



Network Policy Manual

Last Updated March 2015

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Voting Members

Public Libraries 2,000-5,999

Marion – Plymouth County
Plympton – Plymouth County
Rochester – Plymouth County

Public Libraries 5,000-9,999

Berkley – Bristol County
Dighton – Bristol County
Freetown – Bristol County
Plainville – Norfolk County
Halifax – Plymouth County
Mattapoisett – Plymouth County
West Bridgewater – Plymouth County

Public Libraries - 10,000-14,999

Acushnet – Bristol County
Carver – Plymouth County
East Bridgewater – Plymouth County
Hanson – Plymouth County
Lakeville – Plymouth County
Norfolk – Norfolk County
Raynham – Bristol County
Rehoboth – Bristol County
Seekonk – Bristol County
Wrentham – Norfolk County

Public Libraries 15,000-24,999

Easton – Bristol County
Fairhaven – Bristol County
Foxborough – Norfolk County
Norton – Bristol County
Pembroke – Bristol County
Mansfield – Bristol County
Middleborough – Plymouth County
Somerset – Bristol County
Swansea – Bristol County
Wareham – Plymouth County
Westport – Bristol County

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Public Libraries 25,000-49,999

Attleboro – Bristol County
Bridgewater – Plymouth County
North Attleboro – Bristol County
Dartmouth – Bristol County

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Public Libraries 50,000-99,999

Fall River – Bristol County

New Bedford – Bristol County

Taunton – Bristol County

K-12 Members

Attleboro High School

Cardinal Spellman High School

East Bridgewater Public Schools

Fall River – Durfee High School

Foxborough Public Schools – High School and Ahern Middle School

New Bedford High School

Norfolk Schools – H. Olive Day and Kennedy Freeman School

Plainville Schools – Beatrice Wood and Anna Jackson Schools

Seekonk Schools – Aitken Elementary, Martin Elementary, Middle School, and High School

Southeastern Regional Vocational School District

Somerset Berkley Regional High School

Wrentham Schools – Delaney School and Roderick School

Academic

Bristol Community College

Massachusetts Maritime Academy

Updated December 2013

Decertified Libraries

Decertified libraries may continue to continue as a full-voting member of the network. Decertified libraries will be assessed according to the same formula as certified libraries. SAILS will continue to provide staff support, cataloging services, email, etc. to decertified libraries.

Decertified libraries will not be able to place or fill holds beyond their local collection. Individual libraries within the network may decide to fill holds from decertified libraries providing SAILS receives written notification of their intent. Libraries choosing to fill requests from decertified libraries must honor requests from all decertified libraries.

The final decision on whether to provide direct (on-site) service to patrons from decertified libraries rests with individual library boards of trustees.

Network members agree to follow established procedures for registering patrons from decertified libraries in communities outside SAILS.

Revised August 20, 2003

Governance Composition of the SAILS Board

A Board of Directors consisting of fifteen members shall meet not less than eight times per year to carry out the business of the corporation.

The Board shall consist of:

- 3 members from public libraries serving a community under 10,000
- 4 members from public libraries serving a community over 10,000 and under 25,000
- 2 members from public libraries serving communities over 25,000
- 1 member from a school district
- 1 member from an academic/special library
- 3 members 1 member each from libraries in Bristol, Norfolk, and Plymouth Counties
- 1 member at large.

Membership on the Board shall be open to the director of library services for the member library.

Membership for school libraries will be one member per school district. It is the responsibility of the school district to designate which school librarian will serve as the SAILS member in cases where there are several libraries within a district that use the SAILS automated library system.

Members will serve three-year terms.

Officers of the Board shall be President, Vice-President/President-Elect, Secretary/Clerk, and a Treasurer

Approved May 17, 2000

Standing Committees

The SAILS President appoints Chairpersons to the following committees:

Budget – always chaired by the Treasurer. The committee establishes the billing formula and expense budget for the coming fiscal year. The committee will consist of

One director from a public library serving a community under 10,000

One director from a public library serving communities from 10,000 – 25,000;

One director from a public library serving communities over 25,000;

One director from a school, academic or special library

The Committee shall meet a minimum of three times per year. The initial budget must be presented to the Membership by October 31. The final budget must be presented to the Membership at the May membership meeting. The Executive Director is the staff liaison.

Planning – always chaired by the President. The committee finalizes the coming fiscal year Action Plan. The committee is also responsible for preparing the network's Strategic Plan when necessary. The Executive Director is the staff liaison.

Personnel – must have a minimum of one Board member on the committee. The committee finalizes the salary and benefits schedule for the coming fiscal year, reviews job descriptions, and conducts an annual assessment of the Executive Director. A member of the SAILS staff will attend meetings pertaining to salary and benefits.

Nominating – must be chaired by a Library Director. The Committee prepares the slate of candidates for the coming fiscal year Board and Officers. The Committee may also be called upon to nominate replacements to the Board upon a member's resignation or removal.

Circulation Policy – must be chaired by a Library Director. The committee meets as needed to establish common circulation policies to be followed by all members. The Executive Director is the staff liaison.

PubPac – must be chaired by a Library Director. The committee meets as needed to review the SAILS online catalog and other public interfaces. The Manager of Electronic Services is the staff liaison.

Code of Ethics for Board Members

Goal: To establish a set of principles and practices of the SAILS Inc. Board of Directors that will set parameters and provide guidance and direction for board conduct and decision-making.

Code: Members of the Board of Directors of the SAILS Inc. are committed to observing and promoting the highest standards of ethical conduct in the performance of their responsibilities on the board of SAILS Inc. Board members pledge to accept this code as a minimum guideline for ethical conduct and shall:

Accountability

- Faithfully abide by the Articles of Incorporation, by-laws and policies of SAILS Inc..
- Exercise reasonable care, good faith and due diligence in organizational affairs.
- Fully disclose, at the earliest opportunity, information that may result in a perceived or actual conflict of interest.
- Fully disclose, at the earliest opportunity, information of fact that would have significance in board decision-making.
- Remain accountable for prudent fiscal management to association members, the board, and nonprofit sector, and where applicable, to government and funding bodies.

Professional Excellence

- Maintain a professional level of courtesy, respect, and objectivity in all SAILS Inc. activities
- Strive to uphold those practices and assist other SAILS Inc. members of the board in upholding the highest standards of conduct

Personal Gain

- Exercise the powers invested for the good of all members of the organization rather than for his or her personal benefit, or that of the nonprofit they represent.

Confidential Information

- Respect the confidentiality of sensitive information known due to board service.

Collaboration and Cooperation

- Respect the diversity of opinions as expressed or acted upon by the SAILS Inc. board, committees and membership, and formally register dissent as appropriate.
- Promote collaboration, cooperation, and partnership among association members.

Approved: SAILS Inc. Board of Directors, May 17, 2006

Employee Protection (Whistleblower) Policy

If any employee reasonably believes that some policy, practice, or activity of SAILS Inc. is in violation of law, a written complaint must be filed by that employee with the Executive Director or the Board President.

It is the intent of SAILS Inc. to adhere to all laws and regulations that apply to the organization and the underlying purpose of this policy is to support the organization's goal of legal compliance. The support of all employees is necessary to achieving compliance with various laws and regulations. An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy, or practice to the attention of SAILS Inc. and provides the SAILS Inc. with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below is only available to employees that comply with this requirement.

SAILS Inc. will not retaliate against an employee who in good faith, has made a protest or raised a complaint against some practice of SAILS Inc., or of another individual or entity with whom SAILS Inc. has a business relationship, on the basis of a reasonable belief that the practice is in violation of law, or a clear mandate of public policy.

SAILS Inc. will not retaliate against employees who disclose or threaten to disclose to a supervisor or a public body, any activity, policy, or practice of SAILS Inc. that the employee reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate of public policy concerning the health, safety, welfare, or protection of the environment.

Conflict of Interest

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. Board, offices and employess must to identify and disclose known conflicts in an effort to properly mange them.

Written Information Security Plan

The objective, in the development and implementation of this written information security plan, is to create effective administrative, technical, and physical safeguards in order to protect our employees' non-public personal information. The plan will evaluate our electronic and physical methods of accessing, collecting, storing, using, transmitting, protecting, and disposing of our employees' non-public personal information.

1. PURPOSE

- a. Ensure the security and confidentiality of employees' information
- b. Protect against any anticipated threats or hazards to the security or integrity of our employees' information
- c. Protect against unauthorized access to or use of employee information that could result in substantial harm or inconvenience to any of our employees.

2. SCOPE

- a. This policy applies to all organization's employees, management, contractors, and student interns.
- b. This policy describes the organization's objectives and policies regarding maintaining the privacy of patient information.

3. REFERENCES

- a. 201 CMR 17.00: STANDARDS FOR THE PROTECTION OF PERSONAL INFORMATION OF RESIDENTS OF THE COMMONWEALTH (see attached)

4. DEFINITIONS

- a. **Breach of security**, the unauthorized acquisition or unauthorized use of unencrypted data or, encrypted electronic data and the confidential process or key that is capable of compromising the security, confidentiality, or integrity of personal information, maintained by a person or agency that creates a substantial risk of identity theft or fraud against a resident of the commonwealth. A good faith but unauthorized acquisition of personal information by a person or agency, or employee or agent thereof, for the lawful purposes of such person or agency, is not a breach of security unless the personal information is used in an unauthorized manner or subject to further unauthorized disclosure.
- b. **Electronic**, relating to technology having electrical, digital, magnetic, wireless, optical, electromagnetic or similar capabilities.
- c. **Owns or licenses**, receives, stores, maintains, processes, or otherwise has access to personal information in connection with the provision of goods or services or in connection with employment.

- d. **Person**, a natural person, corporation, association, partnership or other legal entity, other than an agency, executive office, department, board, commission, bureau, division or authority of the Commonwealth, or any of its branches, or any political subdivision thereof.
- e. **Personal information**, a Massachusetts resident's first name and last name or first initial and last name in combination with any one or more of the following data elements that relate to such resident: (a) Social Security number; (b) driver's license number or state-issued identification card number; or (c) financial account number, or credit or debit card number, with or without any required security code, access code, personal identification number or password, that would permit access to a resident's financial account; provided, however, that "Personal information" shall not include information that is lawfully obtained from publicly available information, or from federal, state or local government records lawfully made available to the general public.
- f. **Record or Records**, any material upon which written, drawn, spoken, visual, or electromagnetic information or images are recorded or preserved, regardless of physical form or characteristics.
- g. **Service provider**, any person that receives, stores, maintains, processes, or otherwise is permitted access to personal information through its provision of services directly to a person that is subject to this regulation.

5. RESPONSIBILITIES

- a. SAILS Board
 - i. Establish program objectives
 - ii. Approve privacy policy
 - iii. Enforce sanctions
 - iv. Designate Privacy Official
- b. Executive Director
 - i. Develops privacy policies and procedures
 - ii. Coordinates and implements policy through organization's departments
 - iii. Oversees training
 - iv. Receives and processes privacy complaints
 - v. Processes Business Associate Agreements (BAA)
 - vi. *Conducts business associate inventory*
 - vii. *Conducts annual review/update*
 - viii. Develops and implements privacy training program as described in Section 11 of this policy
 - ix. Documents the delivery of privacy training to all work force members
- c. Employee responsibilities
 - i. Understand and comply with organization's policies regarding patient confidentiality and privacy

6. DESIGNATED EMPLOYEE RECORD SET

- a. Letter of application and resume

- b. Offer of employment
- c. W-4 forms
- d. Emergency contact data sheet
- e. Authorization for electronic deposit of payroll
- f. Enrollment in network health insurance
- g. Enrollment in network dental insurance
- h. Enrollment in network cafeteria plan
- i. Authorization for retirement withholding
- j. Monthly timesheets
- k. Annual performance review or other performance related communications

7. USE AND/OR DISCLOSURE OF PROTECTED EMPLOYEE INFORMATION

a. Routine uses

- i.* Payroll and payroll related tax reports
- ii.* Health and dental insurance related enrollment
- iii.* *Retirement plan enrollment*
- iv.* *Network workers compensation reports*

b. At the written request of the employee

- i.* *Verification of employment*
- ii.* *Verification of compensation*

8. EMPLOYEE RIGHTS

- a. Right to access/copy Personal Information
- b. Right to amend Personal Information
- c. Right to restrict use or disclosure
- d. Right to confidential communications
- e. Right to an accounting of disclosures
- f. Right to file a complaint

9. EMPLOYEE COMPLAINTS

- a. Employees may submit a written complaint to the Executive Director describing the circumstance in which his/her personal information has been disclosed without authorization. The Executive Director will report the complaint to the SAILS Board within 2 working days of receipt of the complaint. The Board has 5 working days to develop a response to the complaint. This response could include
 - a. Termination of any employee who has accessed another employee's personal information without authorization
 - b. Legal proceedings against former employees who have disclosed protected employee information

- c. Legal proceedings against any third party's unauthorized disclosure of protected employee information.
- d. Twelve months subscription to an appropriate credit monitoring service

10. **SANCTIONS**

- a. Any current employee who has been proven to have accessed another employee's personal information without authorization will face immediate dismissal and possible criminal proceedings.

Investment Policy Statement

Statement of Intent

It is the intention of Sails Inc. (Agency), in adopting this Investment Policy Statement, to set forth prudent limits for both asset allocation and asset quality for the Agency's endowment. Endowment assets should be invested to maximize the return on assets, while avoiding the taking of undue risk. Strategies recommended by the designated Investment Manager must be consistent with this policy.

Return Objective

A total annual return of **3%** is targeted. The current annual target for disbursement from the reserve fund will be **2.5%**. If future disbursements are required, the Agency will seek an additional **4%** appreciation to offset the effect of inflation and maintain principal. When portfolio income is cyclically low, the Agency will require the use of principal to supplement income derived. These shortfalls will be made whole in those parts of the cycle when overall income rises above the distribution percentage.

Investment Objective

These funds may be invested in fixed income securities, equities, and cash in accordance with established portfolio allocation guidelines (See Table 1 Appendix A). A maximum of 35% may be invested in equities and the balance in fixed income securities and/or cash.

Safety of Principal

Preservation of principal always takes priority over maximizing returns. Preservation shall be measured in terms of real spending power after adjustments for additions to and withdrawals from the investment account. Principal preservation and stability will be achieved through investment in high quality obligations and securities as listed in Table 2, the permissible investments list, in Appendix A.

2. Competitive Rates of Return

An investment strategy will be utilized to maximize return potential within the risk parameters. Through maturity and market sector analysis, a portfolio will be constructed that maximizes investment return while minimizing risk. Both fixed income and equity portions of the portfolio are expected to be competitive against two respective benchmarks as predetermined by the Investment Committee and the Investment Manager.

Liquidity

Liquidity may be necessary from time to time and periodic withdrawals may be required by the Committee. The Investment Committee may, at any time, direct the Investment Manager to maintain a portion of the investments in a suitable money market fund to facilitate transfers to Sails Inc.

Should there be any changes in the Agency's purpose or investment objectives that may require a shift in asset allocation, the Investment Committee of the Agency will communicate this to the Investment Manager in writing so that they may effect the needed portfolio changes.

Prohibited Investments

The use of options or derivative securities of any type are prohibited under the terms of this policy.

Policy Modification

If the Agency's Investment Committee determines that it is in the interest of the Agency to take or hold positions in securities or sectors which lie outside the range deemed "acceptable" by this document, the Committee may temporarily authorize such holding or purchase. Continued maintenance of the aforementioned noncompliant asset or sector would require modification of this policy or ratification of the exception by majority vote of the entire board at the next regularly scheduled board meeting.

Communication of Investment Portfolio Structure

It is the responsibility of the Investment Manager or Managers to provide the Board of Directors with a statement of activity at least quarterly. The Investment Manager or Managers should also be available to meet on an annual basis with the Board of Directors or the Investment Committee of the Board to review this policy statement and make any and all changes necessary to provide for the intent of the Endowment.

Acceptance of Additional Funding

It is the responsibility of the Executive Director to notify the Investment Manager of any additional funds that may be added from time to time. It is also responsibility of the Committee to advise the Manager of their intention to either hold or dispose of the contribution in a timely manner. This investment policy statement may be amended in order to develop a standard method of operation pertaining to additional contributions and the policy for handling those contributions.

Portfolio Allocation
Table 1

Asset Class	Allowable Range	Target Allocation
Equities	0% - 35%	30%
Fixed Income	0% - 80%	70%
Cash or Equivalents	0% - 10%	< 5%

List of Permissible Investments
Table 2

United States Treasuries
 United States Government Agency Obligations
 Corporate bonds rated investment grade by Standard & Poor's or Moody
 Money Market Mutual Funds
 Bond Mutual Funds
 Individual Equities
 Equity Mutual Funds
 Preferred Stocks

 REIT's

 Commodities

 Master Limited Partnerships

Updated: 5/21/2013

Meeting Agreement

- Allow participants to finish a thought without being interrupted.
- Listen attentively and actively.
- No private conversations
- As much as possible state disagreements respectfully.
- Express emotions.
- Have fun, but at nobody's expense.
- Focus attention on working together productively as a group.
- Declare a "bin" or postpone discussion of tangential topics.
- Any member of the group has the right at any point to ask that the group be polled on the issue being discussed.

Approved July 17, 2002

Mandatory Meeting Attendance

SAILS may require library representation at meetings identified as mandatory. If a library fails to send representation to a mandatory educational meeting, the network will schedule on-site training for that library at a cost. The cost will be determined by the current mileage reimbursement rate for travel to and from the central site, plus an hourly fee that will include travel time as well as on-site instruction

Approved June 18, 2003

Meeting Cancellations

Meetings may be cancelled due to inclement weather. If the meeting is cancelled 24 hours or more before scheduled start time an email notice will be sent to the allsails@sailsinc.org email distribution list.

School snow closings in the community where the meeting is being held will cause an automatic cancellation of a meeting.

Revised December 2013

Network Fees

Member libraries will be assessed an annual membership fee based on a formula approved by voting network members. Assessment bills and network agreements will be mailed to all libraries by July 15. Payment is due no later than September 30. Libraries requiring an extended due date must submit the request to the SAILS Board in writing.

Payments received from 10/1 through 10/31 will receive a surcharge of 1.25% on the current fiscal year.

Payments received from 11/1 through 11/30 will receive a surcharge of 1.50% on the current fiscal year.

Payments received from 12/1 through 12/31 will receive a surcharge of 1.75% on the current fiscal year.

Surcharges will be added to the next fiscal year's billing.

Payments not received by January 31 will cause Termination of Service.

Revised December 18, 2002

Privacy Policy

The SAILS Library Network is committed to protecting the privacy of patrons' personal information as well as information regarding their individual use of the member libraries collections and services. The policy outlined below addresses some specific privacy concerns.

- SAILS adheres to Massachusetts General Laws Chapter 78, Section 7 which states that library records shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.
- SAILS recognizes that law enforcement agencies and officers may occasionally believe that library records contain information that would be helpful to the investigation of criminal activity. The American judicial system provides the mechanism for seeking release of such confidential records: a court order, following a showing of *good cause* based on *specific facts*, by a court of competent jurisdiction.
- SAILS will not sell, lease or otherwise share any personal information to outside parties unless required by law. SAILS considers circulation and registration records identifying the names, addresses, and telephone number of library patrons, as well as materials borrowed or accessed electronically, not to be part of the public record.
- The information collected by SAILS is limited to what we believe is necessary or useful to conduct library business. Personal information gathered such as name, address, phone number and email address are gathered for the purpose of identification and accountability for use of Library materials.
- Records of Library use (i.e. amount of or titles of materials checked out and returned or services used) are anonymized and are used for statistical purposes only.
- Patrons may opt into maintaining a history of title checked out which they can view in the SAILS public catalog. The SAILS policy is to maintain those records for 2 years plus the current year.
- SAILS keeps no permanent record of Internet sites visited by library patrons, the electronic databases accessed, or the searches performed by individual patrons.
- SAILS counts the number of views of different web pages within the sites it supports, using standard web server log files. These logs do not include names, phone numbers, addresses, email addresses or other identifying personal information.
- Email messages sent to SAILS or a member library may be stored or forwarded to others within S.A.I.L.S. or to member library staff in order to respond to a request for information.
- If a patron supplies their email address s/he may receive periodic mailings with information about items about to fall due, items overdue, or items being held for you. Patrons may opt out of receiving email notification and may choose to be notified via SMS text messaging or automated telephone notification. Patrons may also opt out of receiving all forms of notification but will be held responsible for items overdue. Patrons may not opt out of receiving bills for lost or damaged materials.
- Upon request and verification of identity, SAILS will provide patrons' access to their unique personal identification number (PIN). Under no circumstance will SAILS

provide patron address, telephone, user id, or item checked out to a patron request regardless of verification provided.

- SAILS has appropriate security measures in place to protect against the loss, misuse or alteration of information that SAILS has collected from patrons.
- SAILS takes many measures to safeguard user information, but cannot and does not guarantee that every task completed via its network is private.
- SAILS does not partner with or have special relationships with any ad server companies.
- SAILS does not set any cookies.
- S.A.I.L.S. cannot and does not guarantee that every task completed on PCs connected to its network is private.

Approved December 18, 2002

Revised January 15, 2014

Revised March 2015

KINDLE Privacy Statement

Before using your Kindle to download ebooks from the SAILS Digital Download service (powered by OverDrive) please read the following.

Privacy and Kindle ebook downloads

SAILS provides downloadable ebook, audiobook, music and video content to patrons in partnership with OverDrive.

With the addition of Kindle ebooks our supplier, OverDrive, uses a third party, Amazon, to fulfill ebook downloads.

Patrons are brought to the Amazon page to retrieve their ebook.

The patron uses either their existing Amazon account, or, if the patron does not already have an Amazon account, s/he establishes an Amazon account with username, password and an associated email address.

The patron may receive an email message from Amazon before the ebook license expires and when the ebook license expires.

The email message may include an invitation to purchase the title from Amazon. SAILS does not have control over the content of email from Amazon and SAILS does not receive

any percentage of cost should the patron decide to purchase a title from Amazon.

SAILS does not have control over patron information that third parties with which OverDrive partners (including Amazon) collects.

Please consider this before you use Kindle ebooks available on the library download site.

SAILS DIGITAL HISTORY COLLECTION

SAILS Digital History Collection is a site showcasing items related to the history of communities in the network's service area. The Digital History Collection is using Omeka software to catalog, display digital items and create exhibits from these items. Libraries are encouraged to add items to the SAILS Digital History Collection site and are free to develop exhibits within the SAILS Digital History Collection.

SAILS Digital History Collection items can include older published materials of local interest, unpublished archival photographs and manuscripts and other historical materials. By scanning and linking through the SAILS Digital History Collection materials are available to a wide audience around the clock, increasing access while reducing wear on the originals.

Libraries can include items from other groups in their community in their SAILS Digital History Collection, but the library must take responsibility for working with the organization and maintaining the collection. The items must be related to the history of the member municipality or institution.

Digitizing items is the responsibility of the holding library. The library must agree to follow the SAILS Standards for Metadata. Metadata must be submitted to SAILS using the Metadata Entry Spreadsheet. It is the holding library's responsibility to supervise persons doing data entry. SAILS does not provide proofreading of Metadata. Libraries are also responsible for copyright issues.

SAILS will create the cataloging records required to represent the items/collection in the SAILS e-catalog and will create links between the e-catalog record and the Omeka site. SAILS will upload the Metadata provided by the library, and assign subject headings. SAILS will backup and store Metadata and images in a secure location.

Files for items not freely available to the public, not related to the history of the library's community, dissertations and other student works, materials supporting coursework, etc. are not suitable for the SAILS Digital History Collection.

SAILS Downloadable and Ebook Collections

Character of the collection

SAILS provides downloadable audiobooks and eBooks to public library card holders in the SAILS service communities. The purpose of this shared collection is:

- 1) To provide online resources to patrons of SAILS public libraries that will extend the quality and scope of their local library collection, and
- 2) To provide online resources for Sails' residents that focus on life-long learning, including resources for leisure and recreational education. Resources are chosen to reflect a broad spectrum of viewpoints and reader interests. Resources are chosen in cooperation with representatives of local public libraries to avoid duplication and provide the widest selection of resources.

Selection criteria summary

Resources are selected in consultation with representatives from SAILS' member libraries to supplement and enhance their offerings to their communities, to fill gaps in online library service, and to provide eBooks and audiobooks to enhance their local collections.

Materials are selected according to one or more of the following criteria. An item need not meet all of these criteria in order to be added to the collection. Purchase decisions are made based on titles that are made available from individual publishing companies, which may affect the formats and titles that are able to be purchased. Unfortunately not all titles are available in these formats, but the committee tries to purchase items that are available that may have the most demand.

Current and anticipated needs and interests of the public

Evaluations in review media – this may include popular reviews from a variety of sources

Accuracy and timeliness of content

Author's, artist's or publisher's qualifications and/or reputation

Contribution of a work to the diversity of breadth of the collection and its relation to other materials on the subject

Representation of unique or controversial points of view

Receipt of, or nomination for, major awards or prizes

Requests by the public

Affordability

Record Retention Policy

- 1 The link between patron and item borrowed is not broken by Sirsi when the item is returned. SAILS will privatize completed public library transactions 12 months after the transaction has been completed.
- 2 Favorites are compiled automatically for newly registered patrons. SAILS will run a report once a week to purge records of titles/subjects patrons have checked out in the previous week and will modify newly created patron records so that all checkouts are not tracked as favorites. The only Favorites information that will be retained are those authors/subjects actively selected by patrons.
- 3 Paid bills are removed after 36 months of the date of payment.
- 4 Cancelled, expired, and filled holds are deleted from patrons' records 6 months after the holds has become inactive.
- 5 Patron records are purged **36** months after the expiration period has passed. Patrons with outstanding overdues and bills are stored indefinitely.
- 6 Outstanding bills, overdue items are all retained indefinitely on a patron record.

Approved December 18, 2002

Revised March 2015

Patron Complaint Policy

Purpose – to provide a method for patrons to submit complaints to the SAILS board about SAILS network policies and procedures.

Steps:

- 1 Each library will have a supply of Patron Complaint Forms.
- 2 A patron with a complaint about network policy must complete a written Patron Complaint Form to the library that has issued his/her card.
- 3 The library director should review the complaint to make sure that the complaint does not pertain to library policy rather than network.
- 4 If it is a valid complaint, the written complaint form should be sent to the Executive Director of SAILS.
- 5 The Executive Director will send a copy of the complaint to the SAILS Board.
- 6 The SAILS board will consider the complaint at its next meeting. A written response will be mailed to the patron.
- 7 If the patron is dissatisfied with the response, they may request an opportunity to speak to the board. The board will set aside time for public comment at the beginning of its next meeting. The SAILS business meeting will convene following the public comment period.
- 8 The SAILS board will decide how to respond to the patron at its next meeting and will submit its response in writing to the patron. That decision will be final.
- 9 The SAILS board will respond in writing to your complaint within 45 days of receipt. The board policy will only respond to issues that relate to network policy and not to policies established by individual member libraries.

Approved March 20, 2002

PC Support Policies

PC's & Monitors	<ul style="list-style-type: none"> SAILS will purchase new equipment for subscribing libraries – new Dell (gov't pricing) or off-lease with 3 year warranty. Newly purchased equipment will be configured per library specifications Complete installation services provided at \$30 per computer
Repairs	<ul style="list-style-type: none"> Free pickup of malfunctioning equipment Spare equipment provided Labor provided free of charge. Fee for parts if needed.
Operating Systems	<ul style="list-style-type: none"> Support provided for Microsoft Operating Systems that are still supported by Microsoft
Security Software	<ul style="list-style-type: none"> All computers covered by PC Support have Anti-virus software installed All computers covered by PC Support have malware software installed All public computers covered by PC Support have Faronics DeepFreeze installed
Browsers	<ul style="list-style-type: none"> SAILS supports all major browsers.
Application Software	<ul style="list-style-type: none"> SAILS will install application software at the library's request
Hardware upgrades	<ul style="list-style-type: none"> Free pickup and delivery and labor. Parts at library expense.

- SAILS will always attempt remote installation & diagnosis for all levels of service.
- PRINTERS, MONITORS, and SCANNERS ARE NOT REPAIRED but spares will be provided when available.
- Libraries are responsible for supplying sufficient authorized software licenses for any software loaded by the SAILS staff. SAILS will not knowingly load unlicensed software.

Guarantees:

SAILS will support and maintain a web-based product for libraries to open support tickets.

SAILS will acknowledge receipt of opened support tickets within 1 business day.

SAILS will provide spare computers for critical applications with 2 business days of receipt of request for service.

SAILS will close support tickets within 30 business days for 90% of tickets submitted.

SAILS will ensure that 100% of the computers covered by Desktop Computer support have current Virus software installed which is updated regularly.

SAILS will purchase a site licenses for virus protection, operating system upgrades, and computer security software to be provided to all PC Support subscribing libraries

Telecommunications Equipment Policy

SAILS shall purchase, install, and maintain at each library and branches telecommunications equipment, as may be necessary for a library's participation in the automated network system. Participating Libraries shall be responsible for insuring all telecommunication equipment provided by SAILS in their buildings.

All telecommunications equipment to be attached to the SAILS network must have the prior written approval of SAILS's Systems Manager. Equipment includes wireless nodes, routers, hubs, switches, etc.

Any unauthorized or insecure equipment will not be allowed to operate on the network. Any equipment causing problems will be disabled.

Any interconnections with other local area networks or wide area networks, including municipal, college and cable networks, must be approved by SAILS in advance. Additional network security enhancements may be required and are the responsibility of the library.

Approved November 20, 2002

Appropriate Use

The SAILS, Inc. computer database may only be used for acceptable purposes that serve the best interests of member libraries and the patrons that they serve. When staff members in SAILS, INC. libraries are issued system log in authorizations, they are agreeing not to maliciously damage data, alter records, or violate patron's confidentiality. Examples of unacceptable, unethical, or illegal purposes include, but are not limited to, the following:

- 1 Destruction or damage of equipment, applications software, operating system or data.
- 2 Disruption or unauthorized monitoring of electronic communications.
- 3 Unauthorized use of computer accounts, access codes, network identification assigned to other staff members.
- 4 Use of network workstations or communications equipment that unnecessarily impede the computing activities of others.
- 5 Violation of the computer system security.
- 6 Violation of software license agreements.
- 7 Unauthorized use of patron data that includes both personal data such as name, address, etc. and circulation related data.

The Network Executive Board will deal with violations of the SAILS' Appropriate Use Policy in a serious and appropriate manner. Illegal acts involving SAILS, INC. computing resources may be subject to prosecution by local, state, or federal authorities.

Approved October 20, 2000

Internet Use Policy

The SAILS Library Network provides access to a large collection of interesting and useful Internet sites, including search engines and commercial databases to users of the Enterprise™ Discovery Platform. This access is available to users at home or at member libraries.

INTERNET ACCESS POLICY AND DISCLAIMER

The trustees of the individual libraries within SAILS are responsible for deciding to offer filtered and/or unfiltered access to the Internet. In providing public access to the Internet via its wide area network, the SAILS Library Network subscribes to the principles of intellectual freedom expressed in the American Library Association's LIBRARY BILL OF RIGHTS and FREEDOM TO READ statements and its interpretations of these documents. The network will not restrict anyone's access to the range of information available within the limits of State and/or Federal law. Parents or designated guardians, who wish to limit or restrict the access of their own children, should personally oversee their use of the Internet and other forms of electronic information.

Users of the network's computing resources must comply with federal and state laws and the terms of applicable contracts including software licenses. Examples of applicable laws, rules and policies include the laws of libel, privacy, copyright, trademark, obscenity and child pornography; and "hacking," "cracking" and similar activities. Users who engage in electronic communications with persons in other states or countries or on other systems or networks may also be subject to the laws of those jurisdictions and the rules and policies of those other systems and networks.

Users must not use computing resources to gain unauthorized access to local or remote computers or to impair or damage the operations of SAILS computers or networks, PC workstations or peripherals. This includes blocking communication lines and running, installing or sharing virus programs. Deliberate attempts to circumvent data protection or other security measures are not allowed. The SAILS Library Network Library Appropriate Use Policy applies to the use of all Internet workstations.

INTERNET ACCESS DISCLAIMER

Provision of this service does not constitute any endorsement by the SAILS Library Network. The network shall have no liability for direct, indirect or consequential damages related to the use of information accessed on the Internet from equipment connect to the SAILS wide area network. Internet users are reminded that:

Not all sources on the Internet provide accurate, complete, or current information.

Public library workstations are not private or secure. Individual libraries may employ software that protects confidentiality of records electronic or otherwise that identify individual users and link them to search strategies, sites accessed, or other specific data about the information they retrieved or sought to retrieve.

Approved June 19, 2002

SAILS Email Service for Staff

SAILS provides staff members with email accounts supported by Google for Nonprofits. Each staff member is responsible for saving email messages that should be stored to comply with the Massachusetts Open Records Law.

No one is to use the "all@sailsinc.org" list without prior permission by SAILS staff.

Library administrators must notify SAILS upon departure of staff with a SAILS email account.

Staff members may subscribe to network email lists with non-SAILS email addresses.

Email accounts will be established for staff at the request of the director.

All email sent must include the sender's name and library affiliation.

Approved February 14, 2001

Revised March 2014

SAILS Group Purchase Plan

SAILS maintains a supply of operating supplies for purchase by member libraries. These supplies may include receipt printer paper, receipt printer ribbons, scanners, generic library cards and other supplies deemed appropriate for SAILS to supply

All orders must be submitted on the SAILS Order Form on the network website.

SAILS will invoice libraries electronically. Payment is expected within 30 days of invoice.

If a library wishes to place funds on deposit with SAILS, it is the library's responsibility to state in writing what will be purchased with the deposit funds.

With the approval of the SAILS Board the network may coordinate group purchases for equipment, software, services, and subscriptions. SAILS will act as purchasing agent on behalf of member libraries.

Revised December 2013

Continuing Education Guidelines

- Pre-registration is required for all SAILS programs.
- Participants must register using the online form supported provided by SAILS.
- Registration is on a first come, first served basis. If the workshop is oversubscribed, attendance will be limited to two people from each library. Confirmations will be sent to those whose registrations are accepted for each workshop, and staff will be notified when their registration requests cannot be accommodated. If a workshop is oversubscribed enough to support another session, every attempt will be made to offer that workshop again as soon as possible.
- Anyone requiring Americans with Disabilities Act accommodations register his/her needs with SAILS at least 14 days before the date of the workshop and complete a special accommodations form one week before the workshop.

Approved September 18, 2002

Cataloging Training Requirements

New staff members who are going to be doing any type of bibliographic data entry (cataloging requests and paperback records) in the database are required to attend the SAILS Beginning Cataloging Training Workshop.

Approved on 04/2002

Special Cataloging Restrictions

1. Blu-Ray dvd's should be assigned a specific item type and be local holds only. Too few libraries are purchasing dvd's in Blu-Ray format and patrons holds are not being filled. This policy can be reviewed as more libraries purchase titles in this format.
2. Blu-Ray Combo Packs should be split – the wide screen version attached to the wide-screen cataloging record and the Blu-ray to the blu-ray edition.
3. DVD series – Libraries may choose to circulate DVD sets as individual episodes or as a full set. All libraries MUST enter a subfield z the first time they add a holding. This means that acquisitions records must have the on-order holding record modified at the time of enter to reflect a subfield z.
4. Popular fiction – standard print editions of popular fiction should be placed on the same record. If a library receives a new edition the staff should request that the new ISBN added to an existing record. New cataloging records should not be requested. Paperback records may be attached to the standard print record – library should use PBK in the call number. If a patron only wants PBK editions staff members may place a copy specific hold in Workflows.
5. Books on CD – if a recorded book on CD has the same narrator and the same number of disks, all copies should be attached to the same record. If two different distributors issue the same title, the ISBNs will be added to the same record.
6. Large type – Libraries using acquisitions or 9XX must add a Large Type edition statement to an on order record at the time the order is placed.
7. A Novel – titles will not be added with A Novel even if that appears on the title page.
8. Series (e.g. A Stephanie Plum adventure) will be added in a series statement and not the title

Approved May 15, 2013

Item Types, Home Location, Item Category

Libraries must notify SAILS before beginning to use an item type for the first time. Requests for new item types must be submitted to SAILS.

Libraries may use any home location without notifying SAILS. New locations need to be set up by SAILS staff.

Library may use any item category1 or item category2 without notifying SAILS. New item categories need to be set up by SAILS Staff.

Circulation General Policies

- Any library can set its own loan policies and fine rates for materials loaned from their library.
- Libraries may use any location or item category1 in the system.
- Libraries may request the creation of item types, home locations and item categories as needed.
- Public library patrons may register for a card at any SAILS library.
- Public library cards may be renewed at any public library.
- Barcodes and/or cards may be replaced at any public library.
- Libraries may choose when to set items to Lost and how they want to bill the patron.

However, libraries must comply with network policies regarding payment for lost books belonging to another library. Libraries are required to honor blocked or barred status on all patrons.

- Libraries agree to comply with Missing In Transit procedures.
- All items have machine readable barcodes. The only exception is for multi-volume sets cataloged under one barcode. The first item in the set should have the barcode with item i.d. numbers acceptable on remaining pieces.
- All network members must comply with the publisher's release date restrictions. Prerelease circulation is not permitted. The policy applies to staff, trustees and patrons.

Claims Returned Items

Libraries have the option of using or not using the Claims Returned feature in Workflows.

Libraries must fill out a Claims Return Notice before setting an item belonging to another library to Claims Returned and must wait for a response from the owning library before making any changes in the system. The owning library may request that the item must be set to lost if it cannot be found.

After 90 days items that have been set to Claims Returned must be set to Missing. The network will provide libraries with a list of items that have been Claims Returned for 90 days or more. The list will be generated once a month.

Approved January 21, 2015

Patron Privilege Policies (common Profiles)

PROFILE	PRIVILEGE	OVERDUES	FINE S	ITEMS OUT	HOLDS
ADULT	36 months	7	\$10.00	100	20
JUV	36 months	7	\$10.00	100	10
SR	36 months	7	\$10.00	100	20
SRNOFINE	36 months	7	\$10.00	100	20
VISITOR	12 months	7	\$10.00	10	5
YA	36 months	7	\$10.00	100	10

Approved October 18, 2000

Policy – Out of State Borrowers

- Libraries may choose whether or not to issue library cards to out-of-state borrowers.
- Cards are only good for 12 months
- The network shall establish a minimum annual fee for a card for out-of-state borrowers. The minimum fee is charged per family.
- Any borrower that purchases an out of state card at the network minimum shall have access to all the network resources.
- Cards purchased below the network minimum are only valid at the library that issues the card.
- SAILS will provide libraries the issue restricted out-of state borrower cards with a profile that will restrict the patrons to that library.
- Libraries may choose to issue in-state cards to out-of-state residents who work in the Massachusetts or attend school in Massachusetts.

Last Patron Policy

The Sirsi software allows SAILS to supply library staff with information about circulation transactions that have taken place on a particular item. This information will only be supplied on an item basis and is not to be used to compile a history a patron's usage of the library. Requests for last patron information must come from the library's circulation contact or library director. SAILS will provide up to the last two user id's for an item.

Approved February 13, 2002

Fine Payments for Overdue Items

Patrons may pay for any fines for overdue items at any member library. The library collecting the fine may keep the fine.

Lost Book Payments

- Patrons pay for lost items at the library where they borrowed the material.
- Libraries may receive payment for lost books owned by another library but must not record the payment on the patron's record. They MUST ENTER a note in the patron record with the date, amount paid, and barcode of the item. Once a patron has paid the fine the library may enter an override to checkout to the patron.
- Patrons who want to clear their record immediately may have the option of using the Credit Card payment option in Enterprise. This will clear the patron's record immediately and the owning library will receive payment through SAILS. This option is only available for participating libraries.

Refer to the list posted on the SAILS site for the proper way for checks to be made out for lost items.

<http://www.sailsinc.org/Circ/lostpayment.pdf>

Renewal Policy

Staff members of SAILS libraries may not:

- 1 Renew items beyond the standard number of renewals allowed by the system except in special circumstances that are approved by their library director or supervisor.
- 2 Renew an item on which there is a hold

Please note: Restrictions for overriding holds at checkout do not apply to items that were on shelf and had not appeared on the library's onshelf items report (RHA). The standard network policy for that situation is that the patron with the item gets the item.

Staff Circulation Privileges

Staff of SAILS member libraries must follow library and network policies regarding circulation and holds. They may not use the system overrides to provide themselves, family members or patrons with special privileges not offered to general members of the public. In instances where staff members are violating network policies, the SAILS Executive Director will notify the library director. Staff members who violate network policy may be barred from charging items to themselves. Habitual and egregious abuse of privilege may result in loss of access to the network circulation system with the agreement of the library director.

Staff profiles allow the following:

Exempt from fines or bills.

May have 20 overdue items before being blocked.

May have 30 holds

May have 120 items checked out

Staff may not do the following:

Move themselves or a patron to the top of the holds queue except in cases where the patron's hold was cancelled by mistake.

Renew items beyond the standard number of renewals allowed by the system except in special circumstances that are approved by their library director or supervisor.

Modify due dates to give themselves or a patron with extended loan periods except in special circumstances that are approved by their library director or supervisor.

Check items out to themselves that are arriving in the delivery to fill another patron's holds.

Use system overrides to give himself, herself, or a patron any privileges beyond those allowed by the system.

In cases where staff members need privileges beyond those allowed by the Staff profile, their library director must request that SAILS assign them a new profile.

Please note: Restrictions for overriding holds at checkout do not apply to items that were on shelf and had not appeared on the library's onshelf items report (RHA). The standard network policy for that situation is that the patron with the item gets the item.

Approved August 22, 2001

Holds

Item Types with Automatic Hold Exemptions

- Kits
- Puppets or toys
- Reference or archival materials
- Items that do not normally circulate at all

Approved October 20, 2000

Hold Fulfillment Policy

All members must make circulating collections available for interlibrary loan to other members on the same basis as they are in their own member organization. (SAILS BY-LAWS approved 5/2000)

Popular circulating collections that may be restricted from filling network loans are:

- Rental
- Friends
- Restricted memorial
- Summer reading

Requests for exemption from filling holds must be submitted in writing to the SAILS Board of Directors.

Libraries must have a minimum of one copy of a title of the same format available for system wide lending.

For every three copies of a restricted title, member libraries must purchase one additional copy for system wide availability

Items larger than 15 inches X 18 inches and multi-media kits are exempt from filling holds due to the difficulty in packaging and shipping them.

Items exempt from filling holds must be assigned an item type that prevents patrons from requesting the items.

With the exception of non-circulating or special collections, public libraries must agree to allow on-site circulation to patrons of non-holdable items.

Approved June 16, 2002

Missing Items with Holds

- Network policy requires that each library check the RHA once a day and respond to hold requests promptly.
- If a hold cannot be filled because an item is missing or damaged, the owning library must change the status of the item promptly so that patrons' holds can move to other copies.
- Libraries will receive a daily report listing holds that cannot be filled because all items are lost, missing, or discarded.
- It is the responsibility of the pick-up library to cancel the patron's hold and notify the patron that the item is unavailable.

Updated March 2015

Virtual Catalog Lending Policy

Libraries within the SAILS Network has formally adopted the "Policies for the Patron-Initiated Virtual Catalog Borrowing Service", for transactions within the Virtual Catalog.. This set of policies complies with the National Interlibrary Loan Code of the United States and attempts to "reflect and incorporate existing interlibrary and consortial agreements and practices".

Approved June 19, 2002

Virtual Catalog Limits on Patron Requests

In its efforts to conform to regional and national ILL standards, the SAILS Library Network has placed a limit to the number of active requests by our patrons in the Virtual Catalog. The number of active requests is limited to 5, which is the same as the number of active ILL requests our patrons may have at one time. An active request is considered anything with the status of Pending, Shipped or Received. Once an item has been returned to the borrowing library, it is no longer active.

Approved December 18, 2002

Enterprise Customization Policy

Member libraries may be allowed to brand their own instance of Enterprise, provided they are willing to handle it on their own and follow the SAILS guidelines, so the affiliation with the Network stays clear.

Approved October 15, 2014