

BOARD MEETING
March 16, 2022
SAILS Network Office - Lakeville MA 02347
10:00 AM

In Attendance: Carol Buote (Berkley)*, Carole Julius(Carver), Christopher McGhee (East Bridgewater), Kyle DeCicco-Carey (Fairhaven), Catherine Coyne (Mansfield), Elizabeth Sherry (Marion)*, Olivia Melo (New Bedford), Elisabeth O’Neill (Norfolk), Frank Ward (North Attleboro)*, Gail Roberts (Rochester), Kate Hibbert (Seekonk)*, Eileen Dyer (Swansea), Kathy Lussier (SAILS), Laurie Lessner (SAILS), Ginny Berube (SAILS)

* Remote participation

Call to order – at 10:06 am by Carole Julius

Roll Call – Ginny Berube

Approval of February 16, 2022 Board Meeting Minutes

- Motion by Catherine Coyne (Mansfield)
- Seconded by Eileen Dyer (Swansea)
- Abstained - Kyle DeCicco-Carey (Fairhaven)

FY22 Treasurer’s Report

Warrant 9.1.22

- Motion by Frank Ward (North Attleboro) to approve Warrant 9.1.22 in the amount of \$49,084.10
- Seconded by Christopher McGhee (E. Bridgewater)
- Unanimously approved

FY22 YTD Financial Report

- Kathy Lussier reviewed the balance sheet and income statement as of 2/28/2022

Committee Reports:

Personnel - Evaluation of SAILS office space needs

- Committee Chair Gail Roberts (Rochester) discussed highlights of the March 2, 2022 Committee meeting during which the process to identify office space needs to support a hybrid workforce was started.
- Kathy will send a written questionnaire to staff to get feedback on questions outlined in the preliminary process document

Personnel - Method of determining salary increases for SAILS Staff

- Kathy Lussier is working on a recommendation to the Personnel Committee to replace the current method of merit-based salary increases with another method.

Privacy Audit Task Force

Draft Phase 1 Recommendations

- Kathy Lussier, Eileen Dyer (Swansea), and Gail Roberts (Rochester) provided an overview of the recommendations supplied in the meeting packet

- Discussion was focused on the exclusion of titles in email notices as well as an issue where ComCat requires staff to supply a patron PIN.

Password Reset

The broken PIN request form has created a customer service issue. Kathy Lussier requested a vote due to privacy concerns with implementing the PIN reset prior to encrypting PINs.

- Motion to approve the implementation of a Password Reset by Olivia Melo (New Bedford)
- Seconded by Eileen Dyer (Swansea)
- Unanimously approved

Circulation Policy Committee

- Recommendation to resume blocking patrons from placing holds if they are blocked
 - Motion to approve Catherine Coyne (Mansfield)
 - Seconded by Olivia Melo (New Bedford)
 - Unanimously approved
- Use of preferred name in patron records
 - there should be no issues with libraries actively using the preferred name field
- New procedures for removing patrons
 - Kathy Lussier discussed the new process for removing patrons from the system
- Recommendations for data retention periods
 - Covered during Privacy Audit Task Force report

Legislative Breakfast

- Please contact your Legislators to attend the March 25th Virtual Legislative Breakfast

Old Business

Statewide project to explore online patron registrations (Vote to recommend to Membership)

- Motion to recommend E-card and E-renewal online patron registrations to membership
Christopher McGhee (East Bridgewater)
- Seconded by Catherine Coyne (Mansfield)

Networking opportunities for new SAILS library directors

- New Director Meetup is scheduled for Thursday, April 7th from 2:30 to 4 pm at the Lakeville Public Library

SAILS Showcase

- SAILS would like to combine the Showcase with our Annual Meeting (hybrid) on Wednesday, June 15th at Loon Pond Lodge in Lakeville

MBLC Cybersecurity Grant

- Kathy Lussier discussed bringing in a consultant
- one or two pilot libraries to test 2 step verification if funds are available.

New Business

Delinquent status in Enterprise

- Will be removing the line that says “Your status is DELINQUENT” in Enterprise

Regular policy review

- Kathy Lussier will be picking a few SAILS policies to review monthly

Executive Director’s Report

Assistant Director for Technology Services Report

Other

- Daisy Delano (Taunton) is retiring next week
- April membership meeting will be a hybrid event at Somerset Public Library

Adjournment - Motion made by Eileen Dyer (Swansea) to adjourn, motion seconded by Catherine Coyne (Mansfield) at 11:54am

SAILS Executive Director's Report

March 2022

E-Rate Process

SAILS received three proposals in response to its 470 e-rate form this year. Comcast was the only vendor that submitted a proposal within the 28-day minimum window that the 470 needs to be open. Granite telecommunications also submitted a proposal for all e-rate libraries and Verizon submitted one for just one library. Comcast was selected after evaluating the proposals for cost (both eligible and ineligible), management capability, and prior experience.

Ordering Microsoft Products Through TechSoup

Ginny and I met with TechSoup earlier this week to determine how SAILS will be able to continue ordering downloadable Office products through TechSoup instead of the cloud software. SAILS will need to get education licensing and will then become an umbrella over the SAILS libraries so that we can get discounted pricing on these products. The cost will be \$67, which is higher than we were previously paying, but still heavily discounted from the retail Office pricing.

A/V Work

SAILS has ordered two meeting owls to support remote meetings and is planning to lend them to libraries once we can find adequate carrying cases. We are also waiting on a quote for a new projector in the meeting room so that hybrid Board meetings can be conducted with the lights on. A quote to fully outfit the meeting room with microphones and cameras came in very high, and the Owls seem to do a sufficient job of supporting hybrid meetings in that space.

SAILS Assistant Director for Technology Services Report

March 2022

Since wrapping up the Enterprise updates, I've been working with Kathy on the privacy audit and the flow for patrons to reset their pins, in context with the change to masked/encrypted pins. Since we have the issue of the automatic pin request form we'd been using for years no longer working, as mentioned in the reports today, we'd like to move forward allowing patrons to reset their pins now rather than later.

I've also been working with the Kids Mobile App and have come to realize that it's not as customizable as the regular app. We're finding out how that can be solved so our changes can be put in. We'd like to be able to go live for summer reading.

And speaking of summer, the Aris reports are almost here. Kathy had me work on a new way to represent the intranetwork lending by looking at the title level, rather than the item level. This will show the value of borrowing titles from other libraries. We'll also have a report that shows the titles added to the system for the year.

Please tell your staff to register for the libraryaware training scheduled in April. A link to the registration is on the eventkeeper calendar.