



BOARD MEETING
February 12, 2020

[SAILS Network Office – 10 Riverside Drive – Suite 102 – Lakeville MA 02347](#)

10:00 AM

Call to order – Jocelyn Tavares

Roll Call – Lisa Hart

Approval of January 15, 2020 Members Meeting Minutes

Treasurer’s Report

Warrant 8.1.20

YTD Financial Report

Committee Reports

Personnel Committee

SAILS 2020 Health Insurance Renewal Recommendation

Personnel Manual Update for health insurance contributions based on hire date

Circ Policy Committee

Recommendation to allow multiple holds per title for Correction, Faculty, and Teacher profiles

Recommendation for Override passwords

Legislative Breakfast Committee

SirsiDynix Negotiations Committee

Old Business

Overdrive Persistent User ID

New Business

Conflict of Interest form for Chelsea Hester

Overdrive pricing for non-network public and academic libraries

Conference Requests

Kathy L. - COSUGI 2020 - April 28-30, Provo, UT

Kathy L. - ALA Annual Conference - June 25-30, Chicago, IL

Executive Director’s Report

Other

Adjournment

Membership Meeting Middleborough Public Library January 15, 2020

In Attendance: Dina Brasseur (Acushnet), Christine Johnson (Attleboro), Vicki Dawson (Berkley), Jed Phillips (Bridgewater), Carole Julius (Carver), Jocelyn Tavares (Dighton), Christopher McGee (East Bridgewater), Uma Hiremath (Easton), Liane Verville (Fall River), Manny Leite (Foxborough), Dorothy Stanley-Ballard (East Freetown), Jean Gallant (Halifax), Jayme Viveiros (Lakeville), Elizabeth Sherry (Marion), Susan Pizzolato (Mattapoisett), Joseph Fernandes (New Bedford), Elisabeth O'Neill (Norfolk), Lee Parker (Norton), Debbie Wall (Pembroke), Melissa Campbell (Plainville), Debbie Batson (Plympton), Gail Roberts (Rochester), Peter Fuller (Seekonk), Joanne Nichting (Somerset), Eileen Dyer (Swansea), Linda Coelho (Taunton), Sue Branco (Westport), Kathy Lussier (SAILS), Lisa Hart (SAILS), Laurie Lessner (SAILS)

Members Meeting Call to order at 10:05 AM by Jocelyn Tavares, President

Roll Call – Lisa Hart

Approval of December 18, 2019 Board Meeting Minutes

- Motion by Debbie Wall (Pembroke)
- Seconded by Elisabeth O'Neill (Norfolk)
- Unanimously approved

Treasurer's Report

Warrant 07.1.20 in the amount of \$34,676.22

- Motion to approve by Carole Julius (Carver)
- Seconded by Melissa Campbell (Plainville)
- Unanimously approved

YTD Financial Report - Kathy Lussier reviewed the financials as of 12/31/19.

Committee Reports

Legislative Breakfast - J. Tavares

Jocelyn Tavares discussed. The location for the breakfast will be the Seekonk Library.

Overdrive Committee

Identifying home library for Overdrive patrons

Overdrive Committee approved using the library rather than the barcode prefix to identify home library.

Persistent User ID

Overdrive Committee approved using user key rather than barcode to identify patron.

SAILS ILS Evaluation Task Force – Chris Johnson

It is recommended to begin negotiating with SirsiDynix. Looking for a shorter term and new options.

- Motion by Eileen Dyer (Swansea) to accept recommendation.
- Seconded by Dina Brasseur (Acushnet)
- Unanimously approved

- Motion by Susan Pizzolato (Mattapoisett) to establish negotiating committee.
- Seconded by Debbie Batson (Plympton)
- Unanimously approved

Joanne Nichting (Somerset) and Carole Julius (Carver) were appointed. One other director will be added to the committee.

Old Business

Discretionary Grant from Island Foundation – Update

Kathy Lussier described the file boxes SAILS will be purchasing for circulation policies.

Budget Committee Appointment

Elisabeth O’Neill (Norfolk) was appointed.

New Business

2020 Census - Susan Pizzolato

Susan discussed the census and how libraries can be a helpful part of the process. Census letters will be mailed mid-March.

Establishment of Assessment Review Ad Hoc Committee

Kathy Lussier discussed the need for a change to the assessment formula.

- Motion by Melissa Campbell (Plainville) to establish Assessment Review Ad Hoc Committee.
- Seconded by Debbie Wall (Pembroke)
- Unanimously approved

The Ad Hoc Committee will be made up of the Budget Committee, Dina Brasseur (Acushnet), Lee Parker (Norton), and Jocelyn Tavares (Dighton). Kathy Lussier (SAILS), and Lisa Hart (SAILS) will be ex officio members.

SAILS Legislative Bus

- Motion by Lee Parker (Norton) to authorize SAILS to enter into a bus contract.
- Seconded by Dina Brasseur (Acushnet)
- Unanimously approved

Override passwords in Workflows

Laurie Lessner discussed possible changes. This will be discussed with the circulation committee.

Executive Director’s Report (see attached)

Other

Elisabeth O'Neill (Norfolk) asked how other libraries are dealing with MacMillan Publishers. There were varied responses.

Adjournment

Melissa Campbell (Plainville), made a motion to adjourn, seconded by Dorothy Stanley-Ballard (East Freetown) and approved unanimously. Meeting adjourned at 11:45 AM

Executive Director's Report January 2019

Progress on Q1 and Q2 Strategic Initiatives

Now that we are halfway through the fiscal year, it's a good time to review the status of our FY20 Strategic Initiatives. We have accomplished several of the Strategic Initiatives for the first two quarters of the year:

- We implemented eResource Central in October, which fully integrates Overdrive and Hoopla records in the Enterprise catalog. We completed the last piece of this project this week when removing the Overdrive and Hoopla MARC records from Workflow. The information in Enterprise is now more current than it was under the previous method and also shows live status information.
- The Planning Committee completed the FY21-25 strategic plan, along with an action plan for FY21. The plan includes objectives for looking at the bandwidth we offer libraries, implementing improvements to the public catalog and mobile app, and bringing on a new Member Services librarian.
- The ILS Evaluation Task Force evaluated the feasibility of changing to a different ILS.
- We held our fall cataloging and circulation roundtables. We didn't hold a director's roundtable, but directors did organize an informal breakfast prior to the October Membership meeting. We would like to see more opportunities for directors to meet informally to talk about issues important to them. We also held our annual library showcase, which features many great programs that other libraries could learn from.
- Attleboro hosted a legislative coffee at the beginning of December, and we'll be getting together on Friday for our annual Legislative breakfast.

There are also some initiatives that are still in progress or yet to be done:

- The SAILS office is still working on the project to implement HTML notices. The initial plan was to implement these notices by the second quarter, but when there was a delay in filling our vacant position in the cataloging department, we decided to prioritize eRC implementation. Step one of the HTML notices project was to move more reports from Workflows to BC Analytics, and much of that work has been done. We have a meeting scheduled with SirsiDynix in February to begin the process of setting up our first notices.
- Training of our new staff person was supposed to happen in quarter 1, but because the position needed to be re-posted, we are now looking forward to starting on this Initiative in less than two weeks.
- With the expected additional staffing, I had also planned to evaluate methods of lowering our benefit costs in quarter 1. I have been working on this project for the past month and will be meeting with the Personnel Committee next week to review the options I have researched.

E-Rate

The network is in the process of posting its 470 form seeking bids for e-rate services.

Librarians Guide to Homelessness Training

We are nearing the end of the one-year subscription for this online training that 25 public libraries signed up for. Since the subscription started, 146 accounts have been created with 116 SAILS staff logging in. Sixty-four staff members have completed the training, with another 21 completing at least half of the training. Those libraries that subscribed are reminded that the subscription expires March 18.

Overdrive Magazines

March is also the anniversary of when we started the Overdrive magazine subscription. Since that time, the magazines have circulated 12,282 times. The top titles are OK!, Clean Eating, Star, HGTV Magazine, and Prevention. Once Chelsea is on board, we'll be meeting with the Overdrive Committee to review the success of this project and decide if the collection should possibly be expanded to 50 titles.

	Title (25)	Checkouts (12,282)....	Checkouts (chart)
1	OK!	1,364	
2	Clean Eating	1,268	
3	Star	1,230	
4	HGTV Magazine	1,216	
5	Prevention	805	
6	Reader's Digest	694	
7	Food Network Magaz...	602	
8	O, The Oprah Magaz...	538	
9	Woman's Day	460	
10	Country Living	444	
11	Taste of Home	439	
12	House Beautiful	412	
13	Cosmopolitan	321	
14	Macworld	312	
15	Yoga Journal	304	
16	Newsweek	286	
17	Kiplinger's Personal ...	284	
18	Simply Knitting	270	
19	New York Magazine	224	
20	Outside Magazine	206	
21	Lonely Planet UK	157	
22	Simple & Delicious	124	
23	PC Magazine	116	
24	Car and Driver	108	
25	Popular Science	98	

SAILS Library Network

Balance Sheet

As of 1/31/2020

Assets

Current Assets

Rockland Trust MMKT	\$1,079,795.14	
Rockland Trust Checking	40,845.13	
E-Commerce Checking Account	641.85	
Investments	1,076,426.53	
Unrealized Change in Market Value	51,003.21	
Accounts Receivable	29,451.05	
Prepaid Expenses	37,000.00	
Total Current Assets		<u>\$2,315,162.91</u>

Property, Plant & Equipment

Prepaid Security Deposit	\$16,395.66	
Furniture & Fixtures	28,976.96	
Equipment	29,149.49	
Accum. Deprec. - Furniture & Fixtures	(25,178.00)	
Accum. Deprec. - Equipment	(22,946.73)	
Total Property, Plant & Equipment		<u>26,397.38</u>

Total Assets

\$2,341,560.29

Liabilities and Equity

Current Liabilities

Accounts Payable	\$25,735.55	
State Tax Payable	0.06	
Retirement - staff contribution	0.08	
Accrued Expenses	23,440.00	
Deferred Revenue	47,892.62	
Total Current Liabilities		<u>\$97,068.31</u>

Total Liabilities

\$97,068.31

Equity

Fund Balance	\$1,770,841.36	
Current Year Profit/Loss	473,650.62	
Total Equity		<u>2,244,491.98</u>

Total Liabilities and Equity

\$2,341,560.29

SAILS Library Network
Income Statement
(Original Budget to Actual Comparison)

For the period of 1/1/2020 Through 1/31/2020

	Actual	Year To Date		Variance	%
		Actual	Budget		
<u>Revenues</u>					
Legislative Breakfast Donations	\$675.00	\$815.00	\$0.00	\$815.00	0.0%
Annual Membership Assessment	0.00	942,742.52	931,723.20	11,019.32	1.2
PC Support	750.00	64,794.60	62,841.70	1,952.90	3.1
MBLC	0.00	168,567.00	168,567.00	0.00	0.0
Overdrive Assessment	0.00	106,852.00	105,347.00	1,505.00	1.4
MBLC Ebook Reimbursement	0.00	12,000.00	12,000.00	0.00	0.0
MLS Commonwealth Ebook Collection	0.00	0.00	3,000.00	(3,000.00)	(100.0)
Library Aware	0.00	8,441.55	16,568.00	(8,126.45)	(49.0)
AmazonSMILE	0.00	31.91	0.00	31.91	0.0
Network Infrastructure Grant	0.00	31,866.00	26,538.00	5,328.00	20.1
SLIN Grant	0.00	21,500.00	21,500.00	0.00	0.0
Non-MBLC Grants	0.00	1,000.00	0.00	1,000.00	0.0
MBLC eContent Grant	25,761.00	25,761.00	0.00	25,761.00	0.0
	\$27,186.00	\$1,384,371.58	\$1,348,084.90	\$36,286.68	2.7%

Operating Expenses

ADMINISTRATIVE - Audit	0.00	7,900.00	8,250.00	350.00	4.2
ADMINISTRATIVE - Bank fees	365.11	3,066.32	6,100.00	3,033.68	49.7
ADMINISTRATIVE - Dues & Membership Fees	0.00	1,140.00	1,750.00	610.00	34.9
ADMINISTRATIVE - Filing fees	0.00	2,500.00	4,500.00	2,000.00	44.4
ADMINISTRATIVE - Insurance	0.00	(1,876.00)	6,375.00	8,251.00	129.4
ADMINISTRATIVE - Professional Services	2,099.57	5,568.55	6,768.17	1,199.62	17.7
ADMINISTRATIVE- Subscriptions	9.60	391.83	500.00	108.17	21.6
CATALOGING CENTER - Authority Control	0.00	5,530.98	5,530.98	0.00	0.0
CATALOGING CENTER - Omeka Dig Archive	0.00	350.00	350.00	0.00	0.0

CATALOGING CENTER - Prof Dev & Travel	0.00	160.00	1,500.00	1,340.00	89.3
CATALOGING CENTER - SkyRiver	0.00	39,655.00	39,655.00	0.00	0.0
CATALOGING CENTER - Subscript & Supplies	0.00	0.00	200.00	200.00	100.0
DATABASE - Downloadable Audiobook	1,505.40	26,672.50	36,175.00	9,502.50	26.3
DATABASE - Ebook Purchase	4,077.51	41,295.54	76,173.50	34,877.96	45.8
DATABASE - Novelist	0.00	35,190.00	35,190.00	0.00	0.0
DATABASE - Overdrive Holds	1,759.38	19,310.97	18,500.00	(810.97)	(4.4)
DATABASE - Overdrive LEA	8,112.66	8,112.66	0.00	(8,112.66)	0.0
DATABASE - Overdrive Magazines	0.00	0.00	15,000.00	15,000.00	100.0
DATABASE - Tumblebooks	0.00	4,639.60	5,119.00	479.40	9.4
DATABASE- Enterprise Enhancements	0.00	11,390.33	11,251.75	(138.58)	(1.2)
MAINTENANCE - Hardware	188.59	1,261.22	3,600.00	2,338.78	65.0
MAINTENANCE - Telecom	138.91	2,938.73	10,000.00	7,061.27	70.6
Network Infrastructure Grant - Expenditure	0.00	31,866.00	0.00	(31,866.00)	0.0
OPERATING - Cleaning Services	200.00	1,400.00	2,400.00	1,000.00	41.7
OPERATING - Petty Cash	0.00	50.00	100.00	50.00	50.0
OPERATING - Postage	110.00	238.60	350.00	111.40	31.8
OPERATING - Rent	4,736.43	32,886.91	56,435.01	23,548.10	41.7
OPERATING - Software Licensing	0.00	12,563.75	12,500.00	(63.75)	(0.5)
OPERATING - Supplies	492.96	2,640.83	7,000.00	4,359.17	62.3
OTHER - Sunshine	0.00	106.25	0.00	(106.25)	0.0
PC SUPPORT - Salary	6,616.11	35,285.92	57,060.73	21,774.81	38.2
PC SUPPORT - Services & Mileage	141.24	1,902.76	3,500.00	1,597.24	45.6
PERSONNEL - Additional Benefits	218.86	1,532.02	3,875.00	2,342.98	60.5
PERSONNEL - DET	0.00	66.34	3,000.00	2,933.66	97.8
PERSONNEL - Fica Match	3,552.15	18,749.58	38,307.56	19,557.98	51.1
PERSONNEL - Health & Dental Match	2,511.92	17,606.27	47,431.16	29,824.89	62.9
PERSONNEL - HR Consultant	87.50	612.50	1,200.00	587.50	49.0
PERSONNEL - Payroll Service	186.82	849.92	1,300.00	450.08	34.6
PERSONNEL - Retirement Match	2,078.62	14,550.34	30,045.15	15,494.81	51.6
PERSONNEL - Salaries	41,351.88	220,543.36	436,706.83	216,163.47	49.5
PERSONNEL - Staff Development	358.85	547.95	1,500.00	952.05	63.5
PERSONNEL - Timesheet Service	42.00	294.00	588.00	294.00	50.0
SERVICES - E-Commerce Revolving	(203.92)	(256.67)	0.00	256.67	0.0
SERVICES - In-state Travel	0.00	789.38	3,000.00	2,210.62	73.7
SERVICES - Member Staff Development	31.50	1,240.22	1,500.00	259.78	17.3
SERVICES - Non-SirsiDynix Services	0.00	0.00	1,500.00	1,500.00	100.0
SERVICES - Printing	0.00	0.00	3,000.00	3,000.00	100.0
SERVICES - Professional Conferences	0.00	295.24	6,000.00	5,704.76	95.1
SERVICES - Revolving	19,883.53	165,069.00	0.00	(165,069.00)	0.0
SERVICES - SVA	617.40	4,327.97	7,200.00	2,872.03	39.9

SUBSCRIPTIONS - BC Analytics	0.00	7,382.43	7,382.43	0.00	0.0
SUBSCRIPTIONS - BC Mobile	0.00	0.00	22,225.86	22,225.86	100.0
SUBSCRIPTIONS - Enterprise	0.00	17,415.18	17,415.18	0.00	0.0
SUBSCRIPTIONS - eRC	0.00	15,870.00	15,340.00	(530.00)	(3.5)
Subscriptions - LibraryAware	0.00	8,670.00	8,670.00	0.00	0.0
SUBSCRIPTIONS - Mobile Apps	0.00	21,578.50	0.00	(21,578.50)	0.0
SUBSCRIPTIONS - SaaS	0.00	146,216.50	172,754.50	26,538.00	15.4
SUBSCRIPTIONS - SMS Text Messaging	0.00	4,370.91	4,587.58	216.67	4.7
SUBSCRIPTIONS - SVA	0.00	4,222.38	4,222.38	0.00	0.0
UTILITIES - Alarm Service	0.00	479.40	500.00	20.60	4.1
UTILITIES - Centrex and Long Distance	112.91	816.60	1,620.00	803.40	49.6
UTILITIES - Comcast/Charter Lines	104.40	23,920.04	69,068.40	45,148.36	65.4
UTILITIES - Internet	169.99	1,189.93	2,400.00	1,210.07	50.4
	\$101,657.88	\$1,033,088.54	\$1,344,174.17	\$311,085.63	23.1%
	\$(74,471.88)	\$351,283.04	\$3,910.73	\$347,372.31	8,882.5%
<u>Other Income (Expense)</u>					
Interest	414.03	3,007.22	0.00	3,007.22	0.0
Realized Gain/Loss on Investments	1,561.63	16,491.85	0.00	16,491.85	0.0
Unrealized Gain/Loss on Investments	(310.95)	51,003.21	0.00	51,003.21	0.0
	\$1,664.71	\$70,502.28	\$0.00	\$70,502.28	0.0%
	\$(72,807.17)	\$421,785.32	\$3,910.73	\$417,874.59	10685.3%
	\$(72,807.17)	\$421,785.32	\$3,910.73	\$417,874.59	10685.3%



Medical Benefits & Premium Comparison

Effective March 25, 2020

	Current Plan		Renewal Plan		Alternative 1		Alternative 2	
	 MASSACHUSETTS		 TUFTS Health Plan		 allways HEALTH PARTNERS			
	HMO Blue NE \$1,000 w/ HCCS ⁽¹⁾		HMO Blue NE \$1,000 w/ HCCS ⁽¹⁾		Advantage HMO \$1,000 ⁽²⁾		Complete HMO \$1,000 25/40 ⁽³⁾	
Office Visit Copay								
Preventive	Covered In Full		Covered In Full		Covered in Full		Covered In Full	
Diagnostic - PCP	\$25 per visit		\$25 per visit		\$25 per visit		\$25 per visit	
Diagnostic - Specialist	\$40 per visit		\$45 per visit		\$45 per visit		\$40 per visit	
Routine Vision	Covered In Full (1 visit 24 months)		Covered In Full (1 visit 24 months)		\$25 per visit (1 visit 12 months)		\$40 per visit (1 visit 12 months)	
Mental Health/Substance Abuse	\$25 per visit		\$25 per visit		\$25 per visit		\$25 per visit	
Chiropractor	\$40 per visit		\$45 per visit		\$25 per visit		\$25 per visit	
Rx Copay								
30-Day Retail	\$25/\$50/\$150/\$225		\$10/\$45/\$150/\$225		\$5/\$25/\$60/\$90/\$160		\$5/\$30/\$50/\$100/\$125/\$175	
90-Day Mail Order	\$50/\$100/\$300/\$675		\$20/\$90/\$300/\$675		\$10/\$50/\$120/\$270		\$10/\$60/\$100/\$300	
Emergency Care								
Emergency Room	\$250 per visit		\$250 per visit		\$300 per visit		\$250 per visit	
Urgent Care Facility	\$40 per visit		\$45 per visit		\$40 per visit		\$40 per visit	
Inpatient Hospital	<i>Standard</i>	<i>HCCS</i>	<i>Standard</i>	<i>HCCS</i>				
General	Covered In Full AD	\$1000 per visit AD	Covered In Full AD	\$1000 per visit AD	\$250 per visit AD		\$250 per visit AD	
Mental Health/Substance Abuse	Covered In Full		Covered In Full		\$250 per visit AD		\$250 per visit AD	
Rehabilitation	Covered In Full AD		Covered In Full AD		Covered in Full AD		\$250 per visit AD	
Skilled Nursing	Covered In Full AD		Covered In Full AD		Covered in Full AD		\$250 per visit AD	
Outpatient Day Surgery	<i>Standard</i>	<i>HCCS</i>	<i>Standard</i>	<i>HCCS</i>				
General Hospitals	Covered In Full AD	\$1000 per visit AD	Covered In Full AD	\$1000 per visit AD	\$150 per visit AD		\$250 per visit AD	
Ambulatory Surgical Facility	Covered In Full AD	\$1000 per visit AD	Covered In Full AD	\$1000 per visit AD	\$150 per visit AD		\$250 per visit AD	
Diagnostic X-rays, Lab/Other Tests	<i>Standard</i>	<i>HCCS</i>	<i>Standard</i>	<i>HCCS</i>				
Labs	\$35 per visit AD	\$70 per visit AD	\$35 per visit AD	\$70 per visit AD	\$25 per visit		Covered in Full AD	
X-rays and Imaging	\$35 per visit AD	\$135 per visit AD	\$35 per visit AD	\$135 per visit AD	\$50 per visit AD		\$40 per visit AD	
High-end Radiology (MRI/CT/PET)	<i>Standard</i>	<i>HCCS</i>	<i>Standard</i>	<i>HCCS</i>				
General Hospitals	\$75 per visit AD	\$525 per visit AD	\$75 per visit AD	\$525 per visit AD	\$125 per visit AD		\$250 per visit AD	
Other Covered Providers	\$75 per visit AD	\$525 per visit AD	\$75 per visit AD	\$525 per visit AD	\$125 per visit AD		\$250 per visit AD	
Other Services	<i>Standard</i>	<i>HCCS</i>	<i>Standard</i>	<i>HCCS</i>				
Physical/Occupational Therapy	\$40 per visit AD	\$75 per visit AD	\$45 per visit AD	\$80 per visit AD	\$40 per visit		\$40 per visit	
Home Health/Hospice	Covered In Full		Covered In Full		Covered in Full AD		Covered In Full	
Durable Medical Equipment	20% Coinsurance AD		20% Coinsurance AD		30% Coinsurance AD		20% Coinsurance AD	
Deductible	<i>Individual</i>	<i>Family</i>	<i>Individual</i>	<i>Family</i>	<i>Individual</i>	<i>Family</i>	<i>Individual</i>	<i>Family</i>
In-Network	\$1,000	\$2,000	\$1,000	\$2,000	\$1,000	\$2,000	\$1,000	\$2,000
Out-of-Network	No Benefits (Emergency Only)		No Benefits (Emergency Only)		No Benefits (Emergency Only)		No Benefits (Emergency Only)	
Out-of-Pocket Maximum	<i>Individual</i>	<i>Family</i>	<i>Individual</i>	<i>Family</i>	<i>Individual</i>	<i>Family</i>	<i>Individual</i>	<i>Family</i>
In-Network	\$5,550	\$11,100	\$5,550	\$11,100	\$7,000	\$14,000	\$7,900	\$15,800
Out-of-Network	No Benefits (Emergency Only)		No Benefits (Emergency Only)		No Benefits (Emergency Only)		No Benefits (Emergency Only)	
Applied to OOP Maximum	Ded/Copays/Coinsurance		Ded/Copays/Coinsurance		Ded/Copays/Coinsurance		Ded/Copays/Coinsurance	
Monthly Premiums								
Employee	\$713.29		\$842.67		\$735.26		\$728.62	
Employee + Spouse	\$1,426.58		\$1,685.35		\$1,470.52		\$1,457.25	
Employee + Child(ren)	\$1,319.59		\$1,558.95		\$1,360.23		\$1,347.95	
Family	\$2,032.88		\$2,401.62		\$2,095.49		\$2,076.58	

PCP=Primary Care Physician, AD=After Deductible

⁽¹⁾ Your cost share will be higher at the hospitals listed here. Baystate Medical Center, Boston Children's Hospital, Brigham and Women's Hospital, Cape Cod Hospital, Dana-Farber Cancer Institute, Fairview Hospital, Massachusetts General Hospital and UMass Memorial Medical Center.

⁽²⁾ Tufts rates are for a 3/1 effective date

⁽³⁾ Allways Health Partners is through an intermediary and will have a renewal date of 4/1/2020

- This exhibit simply summarizes the highlights of your current and proposed plan designs and should not be relied upon to fully determine coverage. The carrier's subscriber agreements define the full terms, conditions and limitations in greater detail.



To: SAILS Personnel Committee
From: Kathy Lussier, SAILS Executive Director
Re: SAILS 2020 Health Insurance Renewal
Date: 1/31/2020

Renewal Date of Current Plan: 3/25/2020
Renewal Increase for Current Plan: 18%

In the SAILS FY20 Action Plan, I was charged with seeking and evaluating ways to decrease SAILS employee benefit costs. As a result, I began reaching out to Professional Employment Organizations (PEOs) on November 29, 2019 to determine if partnering with one of these organizations would result in lower health insurance costs. PEOs serve as co-employers of these organizations, which would allow SAILS employees to join a larger pool for health insurance, with the goal of reducing health insurance rates. There are also other benefits to joining a PEO, including HR Consulting, responsibility for some compliance items that are now in the hands of the SAILS Executive Director, access to an Employee Assistance Program, payroll services, and the ability to move dental, life, and disability insurance to the PEO at a lower cost. It would allow SAILS to cancel several ongoing services and move them under one contract. The PEO can also handle retirement accounts, but SAILS is not considering moving retirement to a PEO at this time.

Several recommended PEOs do not work with some of the smaller health insurance companies available in our region, such as Tufts and HarvardPilgrim. SAILS only contacted PEOs that work with some of these regional companies and ultimately received quotes from ADP and Paychex, both of which started as payroll companies and have moved into the PEO sphere.

Sylvia Group

Sylvia Group is the current health insurance broker for SAILS. Our broker, Rose Lopes, explained that the 18% increase is not standard for employers this year, but that small changes in health participation can significantly affect our rates because we are such a small organization. In addition to the renewal quote, she obtained quotes from Tufts Health Plans and Allways Health Partners. A couple of staff doctors were not covered by Allways. As a result, SAILS is focusing on Tufts if we continue working with Sylvia to obtain health insurance. Rose indicated that our pool has grown large enough for Tufts to sell to SAILS directly rather than going through an intermediary, which is why we obtained a more cost-effective rate. A move to Tufts would result in a 3% increase. Sylvia Group is not a PEO, and SAILS would need to continue contracting with other HR services if we continue working with the broker.

ADP

ADP provided quotes for plans through Harvard Pilgrim and Tufts. Although health insurance increases through these plans would be less than 1.5% over what we paid in 2019, the cost of participating in the PEO is \$17,674. SAILS could recoup a small fraction of those costs by canceling contracts with the current payroll service, HR consulting service, timesheet service, and Workers Comp Insurance and through savings on dental, life, and disability insurance. However, the total cost of joining ADP would be about \$10,000 more than we currently pay for all of these services. As a result, ADP was removed from consideration.

Paychex

Paychex provided a quote for plans through United HealthCare services. Moving to this plan would decrease overall health insurance costs for SAILS. We would also have the option of offering two or three plans to SAILS employees in case some participants prefer to pay less for a higher deductible plan. Fifty percent of eligible employees must participate in the plan. If we ultimately dip below the 50% participation rate, it could cause problems for renewal, but Paychex believes they could work with us to move employees to another carrier.

The cost of participating in the Paychex PEO is much more reasonable than ADP - \$57.59 per employee per bi-weekly pay period, for a total annual cost of \$10,500. With the reduced health insurance costs, the quoted cost of service is about \$2,200 more than moving to Tufts through Sylvia Group. However, there are some advantages to working with Paychex:

- The ability to bundle several HR services into one service, which will help simplify our operations. Paychex would also take care of creating a Summary Plan Description and other compliance tasks.
- Access to an Employee Assistance program and a health advocacy program.
- The ability to provide up to three health insurance options, which could further reduce health insurance costs if some employees choose to go with a higher deductible plan.
- The addition of a voluntary vision insurance program. SAILS would not contribute to this program, but employees could choose to participate.

SAILS needs more clarification about whether joining the PEO would affect its status as a small employer. Paychex indicated SAILS would be considered a large employer under the new Paid Family and Medical Leave Act, which would require the organization to contribute \$1,700 per year to the PFML fund. However, guidance on the state's PFML web site indicates that SAILS will continue to be exempt from this contribution as a member of a PEO.

One downside of the Paychex solution is that United HealthCare has a lower NCQA rating than Blue Cross Blue Shield, Tufts, or Harvard Pilgrim. As a result, I have requested quotes from other companies to see if we can get comparable rates from a higher-rated carrier. These additional quotes could affect the decision on whether to move to Paychex.

2/5/2020 Update

Follow-up quotes from Paychex were for Allways, which does not provide coverage for all physicians used by SAILS staff; HarvardPilgrim, which was slightly more expensive than the Tufts plan available through Sylvia Group; and Tufts, which was less expensive, but also was an inferior health plan. Paychex clarified that SAILS would still be considered a small employer for the purposes of contributions to the state's PFML fund.

Personnel Committee Recommendation

The Personnel Committee recommends that SAILS move its employee health insurance plan to the Tufts Health Plan quoted through the Sylvia Group health insurance broker. The new plan will be effective March 15, 2020 and will be a 3.08% cost increase over the current Blue Cross Blue Shield plan.

Recommended Personnel Manual Change 2/2020

The percentage paid towards ~~an employee's~~ health insurance for an employee hired January 1, 2001 or later shall be the following:

-  Single Coverage. Sixty percent (60%) network contribution. Forty percent (40%) staff contribution
-  Couple Coverage Sixty percent (60%) network contribution. Forty percent (40%) staff contribution
-  Single Parent with Children Coverage Sixty percent (60%) network contribution. Forty percent (40%) staff contribution
-  Family Coverage. Sixty percent (60%) network contribution. Forty percent (40%) staff contribution.

The percentage paid towards health insurance for an employee hired prior to January 1, 2001 shall be the following:

-  Single Coverage. Seventy percent (70%) network contribution. Thirty percent (30%) staff contribution
-  Couple Coverage Seventy percent (70%) network contribution. Thirty percent (30%) staff contribution
-  Single Parent with Children Coverage Seventy percent (70%) network contribution. Thirty percent (30%) staff contribution
-  Family Coverage. Seventy percent (70%) network contribution. Thirty percent (30%) staff contribution.

SAILS INC.

ANNUAL CONFLICT OF INTEREST DISCLOSURE FORM
FOR OFFICERS, BOARD and STAFF

Name Chelsea Hester
SAILS Staff
Date 1/27/20

It is the policy of SAILS to address how issues of actual, potential and perceived conflicts of interest involving board, officers, and employees of the network should be identified, disclosed and managed. This form is designed to identify and disclose known conflicts in an effort to properly manage them.

I have read SAILS Conflict of Interest policy approved by the SAILS Membership on 05/17/2006 and understand that it is my obligation to act in a manner which promotes the best interests of the Network and to avoid conflicts of interest when making decisions and taking actions on behalf of the Network.

My answers to this disclosure form are correctly stated to the best of my knowledge and belief. Should a possible conflict of interest arise in my responsibilities to the Network, I recognize that I have the obligation to notify, based on my position, the appropriate designated individual (Executive Director or Network President) and to abstain from any participation in the matter until the Network can determine whether a conflict exists and how that conflict shall be resolved. If any relevant changes occur in my affiliations, duties, or financial circumstances, I recognize that I have a continuing obligation to file an amended "Conflict of Interest Disclosure Form" with the appropriate designated office.

I understand that the information on this form is solely for use by the Network and is considered confidential information. Release of this information within the Network will be on a need-to-know basis only. Release to external parties will be only when required by law and/or federal regulations.



Signature Date
SAILS INC.

Please complete the following questions, and submit this form to the appropriate designated individual as noted on the last page of this form.

1. Are you or a member of your immediate family an officer, director, trustee, partner (general or limited), employee or regularly retained consultant of any company, firm or organization that presently has business dealings with the Network or which might reasonably be expected to have business dealings with the Network in the coming year?

Yes No

If yes, please list the name of the company, firm or organization, the position held, and the nature of the business which is currently being conducted with the Network or which may reasonably be expected to be conducted with the Network in the coming year:

Joseph Fernandes, Technology Services Librarian
New Bedford Free Public Library
France

2. Do you or does any member of your immediate family have a financial interest, direct or indirect, in a company, firm or organization which currently has business dealings with the Network or which may reasonably be expected to have such business dealings with the Network in the coming year?

Yes No

If yes, please list the name of the company, firm or organization, the nature of the interest and the name of the person holding the interest, and the nature of the business which is currently being conducted with the University or which may reasonably be expected to be conducted with the Network in the coming year:

3. Do you or does any member of your immediate family have a financial or personal interest in an entity in which the Network has a financial or other vested interest.

Yes No

If yes, please provide details below:

4. Have you or an immediate family member accepted gifts, gratuities, lodging, dining, or entertainment that might reasonably appear to influence your judgment or actions concerning the business of the Network?

_____ Yes No

If yes, please provide details below:

5. Do you have any other interest or role in a firm or organization, where that interest or relationship might reasonably be expected to create an impression or suspicion among the public having knowledge of your acts that you engaged in conduct in violation of your trust as an officer, board or staff member?

_____ Yes No

If yes, please provide details below:

Please add additional pages as needed.

If any material changes to the responses provided on the annual disclosure form occur before the next form is due, the board member, officer or employee is required to update the information on this form in writing, and submit the update to the SAILS President

Form reviewed by:

Remedial Action(s) to be taken:

The Network Executive Director/President will follow-up on all recommended actions to ensure compliance.

Overdrive Affiliate Program

The SAILS Overdrive Affiliate Program provides access to the SAILS Overdrive collection for academic libraries and non-network public libraries in the state. We implemented the program in July 2018 as MLS was moving away from the former Commonwealth eBook Collection. The SAILS Overdrive Affiliate program provided a way for former users of the CeC collection to continue to access eBooks if they weren't part of a network subscribing to Overdrive.

A new open enrollment period for the program will be happening this spring.

The cost of participating in the program is very inexpensive with the expectation that CeC libraries will not use the collection as much as the larger public libraries in SAILS.

Public libraries (MassCat and non-networked libraries) are priced according to population. The funding model for public libraries will be reviewed annually.	
Population	Contribution
Under 1,000	\$350
1,000 – 5,000	\$400
Over 5,000	\$600
Academic libraries	\$250

Now that we are 18 months into the program, SAILS evaluated circulation statistics for these libraries, compared to the statistics for SAILS libraries, to determine if an increase cost for participation is warranted.

For the libraries that participated in the program in FY19, the cost per circ ranged from \$.39 (UMass Lowell) to \$7.29 (Sandisfield Public Library) with an average cost per circ rate of \$1.07. This is high compared to the \$.24 average cost per circ rate for SAILS libraries. The cost range for Affiliate libraries did not include the two public libraries that signed up for the program, but did not use it. There are only three SAILS libraries that are paying more per circ than UMass Lowell, the affiliate library with the lowest cost per circ.

Activity from these libraries has increased for the first half of FY20, with an average cost per circ of \$.90. Nahant public library has been seeing the best value this year at \$.31 per circ, but this is still lower than the SAILS average cost per circ of \$.20 for the first half of FY20.

Given that UMass Lowell's number are higher than other academics, at some time, SAILS may want to consider academic pricing based on FTE's.

Other Issues

A couple of academic participants requested MARC records for their catalogs. There were no guarantees from SAILS of providing MARC records, and SAILS can't commit the time to ensuring that their MARC records stay up to date with new additions and deletions. However, in one case, we provided a login to an academic library, that had just migrated from NOBLE to the HELM consortium, to download their own MARC records. Looking at the HELM catalog, it doesn't appear as if the records were ever loaded, and the person who requested them has since retired. If this question arises again, SAILS will not be able to provide a login because we no longer obtain MARC records for the Overdrive collection. Most academics, though, have been fine with using the collection without MARC records.

A couple of public libraries have inquired about becoming Advantage libraries. This is something I would like to implement since it would provide a way for their patrons to get priority for high demand titles and would also grow the collection available to SAILS patrons.

Cost Per Circ for Overdrive Affiliate Libraries

Library	Annual Cost	F19 Circ	Cost Per Circ FY19	FY20 Circ through 12/31	Cost per circ FY20 prorated	Library Type
Becket Athenaeum, Inc.	\$ 400	105	\$3.81	109	\$1.83	1000-5000
Elms College	\$ 250	40	\$6.25	33	\$3.79	Academic
Gilbertville Public Library	\$ 300	0		0		Under 1000 plus EQV
Grace Hall Memorial Library (Montgomery)	\$ 350	354	\$0.99	130	\$1.35	Under 1000
Huntington Public Library (new in FY20)	\$ 300			0		Under 1000 plus EQV
Massachusetts College of Art and Design	\$ 250	46	\$5.43	96	\$1.30	Academic
Massachusetts College of Liberal Arts (new in FY20)	\$ 250			90	\$1.39	Academic
Middlesex Community College (new in FY20)	\$ 250			106	\$1.18	Academic
Nahant Public Library	\$ 400	655	\$0.61	642	\$0.31	1000-5000
Pelham Library	\$ 400	744	\$0.54	537	\$0.37	1000-5000
Phillips Free Public Library (Phillipston)	\$ 400			9	\$22.22	1000-5000
Phineas S. Newton Library (Royalston)	\$ 400	503	\$0.80	182	\$1.10	1000-5000
Rutland Free Public Library	\$ 450	849	\$0.53	659	\$0.34	Over 5000 plus EQV
Sandisfield Public Library	\$ 350	48	\$7.29	65	\$2.69	Under 1000
UMASS - Lowell	\$ 250	635	\$0.39	329	\$0.38	Academic
Worcester State University	\$ 250	192	\$1.30	157	\$0.80	Academic
Worthington Public Library (new in FY20)	\$ 400			0		1000-5000
TOTALS	\$ 5,650	4,171	\$1.07	3,144	\$0.90	