

**NOBLE
MEMBERS OF THE CORPORATION MEETING
AT STONEHAM PUBLIC LIBRARY
MAY 5, 2011**

PRESENT: Eighteen libraries were represented at the meeting, attendance sheet attached.

CALL TO ORDER: Martha Holden called the meeting to order at 10:00.

APPROVAL OF MINUTES: Alan Thibeault made a motion to approve Minutes from February 17, 2011 meeting. Bridget Rawding seconded the motion, passed by unanimous vote.

TREASURER'S REPORT: Doug Rendell handed out report, spending on target. Elisabeth Tully made a motion to approve report. Debbie Abraham seconded the motion, vote was unanimous.

MANAGERS' REPORT:

Ron Gagnon –

- MLA Conference Report:
 - NOBLE, MVLC, and C/W MARS were commended in Rob Maier's list of library Super Heroes in his State of the State address at the recent Mass. Library Association conference. The project was highlighted for looking for new ways to improve service and control costs.
 - Ron and Beth Willis did presentation on NOBLE Digital Heritage site using Omeka open source software. Christine Morgan also attended.
- Kathy Lussier did presentation on MassLNC project at the April Board of Library Commissioners' meeting. She presented the background and status of our project, and the three network executive directors participated in answering Commissioners questions.
- Elizabeth Thomsen and Michele Morgan attended Evergreen Users Group Conference.
- Ron and Elizabeth attended legislative day end of March. Good turnout. House budget is level funded. Senate budget coming out next couple of weeks
- Staffing – staff hired to assist with smoother transition from Innovative to Evergreen. Executive Board approved transferring up to \$20,000 from capital to operating budget to cover wages for the additional positions for this FY. Mark Ferrante was hired for the 18 hour per week tech support position. Lori Stalteri was hired as part-time cataloger. She will assist Elizabeth with training documents over the summer. Lori works full time as a school librarian and part-time at Northern Essex CC.
- City of Salem handled the bid for public libraries.
- Receptions: Peabody library reopened the main room; and Dennis Kelley retired after 32 years as director of Melrose Public library.
- Grant reports filed: Network Telecomm Upgrade \$41k and the Server Upgrade \$56k.
- MBLC beginning process on Monday to determine next generation of virtual catalog software. Sirsi/Dynix not developing new software. Several NOBLE library staff will be participating.

Elizabeth Thomsen –

- Reviewed upcoming meetings:
 - May 12th Collection Management hosting Transition Collections: Moving toward the Eworld.
 - May 17th – Electronic Resources and Database Working Group is hosting Catalog Enhancement Expo. Vendor reps coming NoveList Select, Syndetics, and LibraryThing. Childrens and young adult librarians are encouraged to attend as well.
 - Circulation roundtables for public and academic libraries end of May, beginning of June.
- Snapshot Day – Elizabeth involved in social media aspect of it, Facebook. A lot of activity from NOBLE libraries. Any follow up suggestions for next year send to Nancy Rea. Some issues with photo forms and statistics gathering.

Martha Driscoll –

- Training Mark Ferrante. Currently being trained on monthly stats.
- Continues to work on telecomm network upgrade and Evergreen.

TELECOMMUNICATIONS POLICY REVISION:

Ron reported current policy is nine years old. There are new issues with having commodity Internet, with the real focus on patron security and privacy. Executive Board approved recommending the revised Telecommunications policy below to Members for approval:

Security and privacy of patron information and system passwords must be a cornerstone of our telecommunications system.

Information protected by state law, including patron information, and private system information, such as passwords, must not be sent over the Internet without encryption or other secure transmission methods in our member libraries.

Library local area networks (LANs) must be set up to segregate staff traffic from library user traffic via Virtual LANs or other security methodology to prevent data eavesdropping. All staff wireless access must have the maximum degree of security enabled.

Interconnections with other local area networks or wide area networks, including municipal and academic networks, must be configured to protect the security of the patron and staff information of the library. Additional network security enhancements may be required to preserve security in the interconnection and are the responsibility of the library.

NOBLE-provided lines, software and equipment must be used exclusively for library purposes, including patrons and staff. While NOBLE will assist and consult as reasonable, construction, troubleshooting and maintenance of library LANs and related equipment beyond the NOBLE router (if applicable) is the responsibility of the library. Any equipment provided by NOBLE remains the property of NOBLE.

Use of the NOBLE-provided telecommunications system for illegal purposes or to transmit threatening, obscene or harassing materials is strictly prohibited. Using library computers and telecommunications system to copy and distribute copyright protected works may be an infringement of the copyright law (Title 17 U.S. Code). In a case where copy violation is alleged the library agrees to investigate and remove any alleged infringing material as soon as possible.

Martha Holden asked for a motion. Ruth Urell moved to approve the revised Telecommunications Policy, Elisabeth Tully seconded the motion. Passed by unanimous vote.

TELECOMMUNICATIONS PROJECT 2011 UPDATE:

Ron reported we are replacing our expensive private data network with commodity Internet lines from Comcast at public libraries and a 20 mb fiber Comcast connection at NOBLE. The change should provide better throughput while saving over \$125,000 per year.

To provide adequate security over the public Internet, VPN encryption is being implemented. At public libraries, the routers will be replaced, which are end of support, combined with a software upgrade to our central site router. For academic libraries, who will now be using their institutional Internet connection, VPN client software will be provided for staff workstations.

Martha Driscoll reported Atrion came Monday to NOBLE to install new ASA security equipment. Didn't go as anticipated, the new equipment wasn't working with our router so techs upgraded software in our router and came back Tuesday to finish the installation. It was a software incompatibility issue between the pieces of equipment. Atrion techs went to Reading to upgrade and ran into some routing issues. Still waiting for Comcast to resolve that issue.

Maryann Niles asked if staff can still see academic network while on NOBLE's VPN. Martha stated she discussed with Atrion and that is her understanding, but will confirm.

FORMULA REVISION DISCUSSION:

Martha Holden explained Executive Board has been trying to devise a new formula for Member assessment fee. Old formula is based on simultaneous users in libraries, which will no longer be the case once on Evergreen. Ron distributed a handout of different formula scenarios Executive Board has been trying to come up with, none are approved, just for information.

Ron explained current formula is over 10 years old based on license charges for simultaneous Millennium staff users in each library. With Evergreen open source software, paying for the licenses goes away and that metric can no longer be used. Executive Board is collecting information from other networks, attempting to come up with formula that correlates with what NOBLE is doing. They tried different metric configurations, i.e. staffing, population served, circulation, net lender borrowers, none of come out to be a fair and equal distribution for all libraries.

Elisabeth Tully suggested can just keep figures have now and increase with inflation. Ruth Urell stated for Reading she's been dropping users as part of her budget to save money. Mary Todd asked when change will be in affect. Ron explained wouldn't be until FY '13. FY '12 budget approved last fall is in place. Jeff Klapes pointed out having to mimic a metric currently have won't work.

Maryann Niles suggested a tier system based on size factor of library, or if reciprocal borrowing or lending can be a factor. Discussion continued.

Martha Holden asked for a motion to appoint a subcommittee to devise and recommend a new assessment formula. Mary Todd moved the motion, Ruth Urell seconded the motion. Vote was unanimous. The Committee members would be appointed by the President and report to Executive Board.

OVERDRIVE UPDATE:

Elizabeth Thomsen reported broke the 2,000 circs mark in January. New users are increasing. Several libraries have contributed funds to the collection, Salem, Stoneham, North Shore CC.

Two new issues:

- OverDrive has program called Advantage. It allows libraries to buy additional titles or copies that are restricted to that library's patrons giving them an advantage over other patrons. Libraries can buy individual collections. Other networks participate, MVLC being one. This program did not exist when NOBLE bought into OverDrive. NOBLE invested into OverDrive has a whole to benefit all libraries and all patrons. OverDrive is getting active in contacting libraries individually. This is a new option and need to discuss if this is a program NOBLE wants to be involved. Advantage is limited to patrons in your library, not shared with NOBLE collection. Can't get statistics on those titles. Discussion continued.

Martha Holden asked for motion for a moratorium on NOBLE libraries from setting up individual Advantage collections, this will be revisited March 2012. Jeff Klapes made a motion. Ruth Urell seconded the motion. Vote was unanimous.

- Kindle:
OverDrive announced sometime this year all the titles will be available to download to Kindle. OverDrive checks the book out, and everything else is handled on Kindle side. Elizabeth attending OverDrive's Digipalooza Conference in July and will get more information. Are expecting an influx of Kindle users when it does go live, additional titles will be needed.

EVERGREEN PROJECT UPDATE:

Ron reported the following:

- Software development is taking longer than anticipated. MassLNC applied and received an extension to spending grant money until June 30, 2012.
- MVLC going live end of this month, CW/MARS academics July 4th, with the public in the fall.
- Looking to extend employment of project manager, Kathy Lussier, to coincide with grant extension.
- Networks set aside \$67,000 each for software development and migration, some will go to supporting extension of project manager.
- Delaying annual Tech Expo from June to September, which coincides with Evergreen training.

Elizabeth stated she needs directors to appoint three Evergreen trainers. Ideally, one knowledgeable about circ, one tech services/bibliographic issues, and one good working with people. The trainers will be source of communication with NOBLE staff. Next month would like to present a training plan.

Evergreen servers arrived, eighteen in all, including two large databases servers.

ADJOURNMENT: Brian Courtemanche made a motion to adjourn, Ruth Urell seconded the motion. Meeting adjourned at 12:05.

Respectfully submitted,

Brian Courtemanche
Secretary