

**NOBLE
MEMBERS OF THE CORPORATION MEETING
AT NOBLE
SEPTEMBER 22, 2011**

PRESENT: Twenty-two libraries were represented at the meeting, attendance sheet attached.

CALL TO ORDER: Pat Cirone called the meeting to order at 10:00. Introductions were done. Doug Rendell announced he is retiring end of October and Alan Thibeault will be new director at Danvers.

APPROVAL OF MINUTES: Diane Wallace made a motion to approve Minutes from June 16, 2011 meeting. Karen Pangallo seconded the motion, passed by unanimous vote.

TREASURER'S REPORT: Doug Rendell reported the budget as of June 30th; next month's report will reflect FY '11 adjustments. Our auditor's field work is complete. Prior to Members meeting NOBLE's officers met with representative from Beverly Cooperative Bank to sign new account documents moving NOBLE funds from Peoples United, formerly Danversbank, to Beverly Coop. Beverly Coop is a local Massachusetts based bank. Pat added with Danversbank being bought out by a non-Massachusetts based bank, there is no insurance coverage above FDIC limit.

Linda Walsh made a motion to approve report. Mark Ferrante seconded the motion, vote was unanimous.

MANAGERS' REPORT:

Ron Gagnon –

- Evergreen Tech Expo was well attended and very successful last week.
- Telecomm upgrade – the upgrade costs were slightly lower than the grant, therefore received approval from MBLC to use remaining funds to purchase additional equipment for central site. Overall, despite issues in the beginning, once installation complete there have only been a few isolated issues. Melrose upgraded to faster connection.
- Legislative breakfast will be held October 21st at Reading Public Library.
- Survey sent to libraries asking if open or closed the weekend Evergreen changeover will take place.

Elizabeth Thomsen –

- Attended OverDrive Digipalooza conference over the summer.
- Kindle has gone live with OverDrive, and libraries are being rolled out. NOBLE site not changed yet. Emailed message with screenshots from her Kindle. Kindle is integrated so don't need an actual Kindle to use it. Can be downloaded to cell phones and other devices with Kindle app, which is free, and is synchronized. Discussion about how it will work with other devices and how the download app works. Diane Wallace asked if Kindle user using app do they need to have credit card on file at Amazon. Elizabeth believes so, but not positive. Patti Rogers asked if our collection can handle the new Kindle users. Ron added, Executive Board as part of their budget discussion, approved \$20,800 additional funds to FY '12 budget for OverDrive.

Martha Driscoll –

- Continues to work on Evergreen.

PRESENTATION OF FY 13 BUDGET:

Ron reported Executive Board approved the FY 2013 budget at its September 9th meeting. The budget is presented at today's meeting with vote from Members at October meeting. Highlights from his PowerPoint presentation are below:

- No increase on base fee.
- EBSCO will increase 2% per contract.
- Assessment formula will remain the same; new formula is being researched.

Changes & Impact

- Telecomm System has been upgraded and we are changing our Library Automation System.

Transition Year FY '12: Telecomm

- New equipment and method: Comcast and institutional lines.
- Upgrading Comcast service to next level
- Net savings not as big as might expect

Shifting Reimbursements

- Receive subsidies on our data line and Internet costs from e-rate and MBLC. With new data lines on Comcast Internet, e-rate would require filtering, NOBLE voted several years ago to not do filtering.
- Decline in costs means decline in subsidies since based on costs.
- MBLC increasing Resource Sharing funding, numbers next week.

Telecomm Before & After

- Sheet comparing the telecomm costs before and after the upgrade. Net cost old before was \$84000, now will be \$66,000.

Transition Year FY '12: Evergreen

- Decide on optimal support option:
 - Outsource
 - MassLNC
 - In-house
 - Combination most likely
- Impact on cost

Evergreen Equinox Support

- Funded for FY '12 & 13
- Will evaluate need and options after first year
- NOBLE is first line of support for libraries
- Equinox will function like Innovative support model but at lower cost

MassLNC Support

- Business Plan is requirement for grant report
- Current MassLNC participants as well as other Mass. networks that follow
- Presentation at November Members Meeting by MassLNC Coordinator
- Tri-partite committee will recommend
- Back to Members in February or April

Additional Staff Support

- Included in FY12 & FY13 budgets
- Additional tech support so technical staff can focus more on Evergreen
- More cataloging support to aid develop training materials, clean up database, catalog and migration

Catalog Improvements

- Funding for readers' advisory service, reviews, to improve catalog and direct patrons to existing collection items
- Funding for mobile catalog app service
- Bring catalog closer to typical website
- ERDWG will recommend

Systems Before and After

- Sheet comparing system costs before and after. Innovative costs \$200,000 a year. With the new Evergreen model cost approximately \$203,000, including new catalog improvements and \$40,000 for custom programming.

Formula

- No change for FY '13
- Balance of costs shift, as telecomm and ILS software maintenance costs decline
- To maintain status quo, \$117,338 transferred from Per-User to Base
- Formula Committee will be working to develop recommendations

Reserve Accounts

- Capital fund: \$1,075,598
- Contingency balance: \$675,000

EVERGREEN OUTLOOK:

Martha Driscoll -

- Working on data migration of item, bib, and patron records. Running test loads to see how long it will take to load the data.
- Researching fines and if they should be migrated to Evergreen. Fines are charges for overdue materials that have been returned, but a fine is owed. Fines can be loaded into Evergreen, but no detail since item not checked out in Evergreen. Showed what screens looks like on the training system. No title is listed for items checked out in Innovative.
- Bills are charges for things still checked out. Items that are checked out at the time of migration can be handled on Evergreen; just items that are returned and has a fine can not. Diane Wallace asked if can migrate some, for example not old fines. Martha explained there is no good inquiry on Millennium, can do by certain amount or date. It will be an extra step for transfer on New Year's weekend. Building production system now and will do a trial to see how much time will take. Myron asked if Martha had dollar figure involved that wouldn't be migrated. Martha handed out spreadsheet with number of items checked out by item location and fines. The fines column includes bills, Innovative can't separate. When program is run can choose to do fines vs. bills. Don't want bills cleared out.
- Patti Rogers commented not being able to migrate passwords as part of the transition is a downside for patrons, so having to distinguish between fines and bills with a dollar figure would be a positive PR selling factor.
- Elizabeth Thomsen added staff will be slower initially as get accustomed to new screens and could slow down work flow. Any data that can be cleared would make smoother transition for circulation staff. Don't want circ staff not to be able to answer patron questions about the fine because of lack of information. Brian Courtemanche asked how and when want to communicate their decision. Martha stated by mid-October, and send email from each library. Pat asked if can by library choice either clear by amount or date.
- Will be sending out data migration questions to info list.

Elizabeth Thomsen -

- Passwords can not be migrated from Innovative to Evergreen since it's encrypted. So the day come up on Evergreen patrons will not be able to log on the way they did. Patrons will be given a random number and then have to use the forgot your password option, this will work for patrons who have email on file and is still valid. To make this transition work there are a few options we can do; 1) publicize this procedure to patrons; 2) consider sending email to patrons with the information about password, this will also clean up invalid emails; 3) have option to set up user name and will be able to log in with their user name instead of barcode.

- Elisabeth Tully suggested having a tab in the training system for marketing materials or samples for patrons.
- Patti asked for clarification of “skins”. Elizabeth explained it’s the look of the catalog as well as some functionality associated with that skin. Improvements would be in the new skin. The different options of both skins are being considered and will decide which skin to go live on. The new skin doesn’t yet have option of changing password.
- Linda Hummel-Shea added having uniform material to give to patrons would be helpful.
- ElisabethTully added her and her staff had a Go To Meeting with Elizabeth and her staff and it helped them tremendously.

ADJOURNMENT: Alan Thibeault made a motion to adjourn, Nancy Ryan seconded the motion. Meeting adjourned at 12:00.

Respectfully submitted,

Myron Schirer-Suter
Secretary