

MEMBERSHIP MEETING

August 18 , 2021

Zoom Conference Call

10:00 AM

In Attendance: Dina St. Pierre (Acushnet), Amy Rhilinger (Attleboro), Carol Buote (Berkley), Carole Julius (Carver), Jocelyn Tavares (Dighton), Christopher McGhee (East Bridgewater), Kate Kulpa (Fall River), Manny Leite (Foxborough), Jean Gallant (Halifax), Karen Stolfer (Hanson), Jayme Viveiros (Lakeville), Whitney Brown (Mansfield), Elizabeth Sherry (Marion), Susan Berteaux (Massachusetts Maritime), Jennifer Jones (Mattapoisett), Randy Gagné (Middleboro), Elisabeth O’Neill (Norfolk), Frank Ward (North Attleboro), Lee Parker (Norton), Deborah Wall (Pembroke), Mike Slawson (Plympton), Eden Fergusson (Raynham), Whitney Pape (Rehoboth), Gail Roberts (Rochester), Kate Hibbert (Seekonk), Joanne Nichting (Somerset), Eileen Dyer (Swansea), Patrick Marshall (Wareham), Laura Williams (West Bridgewater), Kathy Lussier (SAILS), Laurie Lessner (SAILS), Chelsea Fernandes (SAILS), Ginny Berube (SAILS)

Members Meeting Call to order at 10:03am by Carole Julius, President

Roll Call – Ginny Berube

Annual Meeting Minutes Approval of June 16, 2021

- Motion to approve June 16, 2021 Annual Meeting Minutes made by Frank Ward (North Attleboro)
Motion seconded by Debbie Wall (Pembroke)
Unanimously approved
- Motion made to accept Annual Meeting Minutes of June 16, 2021 as amended to correct Ellen Snoeyenbos and Laurie Williams library to West Bridgewater instead of Swansea:

Motion to approve by Frank Ward (North Attleboro)
Motion seconded by Eileen Dyer (Swansea)
Unanimously approved

Treasurer’s Report - Warrant 1.1.22 in the amount of \$62,096.17

- Motion to approve by Frank Ward (North Attleboro)
Motion seconded by Christopher McGhee
Unanimously approved

YTD Financial Report presented by Kathy Lussier

- Kathy reviewed the Balance Sheet and the Income Statement for July 31, 2021

Committee Reports:

Overdrive Committee - Gail Roberts (see attached)

Old Business:

Syndetics Unbound Demo - Laurie Lessner

- L. Lessner provided a demo of the new Syndetics Unbound service provided free of charge to the network. PubPac committee evaluation at next meeting September 2021

FY22 Committee Appointments - Jayme Viveiros (Lakeville) Legislative Breakfast Committee

New Business:

Bootleg DVDs - Recommended Update to Special Cataloging - Restrictions Policy (see attached) (Vote)

A motion was made to adopt the recommended revision of Special Cataloging Restrictions to deal with bootleg DVDs as well as any material in violation of copyright.

- Motion to approve by Frank Ward (North Attleboro)
- Motion seconded by Gail Roberts (Rochester)
- Unanimously approved

Restoring Pre-COVID Procedures (Discussion)

- Kathy reported that no libraries are currently quarantining
- Resume blocking in Overdrive after 9/1/21. Adding language to Overdrive (banner)
- Continue to allow holds until the Circ committee meets to discuss further. Jayme Viveiros to bring concerns back to Circulation Policy Committee for further discussion. SAILS will resume blocking for renewals immediately.

Statewide project to explore online patron registrations (Discussion)

- Kathy in process working with statewide committee to evaluate systems to verify addresses for facilitation of issuing online card to patrons

Report from Digipalooza Conference - Chelsea Fernandes (see attached)

SAILS Showcase - In-person or Zoom (Discussion)

- First or second week of November 2021
- Bring up discussion again at Board Meeting September 2021 for decision

Annual Report (see attached How SAILS Served in FY'21) - presented by Kathy Lussier and Laurie Lessner

Executive Director's Report (see attached)

Assistant Director for Technology Services Report (see attached)

Other - Debbie Wall is retiring and her last day at the Pembroke Library is October 1st

Adjournment

Christopher McGhee (East Bridgewater) made a motion to adjourn, seconded by Deborah Wall and approved unanimously. Meeting adjourned at 11:25am

Demo - Kanopy

Next Wednesday we'll finally be getting Enterprise upgraded. I sent out email to the network, but the major fix for us is for the problem we have with mostly online registration barcodes being reused and patrons not being able to log into Enterprise. Sirsi has to be contacted to clear out the existing barcode from an Enterprise database. I thought this was fixed in the immediate prior release, but they were going to upgrade us last month and it seemed silly to have 2 upgrades so close together. Unfortunately, the upgrade that was attempted on July 14th didn't work and this one will have Sirsi developers on hand, in case they run into trouble.

The pubpac committee will be meeting at the end of the month. We'll be going over the Syndetics Unbound content and seeing how it can be taken advantage of while we still have the Novelist Select subscription. We also have a couple other enhancements coming to Enterprise. These will be rolled out as a group, so we can let the staff and public know.

We're in the process of getting the BC Mobile Kids app setup. We just got the questionnaire from SirsiDynix and after getting some clarification, should be able to start rolling that out.

Soon we'll be putting out responses to questions that came up on the patron survey. Some will be shared with staff and others with patrons.

Laurie

Laurie Lessner

Assistant Director

SAILS Executive Director's Report

August 2021

FY22 Action Plan

Now that we have finished closing out the fiscal year and sending out the annual agreements and assessments, the SAILS office is beginning work on the FY22 action plan. The early items in the plan that we are beginning include:

- **Privacy audit of SAILS systems and services** - I am in the process of scheduling the first meeting of the Privacy Audit Task Force. The Task Force will be chaired by Eileen Dyer (Swansea). Members will also include Gail Roberts (Rochester), Laura Williams (W. Bridgewater), and Jayme Viveiros (Lakeville and circ policy committee chair.) I have also been gathering materials to assist the Task Force as we go through this process.
- **Work with SirsiDynix consulting services to continue customizing catalog to improve patron experience** - Laurie has recently submitted several request to SirsiDynix consulting services. These projects are available as part of the new Platinum Services Agreement that came with our last SirsiDynix contract. The requested services include searching SMS numbers in Symphony, a new report to remove users and associate records (unpaid bills, holds, etc) in Symphony, support for patron suggestions (this feature was frequently requested on our most recent patron survey), new Enterprise widget cards that will change the style of some elements in the Enterprise search results list, and the ability to import Google Analytics data into BC Analytics.
- **Implement Kids App** - Laurie will discuss this further in her report.
- **Evaluate consortial options for streaming collections that can be purchased network wide or offered at a savings to libraries** - The Overdrive Committee has discussed the purchase of more streaming video, and we will also be looking at Kanopy today to see if SAILS libraries are interested in participating at a discounted price.
- **Explore/evaluate options for improving patron self-registration** - As mentioned earlier in the agenda, I am participating on a statewide task force investigating options for validating addresses when patrons sign up for an online card.
- **Continue to evaluate salaries at other similar organizations to ensure SAILS salaries are in line with what is paid for similar positions throughout the state** - The Personnel and Budget Committees are planning to hold a joint meeting in September to review the salary schedule.
- **Evaluate and select electronic resources available as either a core or optional service** - We are scheduling the kickoff meeting for the Electronic Resources Advisory Committee in the fall.

SAILS Office

The SAILS office is fully reopen as of August 2. We are providing some flexibility for staff to periodically work remotely as needed, but we do have staffing in the office Monday through Friday. With the current surge in COVID cases, we are requiring mask usage when staff is not at their desks.

Cybersecurity Insurance

I am working with our insurance broker to get quotes for Cyber Insurance to help protect the network in the case of a ransomware attack. I plan to have a proposal on this insurance by the September Board

meeting. The network administrators are also planning to further discuss ways to keep our systems safe from ransomware attacks.

MBLC Hotspots

Jennifer Michaud, Laurie Lessner and I held a Zoom call last month with libraries receiving hotspots through the MBLC. We have recommended best practices for entering these hotspots into the SAILS database. Libraries with continued questions about cataloging the hotspots or setting up alternate circ rules should send them to support.

Start of School Year

We are beginning to prepare for the start of the new school year. We will be meeting with SAILS K-12 school library teachers and staff next week to kick off the year. We are also beginning the process of loading new students into the system.

Apponequet Regional High School Library

Our newest SAILS member has finished adding their fiction and non-fiction items to the system. They will be ready to begin circulation and filling holds in the fall.

Thank you

I just want to thank everyone again for their patience and words of support during our downtime in July. SAILS staff has been following the procedures that I outlined in my July 23 email. We remain committed to keeping the SAILS system available for use 99.5 of the time on a 24x7 service schedule, as outlined in our guaranteed service levels. We all are grateful for the understanding shown by staff and directors during this downtime.