



## MEMBERSHIP MEETING MINUTES

October 21, 2020

Zoom Conference Call

**In Attendance:** Dina Brasseur (Acushnet), Christine Johnson (Attleboro), Carol Buote (Berkley), Jed Phillips (Bridgewater), Jocelyn Tavares (Dighton), Christopher McGee (East Bridgewater), Carrie Tucker (East Bridgewater Schools), Uma Hiremath (Easton), Ian Dunbar (Easton), Liane Verville (Fall River), Manny Leite (Foxborough), Nicole Davignon (East Freetown), Jean Gallant (Halifax), Catherine Coyne (Mansfield), Elizabeth Sherry (Marion), Jennifer Jones (Mattapoisett), Olivia Melo (New Bedford), Elisabeth O’Neill (Norfolk), Lee Parker (Norton), Debbie Wall (Pembroke), Eileen Dyer (Swansea Melissa Campbell (Plainville), Debbie Batson (Plympton), Eden Fergusson (Raynham), Whitney Pape (Rehoboth), Gail Roberts (Rochester), Kate Hibbert (Seekonk), Joanne Nichting (Somerset), Anne Meade (Southeastern Regional Vo-Tech),), Linda Coelho (Taunton), Ellen Snoeyenbos (West Bridgewater), Laura Williams (West Bridgewater), Sue Branco (Westport), Kathy Lussier (SAILS), Lisa Hart (SAILS), Laurie Lessner (SAILS)

Call to order – Gail Roberts 2:04 P.M.

Roll Call – Lisa Hart

Approval of August 19, Membership Meeting Minutes

- Motion by Ellen Snoeyenbos (West Bridgewater)
- Seconded by Debbie Wall (Pembroke)
- Unanimously approved

Treasurer’s Report

Warrant 4.1.21 in the amount of \$294,980.42

- Motion to approve by Christine Johnson (Attleboro)
- Seconded by Ellen Snoeyenbos (West Bridgewater)
- Unanimously approved

YTD Financial Report presented by Kathy Lussier

Committee Reports

Budget Committee - Recommended FY22 Budget and Action Plan (Vote)

Kathy Lussier presented the budget for FY22 and the Action Plan.

- A motion was made to approve the FY22 Budget by Debbie Wall (Pembroke)
- Seconded by Jed Phillips (Bridgewater)
- Unanimously approved



- A motion was made to approve the FY22 Action Plan by Lee Parker (Norton)
- Seconded by Christopher McGee (East Bridgewater)
- Unanimously approved

#### Personnel Committee - Recommended FY22 Salary Range (Vote)

Kathy Lussier presented the FY22 Salary Range

- A motion was made to approve the FY22 Salary Range by Lee Parker (Norton)
- Seconded by Jocelyn Tavares (Dighton)
- Unanimously approved

#### Old Business

##### SAILS hold fulfillment policy proposed revision (Vote)

- A motion was made to approve the Policy by Christine Johnson (Attleboro)
- Seconded by Debbie Wall (Pembroke)
- Unanimously approved

##### Possible reduction in SAILS office space (Discussion)

Kathy Lussier spoke about the possible reduction in office space. This in the very beginning stages and no decisions have been made.

#### New Business

##### Bibliographic Record Loading Policy (Discussion)

Kathy Lussier discussed the policy. No action was taken.

##### eCommerce Payments to Libraries - Monthly vs. Quarterly (Discussion)

The membership decided to stay with monthly payments. In most cases, checks will only be sent once they reach a \$10 threshold.

##### Plans for Optional Bandwidth Upgrades (Discussion)

Kathy Lussier discussed the option for libraries to individually decide about upgrading.

##### Report from COSUGI Consortia Special Interest Group Meeting (Discussion)

Kathy Lussier and Laurie Lessner discussed the recent virtual meeting. Some of the new things in the works are: ERC to include Overdrive Magazines, better control over logins allowed to use Symphony Web, sorting in the mobile app, Click & Collect (curbside



pickup), upcoming search improvements will now be divided between two Enterprise releases.

#### Mobile App New Self Check Feature (Demo)

Laurie Lessner spoke about this new feature which is now live. The feature should work on any Apple or Android device that has the newest IOS. It is working well for many libraries.

Executive Director's Report - See Attached

Assistant Director for Technology Services Report – See Attached

#### Other

Kathy Lussier spoke about the request by some libraries to remove estimated fines. This can be done but must be for all libraries. The consensus of the meeting was for SAILS will remove this for all libraries.

Gail reported that Carolyn Longworth is retiring and that Kyle DeCicco-Carey started this week as the new director in Fairhaven.

#### Adjournment

Dina Brasseur (Acushnet), made a motion to adjourn, seconded by Eileen Dyer (Swansea) and approved unanimously. Meeting adjourned at 4:05 PM



# SAILS Executive Director's Report

October 2020

## Action Plan

Now that we are into the 2nd quarter of the fiscal year, it's a good time to see how the network has progressed with first quarter objectives from our FY21 Action Plan.

- Apply ongoing updates to Symphony and Enterprise so that SAILS is never further than one release behind the most current release.
  - SAILS upgraded to Symphony Workflows 3.7 in August. This upgrade brought a new feature enabling circ staff to enable pop-ups for user notes.
- Begin rollout of WebSymphony to interested school libraries with possible expansion to more libraries later in the year.
  - SAILS has worked on this effort, and Laurie will report on it more fully in her report.
- Purchase equipment to help improve turnaround time for PC installation requests.
  - SAILS is holding off on this objective. We were planning to consider purchasing equipment to allow Jorj to set up more PCs simultaneously. However, since COVID, PC ordering habits have changes and we've also been looking at changing our office setup. I would like to revisit this objective when we start seeing an uptick in orders again.
- Evaluate software to make it easier to manage PCs under the PC support program.
  - Jorj has evaluated Faronics Deploy for possible management of staff PCs under the PC support program. It turned out not be a good fit for the network, but he plans to evaluate other software products later in the year.
- Identify and prioritize customization improvements to the SAILS discovery layer.
  - Laurie had worked with PubPAC on two improvements to Enterprise, both of which were reviewed at the August Membership meeting. We are waiting to hear back from SirsiDynix on improvements we want to make to FRBRish, the customization that retrieves multiple formats/editions of a title in one search result. Laurie will address the other improvement, new tabs, in her report.
- Assess and reallocate current staffing to provide more outreach for SAILS training.
  - Chelsea has been shifting into some tasks that would have been covered by a Member Services librarian. Specifically, she has been working on organizing circulation tips that front-line staff can consult when different circ situations present themselves.
- Move a majority of SAILS classes to an online format
  - Laurie has offered several online training classes this fall. Jenn is working on moving her beginning cataloging class online. She plans to start this class as a one-on-one class.



- Support meet-ups of directors and staff to allow them to share ideas about the best way to serve their users.
  - We have held the fall technical services roundtable via Zoom, and will also hold two circulation roundtables over the next week. We have also continued to host informal director chats since the spring to give directors an opportunity to share ideas on how their libraries have responded to COVID. I think these meetups are something that could continue beyond COVID with directors discussing other topics as well.

### **Library Showcase**

The SAILS Library Showcase will be scheduled for 1:30 p.m. on Wednesday, November 18. We received fewer proposals this year than we have in previous years, but the proposals are good. I will be sending out the Showcase program tomorrow morning.

### **Compliance Webinars**

Over the past month, I have attended a couple of webinars with updates on compliance issues that SAILS needs to be aware of. The Sylvia Group, which is the broker for the SAILS health insurance plan, provided an HR compliance webinar that discussed some new requirements for healthcare coverage, provided information on sick and family leave that is available through the CARES Act, instructed organizations on how to handle health insurance credits that have been applied due to COVID, and provided information on the new Massachusetts Paid Family and Medical Leave Act (PFML), which will go into effect in January. I will be reaching out to the Personnel Committee about updating our employee handbook with information about PFML.

AlphaPension, the consultant that helps us maintain our fiduciary responsibility for reviewing the 403(b) available to SAILS employees, held its annual fiduciary webinar.



## Assistant Director for Technology Services Report

October 2020

Following last month's board meeting, I set up the notices to patrons, alerting them to their charge history. Since the responses for the notices go directly to the libraries, it's not known how many patrons responded, though we have had only a couple of requests for the removal of history.

Most notices that can go to specific library contacts now do. The staff holds reports that would go to a group email have been updated to go to the main circulation contact for each library, as well as the patron notices that aren't run for individual libraries. The assumed lost reports have also been organized and added to the spreadsheet of who is running what report.

The schools all have access to using Symphony Web, eliminating their need to use a vpn client on their computers. Since this is web accessible, individual user accounts were created for each user. Norfolk schools are using it the most, but I assume if they need admin access after the next upgrade, usage will increase.

Chelsea finished updating and formatting the circ tips cards for the quick tips to have at the circ desks and then I went through and added comments.

I attended Computers in Libraries. There were some good tips for website usability and patron training. One of the most interesting sessions was "KM, Disruption & Looking Forward", about project management. The speaker had a great quote, "fall in love with the problem, don't look for one to fit a solution." Another session was a different take on Meyers Briggs, "Resiliency & Rebuilding". Rather than slicing into the typical personality types, it went a little further and told how each of the types react to change.

Currently working on updating the library directory on our website to include library services and databases. As mentioned before, the self-check is now working in the mobile app. And if there are no objections, I would like to update enterprise tomorrow, 10/22, with the new tabs position on the item details page.

