If anyone is interested in joining the committee, or has any comments or suggestions, please email breakfast@sailsinc.org.

Thank you again, Nancy

Deb Walls made a motion to thank the 2013 Legislative Committee for their hard work and to congratulate them on the success of the event despite the imminent arrival of NEMO. *Thanks to Nancy Cappellini as chair; Jocelyn Travares creator of the library event slide show, Lee Parker for assisting with the set-up and providing promotional material, Sue Branco for working with her legislator and providing the breakfast with a keynote speaker, and Kristin Slater and Ginny Berube for providing the behind the scenes work that made it all possible. In addition, the SAILS Network thanks Olivia Mello and the Trustees of the Lakeville Public Library for generously offering the library meeting room for the breakfast as well as organizing the meeting room set-up on the day before and the day of the event.* The motion was seconded by Frank Ward (North Attleboro) and approved.

Ecommerce – Comprise Test (Lakeville and Norfolk)

- How this is being set up
- Convenience fee
- Minimum payment
- Payments to libraries
- Reporting to libraries

Debby has talked to SAILS' attorney, and we must work with Smart Pay or not do this at all. It is the SAILS' attorney's opinion that we must pass on credit card processing fees. SAILS will have the merchant account and sign main contract. Individual libraries will sign a contract with SAILS and will have 90 days to change their minds. \$.35 processing fee will be charged to patrons. SAILS will get checks and detailed reports, broken out by fines, lost books, and donations. Then they can cut up to three separate checks for libraries. This will be tested on Lakeville and Norfolk. Smart Pay not charging SAILS until we're done with the testing. There will be a separate web portal for patrons. Libraries can have an Internet station near the desk for patrons to pay by themselves; staff will not be handling credit cards. Member libraries can join now or later. If we don't like it, we'll drop it. The agreement is an extension of the network agreement. An attorney has checked all of this. We'd have a link from our website, and we can maybe put a link from patron's account on Enterprise. There will be no links on the SAILS network site.

Cumberland County, and the San Joaquin libraries are among the libraries doing this, if you would like to see how it works. A motion was made to contract with Comprise and use Norfolk and Lakeville as test sites by Lee Parker (Norton); second by Sue Pizzolato (Mattapoisett).

New Business:

SaaS

What is SaaS

How does this modify our existing SirsiDynix license

Explanation of costs

Next steps

Expected migration date

When Debby started exploring moving the SAILS, this was investigated, but the cost was prohibitive. In January, Sirsi was a little more amenable as to the fees. What this means: we will no longer own the software; we will no longer own any hardware, and maintaining it will no longer be our problem; we would no longer be responsible for backups and storage offsite; we won't have as much control over the system (no impact on member libraries); we can still do the usual changes; SirsiDynix guarantees a level of service, computing capacity, and response time. We will be able to show non-Roman characters, and will be able to test and train. This extends contract until 9/30/2020, and includes the 3% increase in fees for the next 7 years. It also locks us in to a single vendor for the next 7 years. Delaware, UCLA, San Diego, networks in Australia are all using this service. We will no longer be dependent on the State for money for upgrades. The effect on budget: next year will be tough with moving expenses plus the cost of SaaS; but the following years, we may save up to \$30,000. It will be cheaper in the long run. The cutover will take place in September.

Deborah Wall (Pembroke) made a motion to accept the SirsiDynix proposal to migrate SAILS to a *Software as a Service* contract with the following understanding:

1. SAILS will enter into a 7-year contract with Sirsi commencing on or about 10/1/2013 and ending 9/0/2020.
 2. SirsiDynix agrees to provide SAILS with SaaS services according to the proposal submitted by Deborah Conrad on February 6.
 - a. Starting 10/1/2013 the annual SaaS service fee will be \$22,500 increasing thereafter 3% per year.
 - b. The SaaS migration fee in year one will not exceed \$25,000.
 - c. The payment term for the SaaS are fixed for the entire term of the contract.
- The motion was seconded by Frank Ward (North Attleboro). Approved.

Modifying Network Agreement to accommodate Ecommerce (per recommendation of SAILS attorney)

Vote to approve modification in agreements. A motion was made to approve a modification by adding terms "and appropriate" to sections 1 & 2. Motion to approve by Joan Pilkington-Smith (Attleboro), seconded by Laurel Clark (Fall River). Approved.

Abuse of Staff Privileges

Janet Campbell (Mansfield) and Robin Glasser (Norfolk) brought up a situation in which a staff member in another library is abusing network policy, by taking out many books and renewing many more times than allowed. They have each emailed director, and gotten no response. The next step as per the SAILS policy is to send a registered letter to the Library Director. It was the consensus of members that this be done. Deborah Wall will do this.

Aside – a nonresident patron using W. Bridgewater is contesting the rules on blocking patrons with over 7 overdues. She wants to see network agreements. Debby is referring her to the West Bridgewater library director.

Executive Director's Report

Many inches of snow have fallen since January 1 but in spite of the winter weather SAILS continues to make significant progress towards improving the patron experience and the services it provides to member libraries.

On February 11 we launched the new Overdrive Next Gen catalog and began actively encouraging staff and patrons to use Enterprise for searching and placing holds. With the new Overdrive catalog, patrons are presented with a searching experience that more closely resembles that of online bookstores. Browsing, placing holds, and viewing your account are more intuitive. As an added bonus many of our titles are now available in Overdrive Read format which means titles do not have to be downloaded to a specific device but can be viewed in a browser. Once Overdrive Read titles are checked out they can be read on multiple devices – you can read part of a book on your tablet, on your computer, and on your ereader providing it supports a standard browser. No longer do patrons using this format have to worry about Adobe Digital Editions or download problems. We expect this to be a very welcome service to senior citizens and other folks not too tech savvy. The network has received patron emails commenting on how much they like the new catalog.

Enterprise is going to be the catalog/discovery platform of the future for SAILS. We will be turning off iBistro sometime midsummer so everyone should begin using this for searching and placing holds – particularly staff. It is much easier to search, place holds on multiple titles at once, update your account, and create lists of titles. It includes features such as being able to like a title on Facebook, text a title to your Smartphone, and add a review. The new patron account features include the ability to set up a default pick-up location for all holds even if that isn't your home library, opt in to checkout history, and change your pin.

The new Directors Station has been installed and all data moved to it. SAILS staff members are using it to generate reports for libraries. Not only did the network install a new server but we migrated to the latest release of Directors Station. There are 2 user training sessions on the new features of this release scheduled the last week in February. These sessions that will be conducted by SirsiDynix for SAILS libraries that have preregistered. In addition SAILS staff will be available to provide onsite training.

Negotiations are continuing with Comprise Technologies to provide SAILS with a credit/debit card payment solution for libraries wishing to offer that to their patrons for fine and bill payment. The Lakeville and Norfolk Public Libraries will be testing Comprise SmartPay and a report will be made to the network at the March membership meeting. If all goes well we will be opening up this service to any public library after April 1, with a special incentive for those who sign up before July 1.

The SAILS Moving Advisory committee has been working with me to identify new office space for the network. We will be remaining in the Lakeville/Middleboro/Raynham area. The goal is to move to our new offices before 10/31/2013. SAILS has been in its current offices for almost 18 years. The network no longer needs the square footage it has and the configuration of our space no longer supports efficient operations. A major goal, of course, is to reduce our operating costs for space and utilities. Keep an eye on your email – later this spring SAILS will begin offering surplus equipment and furniture to its member libraries at bargain basement prices.

A new ad hoc advisory committee (CRC – committee for responsible cataloging) has been appointed by network president Deborah Wall. Chaired by Jocelyn Tavares (Dighton) the committee has been charged to review existing network policies and make recommendations on how to solve cataloging policies that create roadblocks for patrons trying to identify and request materials. The committee should be making a report of its recommendation to the membership in May.

Just as snow piled up around our offices, so did new computers. Since January 1st, libraries have ordered more than 60 new computers. If you are looking for Jorj, you will need to climb over a mountain of Dell boxes. New computers are being deployed as quickly as possible but until our backlog is reduced the network won't be accepting more orders for computers.

On a personal note I would like to add that it is with mixed emotions that I congratulate Janet Campbell (Mansfield) on her retirement. Janet is one of the best public librarians I have met. I admire her focus on providing her patrons with excellent public service. She exemplifies the ability to provide great readers advisory services. She will be missed in Mansfield although I know she will find many ways to keep busy.

Vote of appreciation for efforts made by Janet Campbell on behalf of SAILS during her tenure at the Mansfield Public Library. Best wishes upon retirement

Deborah Walls (Plympton) made a motion to congratulate Janet Campbell on her retirement. Second: Frank Ward (North Attleboro).

Comments or questions from directors in attendance

Debbie Batson (Halifax) recommended a of Native American flute with original poetry. No cost to library. She has the contact info if you are interested.

Olivia Melo (Lakeville) reminded us that the Legislative Breakfast was videotaped and will be available on DVD for local cable stations or for trustees.

Janet Campbell (Mansfield) recommended the Zinio online magazine service available through Recorded Books. Libraries pay for the platform, then purchase magazines. Patron downloads magazines and keep them forever. Debby can ask Recorded Books rep to come to March meeting for a demo. The pricing is based on population served.

Adjournment Motion to adjourn made by Frank Ward) North Attleboro;, seconded by Laurel Clark (Fall River). Adjourned at 11:50 a.m

Respectfully submitted,

Gail Roberts (Rochester)
Secretary