BOARD MEETING OF S.A.I.LS., INC.
547 West Grove Street, Middleborough Massachusetts 02346
November 14, 2012 10 A.M.

MINUTES

Meeting called to order by Deborah Wall at 10:05 a.m.

Roll call – Gail Roberts
Libraries in attendance: Bill Schneller (Berkley), Robert Rezendes (BCC), Lynn Antunes (Dartmouth), Carole Julius (Carver), Jocelyn Tavares (Dighton), Carrie Tucker (East Bridgewater Schools), Manny Leite (East Bridgewater Public), Laurel Clark (Fall River), Olivia Melo (Lakeville), Frank Ward (North Attleboro), Deborah Wall (Pembroke), Melissa Campbell (Plainville), Debbie Batson (Plympton), Eden Ferguson (Raynham), Gail Roberts (Rochester), Beth Roll Smith (West Bridgewater); SAILS staff: Debby Conrad, Laurie Lessner, Kristen Slater, Ben Phinney

Approval of minutes of preceding meeting. The motion was made by Frank Ward (North Attleboro) to accept the minutes with amendment: change "Smart Pig" to "Smart Pay". Laurel Clark (Fall River) seconded. Approved unanimously.

FY13 Treasurer's Report
    Warrant 05.1.13 – presented by Olivia Melo (Lakeville); seconded by Eden Ferguson (Raynham). Approved unanimously.

FY13 YTD - As of 10/31, we are further ahead than last year at this time with the cash balances, and expenses are in line with budget. Monthly invoices from telecommunications vendors with Erate discounts applied will be in effect as of January. A missing page in the financial reports will be sent out by email later. As of now, State tax collections behind in the First Quarter; if they're behind in the second quarter, it may effect payments from the State to SAILS and to State Aid to Libraries.

        Committee Reports
          Ecommerce
                The committee met after last membership meeting in October. There are three options: they saw a webinar on Smart Pay by Comprise, and Envisionware who has a new ecommerce product and they discussed e Paypal, which links to Enterprise. A "per transaction" fee will be assessed for all three models. Comprise can pass the cost on to the patron.   Paypal is the least expensive in terms of startup costs, but most expensive as to service fees. Envisonware operates a separate website where patrons would go to pay online, as does Smart Pay. We would be required to get a merchant bank account for Envisionware. For Envisionware and Payal all payments go into a single account, which is then divided up based on a report produced by SAILS. A disadvantage with Envisionware is that it is a new product that isn't in production anywhere yet. We also can't set a minimum payment. Smart Pay also operates a web portal. They handle all compliance and security; they send us the checks and a report. However, this is pricey, and the fee is per library. There are more options. SirsiDynix is also looking at another option than Paypal. There was a good response on the directors survey regarding ecommerce, except for libraries that don't keep their fine money. Comprise may come to do a demo at the January meeting, and Envisionware may be able to do a webinar. Other consortia offer patrons the option for credit card payment and the public response is very positive. Debby has an appointment with Rockland Bank to ask their advice.

                Personnel - Beth reported. They met in August and are working on an evaluation form for Debby's evaluation. Frank and Beth met today (11/14) and are working on the form. Debby asked if they would also look at updating the job descriptions for rest of staff.

Old Business

Fall River Schools – **membership status and actions taken to date by SAILS**. Durfee High School is fine. However, there are two elementary school, the Doran and Greene, who have not paid their annual fee as yet, and have not communicated, despite registered letters being sent to the principals. One school has not used the system since spring of 2011; the other uses Tumblebooks and the circ portion, but has not paid fees. The Board directed Debbie to write a letter the principals of the two schools stating that, if they have not taken any action by January 1, they will be removed from the system and their data deleted. N.B. – after the meeting, Debby sent out an email stating that she had been contacted by the Fall River Schools Business Department and payment should be sent out shortly.

 Printing – **notices, missing item reports.** SAILS is now only printing bills for lost items, and need to print them on something other than carbon notices. No significant reduction in the number of bills being printed yet, but Debby is hearing from some library directors about a reduction in overdue notices. SAILS is not printing missing items reports any more. Libraries will do this locally; Ben has sent out directions, and made a template in Director's station. These reports can also can run in workflows. There will be a Circulation Committee meeting in January, and Debby will discuss the missing items process with committee. Debby is urging heads of circ to sign up for voice notification so they can experience what patrons hear.

Status of SAILS Office space – heating problems, plumbing problems, sewer problems

SAILS has spent over $1000 in extra expenses in October for office maintenance. HVAC needed fixing; the toilet in the Ladies loo needed fixing, as a leak was causing higher water bills. Debby is sending a landlord a letter in January stating that we will not be renewing lease. She has contacted an agent who is looking at properties. The big question is whether to move servers or go to SIRSI, keeping a test server. This is more expensive on annual basis, and changes terms of ownership of software (no more perpetual license), Debby is not willing to give up our perks. She will be drawing up list of building specs, location, requirements, etc. and will send it to the agent in January. The Lakeville Office Park is anxious to get us in a building. The move will take place during the month of October 2013. We will also have to amend the FY 2014 meeting schedule in June for locations and dates.

Gmail migration– status

Laurie: the migration going well, 12 libraries were moved over since the last meeting in October. Three more will be done by the end of November, New Bedford in December. The whole project will possibly be done by the end of the year. Once Google is set up to do everything, then we can drop the email server. RHA account will move over soon.

Virtual Catalog – the contract will be signed tomorrow and is within the outlined budget. This will result in new billing formulas that will take effect within three years. UMass system and state colleges will be able to join the VirtCat program. Conversion will be starting in September, 2013.   Half of VirtCat will go live Oct. 2013, and all training will be done at once. This will be a two-year project, depending on when they'll have money available. We will be phase one, but we won't notice any changes until Oct. 2013. New policies will be worked on. Debby will ask a circ person to come with her for the circ policy portion. There should be uniformity of policies. The new product is easier for staff to use.

Enterprise - since the last meeting, there was a major upgrade done by SIRSI. Some things, like the book list, broke. Enterprise is currently out for everyone to try, but is not being heavily promoted. Custom Book lists are completely gone, including the new books list. Formatting broke on item details page; Laurie is working on this. Everything else works fine. A patron and staff survey has been set up on the home page. There will be a staff tutorial on using RSS feeds for the favorites service. Few patrons use Favorites, we're the only consortia that offers it. Staff should be comfortable with it to answer patron's questions. Patrons can have favorites subscribe to rss feeds, then send them to a reader, such as Google Reader.   SIRSI not working on e-catalog any more, and is

pushing Enterprise. Do not link to Enterprise yet, but ask staff to use it exclusively. The Portuguese version being working on, and is partially done.

Director's station: is currently not available. We have reloaded software and some data. The goal is to load data back to 2001. Reports running on DS will not work. SAILS is running an old release. SIRSI is working on a new product, Analytic Station, a cloud-based service. Debby doesn't want to invest any money on something that eventually will be cloud-based. Debby spoke to SIRSI. We may have to do a clean start.

Nancy Cappellini sent out email to all directors on the **Legislative Breakfast**. The date is February 8 at the Lakeville Library, from 8-10 a.m.

Biblioteca and 3M – no price list will be given on RFID. We'll get a better price if we give them room to maneuver, and they don't want other vendors to see price list. This effects those who had meeting with the rep.

Bookkeeper position is still unfilled. There were three applicants, one who has applied before; one who lives too far away, and the third applicant never called back when asked for clarification on items on resume. Debby needs to go back to Personnel and Budget committees and get more money to add to position, to add more hours. 15 hours not worth it. If we increase it to 20 hours, we'll have to change the job description.

Executive Director's Report – Debby Conrad
2012 Consortia Special interest group Meeting.

The SirsiDynix Consortia Special Interest Group held its 8th annual meeting in Detroit on November 1 and November 2. The meeting was well attended this year which might be an indication that funding for libraries is improving, with representatives from eleven states (including Alaska) and Canada in attendance.   Three executives from SirsiDynix attended the meeting as well – Bill Davidson (Chief Executive Officer), Berit Nelson (Vice President of Library Relations), and John Perry (Director of Customer Support).

Every year the Consortia SIG follows the same format – the morning of the first full day the group compiles a list of issues that we want SirsiDynix to address. This year these focused on consortia pricing for products, help desk support that recognizes the complexity of consortia sites before attempting to solve software problems, product design that recognizes the needs of consortia, and the importance of developing client deployment techniques to make it easier for consortia to update staff clients at individual libraries.

During the second half of the day there were presentations from different sites about new services they have put in place for their members.   The representative from the Wyoming State Library talked about their use of the SirsiDynix Portfolio Digital Asset Management platform to host the Wyoming Place site (http://wyld.sdp.sirsi.net/maps/). The user is presented with a map of Wyoming – click on a place and a pop-up window appears with the origin of the name and history of the place. I discussed the SAILS project to eliminate printed notices by moving to automated voice notification, Email, and SMS. Clevenet (in metropolitan Cleveland) discussed a joint project with Hewlett Packard called MyCloud. The Cleveland Public Library is providing HP mobile thin clients to enable patrons to create their own computing worlds, just as if they were using their own laptop or desktop computer. Patrons can surf the web, access library resources, and save files, bookmarks and preferences so they are available any time they visit the library. MyCloud also provides access to powerful software applications, such as photo-editing tools and business-management applications. This service will be expanded to other libraries in the network after the first year. Staff members from State Library in Delaware described their statewide initiative to automate every library including historical societies and museums. The Executive Director of Winnefox in Wisconsin talked about their implementation of VuFind, an open source Discovery Platform.

The final day of the meeting consisted of two sections – the SIG Group chair presented our list of concerns to the SirsiDynix executives giving them time to react. SirsiDynix committed to respond in writing to all issues at the group's next meeting which will be held in March at the SirsiDynix Users Group annual meeting in Salt Lake City. Once this was done SirsiDynix reported on the current state of the company, current level of staffing, number

of sites, and product development initiatives. Between Symphony, Horizon, and Dynix sites SirsiDynix has 3600 customers worldwide. This number is a little misleading because each customer can represent multiple libraries, for example SAILS has 62 members in 75 locations. In the last calendar year SirsiDynix sold their system to 41 new customers which put the company in the top tier of library automation companies. The only other company with more new customer sales was Polaris.

SirsiDynix product development is focused on improving the customer experience, providing their customers with the tools to engage patrons through the social networking sites, and moving towards cloud based applications. While SirsiDynix currently maintains a server farm in Atlanta for their hosted services such as the SAILS Enterprise site, the company is experimenting with true cloud applications using the Amazon Cloud Service. The company is moving away from computer based staff clients towards web based clients eliminating the need for client software to be installed on each computer. The company is launching its web based cataloging client in early 2013. The best announcement in this development is that as the company moves away from pc based clients there will be no charge to existing customers to migrate to the web based client. Directors Station is being replaced by Analytics Station which should provide a more powerful business intelligence data analysis tool for libraries. E-resource Central is a new product still in development which will allow libraries to deliver e-resources seamlessly and cost-effectively while also handling traditional collections. It is intended to allow libraries to make e-books, e-journals, digitized collections and all types of e-resources available in a single, seamless, integrated experience for their users. SAILS has licensed this product and will be launching it as soon as it is tested and stable.

The meeting was very positive and informative. If SirsiDynix succeeds in moving the product line in the direction described it will certainly benefit the libraries in the SAILS Library Network. The meeting was also is a great opportunity to find out what other library consortium are doing and to talk about concerns of interest to all of us.

Debby's December work schedule: Debby sent an email out to board, and will send one to the directors. She needs to leave Dec. 3 for at least two weeks to help her family in Tennessee. She will take a computer with her and will be able to do some work. For PC Support – unless you have a critical need, Jorg will take things in the order that previously set up between he and Debby. She won't be around much in December.

D**igital Collection**: Kristen – reported on new collections on Omeka. Funding has been renewed for the digitization project, and the license renewed for another year. Half of Carver's label collection is online, as is Wrentham's railroad postcard collection, and Helen Keller's bathing costume is also up. Kristen is getting ready to work on lists of marriage intentions (banns) from town of Halifax. If you are interested in digitizing a historical collection, contact Tom at BPL. There is a link to in on SAILS website.

Comments or questions from directors in attendance –
Berkley getting half of their main floor refinished, and will be closed while work is being done next week.

Melissa Campbell (Plainville) commented about the barcodes not on being on the front of Wrentham's media and asked about whom to contact to request about them coming into compliance with MLS best practices. Debby recommended MLS.

Adjournment at 12:01 p.m.

Respectfully submitted,

Gail Roberts (Rochester)
Secretary