

BOARD MEETING
November 17, 2021
Zoom Conference Call
10:00 AM

In Attendance: Carol Buote (Berkley Public Library), Manny Leite (Boyden Library, Foxborough - Guest), Jed Phillips (Bridgewater Public Library), Carole Julius (Carver Public Library), Christopher McGhee (East Bridgewater Public Library), Catherine Coyne (Mansfield Public Library), Elizabeth Sherry (Marion- Elizabeth Taber Library), Susan Berteaux (Massachusetts Maritime Academy), Kyle DeCicco-Carey (Millicent Library, Fairhaven), Olivia Melo (New Bedford Public Library), Elisabeth O’Neill (Norfolk Public Library), Frank Ward (North Attleboro Public Library), Gail Roberts (Plumb Library, Rochester), Kate Hibbert (Seekonk Public Library), Kathy Lussier (SAILS), Laurie Lessner (SAILS), Ginny Berube (SAILS)

Call to order – at 10:04am by Carole Julius, President

Roll Call – Ginny Berube

Approval of May 12, 2021 Board Meeting Minutes

- Motion by Christopher McGhee (East Bridgewater Public Library)
- Seconded by Frank Ward (North Attleboro)
- Abstention - Kyle DeCicco-Carey (Fairhaven)
- Unanimously approved

Approval of September 15, 2021 Board Meeting Minutes

- Motion by Catherine Coyne (Mansfield)
- Seconded by Jed Phillips (Bridgewater)
- Abstention - Kyle DeCicco-Carey (Fairhaven)
- Unanimously approved

FY22 Treasurer’s Report

Warrant 5.1.22

- Motion by Frank Ward (North Attleboro) to approve Warrant 5.1.22 in the amount of \$50,457.87
- Seconded by Kate Hibbert (Seekonk)
- Unanimously approved

FY22 YTD Financial Report

- Kathy Lussier reviewed the balance sheet and income statement as of 10/31/2021

Committee Reports: none

Old Business:

- Statewide project to explore online patron registrations update - Kathy Lussier
 - Massachusetts networks have issued RFP
- CyberSecurity update - Kathy Lussier
 - Firewalls - making sure all up to date
 - Obtaining a quote from New Era for a probe of the network to highlight any potential security issues
 - Discussed need for a possible firewall update plan for all libraries
 - Discussion of SAILS website security and what SAILS documents the public has access to and the potential to be used by cyber hackers. Corporate documents will now be accessible to anyone in the allsails group.

New Business:

- SAILS Hybrid Work Policy
 - Motion by Frank Ward (North Attleboro) to adopt the SAILS Hybrid Work Policy
 - Seconded by Catherine Coyne (Mansfield)
 - Unanimously approved
- SAILS Executive Director Conflict of Interest form
 - Motion by Frank Ward (North Attleboro) to accept the new Conflict Of Interest for dated 11/12/2021
 - Seconded by Kyle DeCicco-Carey (Fairhaven)
 - Unanimously approved
- SAILS Accounting System Change - Kathy Lussier
 - Exploring changing accounting systems before the new fiscal year
 - Will need to bring in a consultant - looking at January 2022
 - Revolving expenses and modernization of process - key factors for upgrade
 - Funding available from salaries and benefits budgets
- Request to Attend ALA Annual Conference in Washington, DC - Kathy Lussier
 - Motion by Olivia Melo (New Bedford) to approve the Ex. Director's request to attend the ALA Annual Conference in Washington, DC
 - Seconded by Kyle DeCicco-Carey (Millicent Library, Fairhaven)
 - Unanimously approved
- Committee vacancies - Electronic Resources Advisory Committee chair and Nominating Committee - Kathy Lussier
 - Manny Leite (Boyden Library, Foxborough) announced his resignation from the Nominating Committee as of 11/17/21. Manny will be leaving SAILS in January 2022 to assume the role of Director of the Blount County Public Library System
 - Libby O'Neill (Norfolk Public Library) volunteered to be nominated for the vacant seat on the Nominating Committee as of January 2022
 - Electronic Resources Advisory Committee chair: Joanne Nichting's (Somerset Public Library) last day is Friday 11/19/21. The Board agreed that the position could be filled by somebody who is not a director.
- H.4120 Hearing - Kathy Lussier
 - The SAILS Board would like all directors in the network to sign the SAILS H.4120 testimony before it is delivered to the chairs of the joint committee. An email will be sent today to all directors enabling them to add their electronic signatures if they choose to do so in support of SAILS written testimony. The signatures will be emailed to the Joint Committee on Tourism Arts and Cultural Development before the hearing on Friday November 19th.
 - Motion by Gail Roberts (Rochester) to approve SAILS testimony for H.4120
 - Seconded by Susan Berteaux (Massachusetts Maritime Academy)
 - Unanimously approved
- Legislative Breakfast - Kathy Lussier
 - Kathy reached out to the committee regarding location, possibility of a hybrid or virtual event and other logistics. Jayme Viveiros (Lakeville) is the current committee Chair.

- SAILS staff offers a support role only in the event. Olivia Nelo (New Bedford) suggested Kathy bring up this subject to the Membership to encourage volunteers to join the committee
- Frank Ward (North Attleboro) volunteered to be a member of the Legislative Committee
- There will be no Legislative Day at the MA State House this year
- December Board meeting - Kathy Lussier
 - Kathy will confirm two weeks prior to the scheduled December 22nd Board Meeting whether this meeting is necessary

Executive Director's Report

Assistant Director for Technology Services Report

Other - none

Adjournment

Motion made by Frank Ward (North Attleboro) to adjourn, motion seconded by Kyle DeCicco-Carey (Fairhaven) at 11:33am

Assistant Director for Technology Services Report

November 2021

Much of my time this month was spent on network security. First helping identify places where we could be vulnerable and where our patron data could be compromised. One of the tasks taken was to remove access to the temporary VPN connection that was set up for people working remotely during Covid. At the same time, we locked down Symphony Web to only specific IP addresses. We have individual logins to symphony web, but since it was available over any device with an internet connection, there was no controlling where people were using it from. This way, unless a location is registered with us, no one will be able to get into the database.

Privacy issues are being looked into as well. We're going to change the workflow for the BlueCloud Analytics patron retention to match that of our symphony system. There is a process from SirsiDynix to update old log files to match what's in symphony. When we remove the patron barcodes off of items in symphony, the old logs in BCA will be removed and then the updated logs from symphony copied over. This will fix a suspected but previously unverified hole in our patron privacy policy.

Another area of concentration was managing the error messages for text notices. We have a daily report showing all the outgoing text messages and their statuses. I created a spreadsheet the libraries can look at to find their patrons' errors and update/fix the patron record or contact the patron manually if needed. Ginny will be taking over the task to update the sheet.

I've been working on another push to move people off of the reports in workflows that can be gotten through BlueCloud Analytics. Introduced at the circ roundtables, we have a spreadsheet showing the workflows reports and their BCA counterparts. For the internetwork lending, we will have to move people to the reports accessed through google drive, if libraries want to receive the most updated numbers. These 77 reports in workflows will not be updated with Apponequet Regional High School. Once we identify which libraries are still using the workflows reports, we will contact them directly and help them move to the google drive versions.

Lastly, Enterprise updates will happen. The plan is to create and produce a package of updates, including the addition of content tabs. This puts electronic materials; overdrive, hoopla, etc. records on a tab separate from the physical materials. The feature will be added to our test enterprise at the beginning of January, so once testing is done, we will roll that out, along with the updates to the FRBRish display, the Unbound content, removal of the Novelist Select content, and a few other cosmetic changes. Staff will be alerted of the changes before the public.

- Submitted by Laurie Lessner

SAILS Executive Director's Report

November 2021

SAILS Meetings

SAILS held two circ roundtables and technical services roundtable in October and November.

This year we've added a new quarterly meeting for school librarians. Now that we have moved Membership meetings back to 10 a.m., my hope is that the school library check-ins will give SAILS staff a chance to keep school librarians abreast of changes in the network and to focus in on topics relevant to their needs. The meetings are scheduled a week after the Membership meetings. The meetings will follow a similar format where we begin by reviewing news from the Membership meetings and other network updates, have some kind of demo for school librarians, and then provide time for informal discussion among participants. Six school library teachers participated in the first meeting, but it was held the day after the large-scale power outages, and some schools were still closed. We hope to get a larger turnout at future meetings.

Toward a Shared Vision of Privacy Protections in Public Libraries

On Saturday, October 30, I attended a three-hour workshop on privacy protections in public libraries. The keynote speaker was Dr. Masooda Bashir, who performed a study on patron privacy in public libraries. She will be publishing her study in the next few months and presenting findings at ALA Annual. The workshop also featured a presentation on the development of a new privacy policy at the New York Public Library, a presentation focusing on the challenges of implementing privacy practices in public libraries, and another session on online privacy assessment of library web sites. The information from the workshop will be helpful as we continue to work on the SAILS privacy audit.

Privacy Audit

Laurie and I independently reviewed the priority 1 and 2 checklists from ALA for privacy related to the Integrated Library System. At the same time, all SAILS staff was asked to report how they use patron information extracted from the database, where it gets stored, and if and how it is deleted. Laurie and I will be meeting later this week to review what we've found in preparation for a December meeting with the Privacy Audit Task Force

Moving Digital Lending Forward resource sharing conference

Laurie, Chelsea and I attended the Moving Digital Lending Forward online conference sponsored by state library agencies in New England. The conference included a presentation on the Palace app, the newest iteration of New York Public Library's SimplyE app, which has a goal of providing access to all ebooks and digital audiobooks made available through the library, regardless of the vendor that provides the content. There were also presentations on the recent laws in Maryland, New York and RI to require reasonable terms for selling ebooks to libraries and the Internet Archive's controlled digital lending model.

Owl Meeting Pro

I am planning a demo of the Owl Meeting Pro as part of an informal director's chat that will take place at the North Dartmouth library. More details are forthcoming.