

**NOBLE  
MEMBERS OF THE CORPORATION MEETING  
AT NOBLE  
APRIL 18, 2013**

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

**CALL TO ORDER:** In Pat Cirone's absence Brian Courtemanche chaired the meeting and called it to order at 10:05.

**APPROVAL OF MINUTES:** Martha Holden made a motion to approve Minutes from November 15, 2012 meeting. Linda Shea seconded the motion, passed by unanimous vote.

**TREASURER'S REPORT:** In Karen Pangallo's absence, Ron Gagnon presented the report. Spending is on target. Deb Abraham made a motion to approve the report. Linda Walsh seconded the motion, vote was unanimous.

**MANAGERS' REPORT:**

**Ron Gagnon** –

- New System Support Specialist, Suzanne Paterno, began full time April 1<sup>st</sup>. She will assist Martha and her staff on system infrastructure. She is completing her MLS at Simmons and has a Bachelors degree in computer science.
- Congratulations to Reading library for receiving funding for renovation project. Everett's Shute branch renovation project will begin shortly. Both partially funded by MBLC grants.
- Salem bid for public libraries won't be done this year. Last year City of Salem Purchasing agent did bid for 2 years. Libraries will not be receiving letters from Salem Purchasing Dept. Libraries will just receive NOBLE contract late June after EBSCO contract is finalized.
- Working Groups Update:
  - *Electronic Resources and Database Working Group* discussed renewing EBSCO contract and had some suggestions to look into. EBSCO submitted a one year proposal with a 3% increase, awaiting proposal for multi-year contract. Consensus was strongly to continue with EBSCO. Vote is on hold pending answers to some information. ERDWG will vote next month to recommend renewal to Executive Board, then vote will come to Members at June meeting. Also working with ERDWG on catalog enhancement project.
  - *Resource Sharing Working Group* is working with Martha and her staff on long overdue notices, will be discussed in agenda item later. One NOBLE card issue also being discussed later by RSWG.
  - *Collection Management* items will be discussed later in the agenda.To keep libraries informed to what is being discussed, there are links on Staff Information System to each Working Group's web page.
- Legislative Day on March 26<sup>th</sup> had a good turnout. Ways and Means budget is out; budget to MBLC is reduced by \$32,000. Ruth Urell stated aid to public libraries is reduced by 33%. There's a House amendment that's trying to increase aid by \$3,000,000, and an amendment for Resource Sharing line item as well. Please contact your state legislator.
- Ron is on the hiring committee for new MBLC director search. Received resumes and narrowed down to five candidates, interviews will be held on April 29<sup>th</sup> and May 1<sup>st</sup>. Half of the finalists have a connection to Massachusetts, and the other have state library experience.

**Elizabeth Thomsen** –

- Setting up a trial of NoveList Select database on the training system for libraries to review, more information will be sent out later today. The training system does not have have books from the last couple of years. Survey Monkey will be set up to get feedback from libraries. Elisabeth Tully asked if libraries decide want to subscribe would it be an additional purchase for libraries. Ron explained the cost would be part of catalog funds in NOBLE budget and not an additional charge to libraries. Carol Gray asked if libraries have NoveList or Plus, should they drop it. Elizabeth stated that's for libraries to think about. Ruth Urell asked if only items in our catalog show up. Elizabeth stated yes, except book award list will display, but without a link.

- OverDrive has moved to new platform. In the old platform features were all about the covers, and title information was cut off, now can switch to line or grid view. Statistics are up. OverDrive Read, their cloud based program, is not getting much use.
- Elizabeth and Michele Morgan attended the Evergreen International Conference in Vancouver. Highlights below:
  - Focus was open source library ecosystem, but software testing and quality issues came up. Kathy Lussier is involved in hiring an outside consultant to audit and analyze the software to see if there are particular bottlenecks that slow the system.
  - Michele attended the *Hackfest* session where developers get together and discuss ideas with attendees and then they break out into smaller groups. Michele participated in *Lifecycle of a Bug*, which showed the process of how a bug gets entered into the system and goes through the process to being fixed.
  - Elizabeth attended Interest Groups on reports, acquisitions, and training. Elizabeth is now the coordinator of Trainers' Interest Group.
  - At the Acquisitions session there were enhancements funded by NOBLE and MassLNC, along with Bibliomation.

Patti Rogers expressed frustration that it seems NOBLE jumped into a decision to go with the Evergreen system where functions were not developed, particularly acquisitions, but were developed in other commercial vendor products. It's time consuming for library staff.

Ron explained cost was a factor and with Innovative you have to pay ongoing maintenance costs for the software after you purchase it. There were some functions of Innovative that were an extra cost, particularly serials and acquisitions. Ron acknowledged there is staff time involved in training and evaluating an open source system, but the plus side it's libraries' input not the vendor's.

Elizabeth added some of the issues that we were concerned about with Innovative Millennium has happened. Innovative has been bought out; Millennium is no longer being developed. Innovative has a new product, Sierra, and Innovative customers are being pushed into buying this new system or stay on the old system. NOBLE libraries have choices now and not at the whim of vendors and venture capitalist. Patti stated she understands difference between open source vs. proprietary, but feels had a function that worked and now don't and still not developed. Elizabeth explained that Innovative started as serials and acquisitions interfaces that were sold to other ILS systems, then Innovative added the rest of the components of a library system like circulation, cataloging. This is opposite of other ILS. Elizabeth stated we knew going into Evergreen that we weren't going to have all the functionality had when left Millennium, and that year one would be a learning and development curve. But going forward into year two and three we will be ahead of where were when left Innovative.

Ron added that initially we planned to upgrade to 2.3 in January, but there where throughput problems with staff client so decided to hold off. CW/MARS is working with Equinox to remedy that, MVLC is not having the issue. Many of the client memory leak issues are fixed in latest version of 2.3. The latest version will be loaded on training system and tested. CW/MARS has been testing an experimental stripped down client to resolve workstation memory issues in 2.3.

Ruth Urell stated she had to add two staff to complete work that was previously done by less. The delays are costing money and hopes this is resolved soon.

#### **Martha Driscoll –**

- Working with libraries installing Unifi wireless system, have seen positive results once set up.
- Installed Windows 8 Pro on one of our on training room PC's. Windows 8 has issues with EnvisionWare, still not recommending libraries upgrade to Windows 8.

- George is setting up a computer at Melrose as a monitoring system for Atrion. They will look at traffic and slow downs.

**VOTE TO APPROVE NOBLE SELECTION POLICY FOR ELECTRONIC CONTENT:**

- Ron explained the policy was developed by Collection Management Working Group as a guide for the selection of shared electronic content purchased by NOBLE libraries. Policy reviewed by Executive Board and was approved. Susan Conner, chair of Collection Management, stated the group discussed options and addressed issues libraries had.
- Ruth Urell requested a wording change in the fifth paragraph, first line of the policy. Instead of stating “*At all times NOBLE is supportive of the principles ...*”, change it to “*NOBLE libraries support the principles...*” Policy amended below:

The intention of this policy is to guide the selection of electronic materials purchased by NOBLE member libraries for the shared usage of their patrons. This consortium-wide policy does not supplant the collection policies of the 28-NOBLE member libraries. The policy covers the purpose of the collection, materials selection criteria, supported formats, and related policies.

The electronic collection's purpose is to support educational, informational, and recreational needs of NOBLE patrons. E-content will therefore be selected and retained on the basis of these criteria.

Purchase considerations will be based on, but not limited to, patron requests, reviews, curriculum support, currency, content, and budget.

In an effort to support different devices, the collection will include a variety of formats. Format decisions will depend on current technology, publisher licensing agreements, and budget considerations.

NOBLE libraries support the principles embodied in the Library Bill of Rights (<http://www.ala.org/advocacy/intfreedom/librarybill>) and the Freedom to Read statements (<http://www.ala.org/offices/oif/statementspols/ftstatement/freedomreadstatement>) as articulated by the American Library Association. No material will be excluded solely because of the origin, background, or views of the author.

Alan Thibeault made a motion to approve the policy as amended, Martha Holden seconded the motion. Policy passed by unanimous vote.

**DISTRIBUTED OVERDRIVE ACQUISITIONS OPTION:**

- Ron explained the topic of how OverDrive content is purchased came up at October Members Meeting, Elizabeth Thomsen has been purchasing titles. The topic was discussed at Collection Management Working Group in January, and decided to try a pilot program by dividing the remaining funds among the libraries in the Group to make purchases. The pilot went well, in May a list will be sent to libraries with their allocation to spend if they opt in to participate in FY '14. Ron stated recommendation went to Executive Board and was approved.
- Elizabeth added libraries have until June 1<sup>st</sup> to decide. If a library opts in, a library rep that is authorized to place the order must be chosen. Hands on training on Content Reserve and ordering will be done for the reps. Libraries can set up the process within their library as long as NOBLE knows who is responsible for submitting order. Katherine Geoffrion-Scannell asked if these are funds from OverDrive budget for whole consortia, not extra contributions by libraries own funds. Elizabeth answered that was correct. Any funds not spend by June 1<sup>st</sup> will go back into general fund and Elizabeth will make purchases.

### **LONG OVERDUE AND BILLING CHANGES:**

- Ron explained NOBLE staff has been working with Resource Sharing Working Group on this issue. The long overdue and billing display in the Evergreen staff client and what is sent to patrons, is different than in Innovative, was not well received by library staff. Martha and Michele have been working on this and running various scenarios. Also providing paper bill notice to patrons will be part of the process.
- Martha Driscoll explained after an item is 42 days overdue, there will be a staff alert in circulation system which will simultaneously block patrons from checking out, renewing, or placing holds. Do not intend to include academic faculty or staff. Script will run nightly and bring up alert. Staff can remove the block. Alan asked if bill notice will be run with overdue notices. Martha stated yes it will be in your print queue, libraries can print own or NOBLE can do it. She explained the billing process was stopped last July due to confusion with staff, patrons have not received bills since on Evergreen.
- Ron added with Innovative overdue billing was set at 90 days. Evergreen takes the billing action more seriously and permanently, thinking the item will not be returned.
- Susan Cirillo expressed concerns and doesn't think Salem State will want to participate, is it mandatory or can opt out. They do not want students blocked at 42 days. Ron explained need to have uniform policy amongst libraries. Maryann Niles agreed with Susan, in their library most items are their own and don't want to block students.
- Nancy Tracy asked will circ staff be able to override. Martha answered yes someone with authorization would have to do it. The notice will say to contact library where the transaction took place, not the owning library. Discussion continued.
- Linda Shea stated it will work at Northern Essex since most students don't need their materials for nine weeks considering loan period is 3 weeks then 6 weeks overdue. At 4 year college might be different.
- Bill Meunier stated at North Shore after 4 weeks students are locked from materials and not able to register for classes.
- Maryann Niles asked about fines, what to collect and how concerned libraries are about collecting them if staff overrides block. MCC are probably doing away with fines this year. She asked what public libraries do about fines. Ruth stated Reading doesn't charge fines. Some libraries it depends on where fine money goes, whether back to the library or to municipality.
- Martha stated staff can override block at circ, but as long as item is not returned script will keep running. Maryann asked how libraries know what fines suppose to be collected. The item record replacement cost on notice is what is entered in the item record by staff.

There was some discussion about whether the replacement cost is actually a true value of the item, and if patrons should know replacement cost of an item when checked out.

Discussion continued, main concern, particularly for some academic libraries, was having block at 42 days overdue. Could involve a policy change for some. If library doesn't want the block then staff will have to override it each time. Creates more work for staff. Also collecting item replacement cost and fines is a concern.

- Alan Thibeault asked are we trying to approve policy here and vote. Or do we need to send this back to Committee with concerns and further discussion.
- Brian Courtemanche asked do directors want to send this back to the Committee.
- Martha Holden stated keep as is, Linda Shea agreed. Maryann felt it needs to be discussed with this group, doesn't need to be sent back to Committee, Executive Board discussed and approved it. She feels input should be sent to directors not just Committee or Executive Board. She felt a little blindsided not knowing about this until received it with the meeting agenda. It needs to be processed and worked out at each library.
- Susan Cirillo stated she would like to have chance to get feedback from their circ staff, Andrew McCarthy of BHCC expressed the same, as did other libraries. Was decided for directors to submit input and concerns.

- Martha Holden asked if we send this back to committee can we ask directors to reply by a certain date with their input. The Committee and Executive Board will review concerns and go to vote at Members in June. Martha Holden suggested directors should send their input to directors list and discuss at June Member's meeting.

#### **SELF-CHECK DEMONSTRATION AND EVERGREEN UPDATE**

- Martha Driscoll did demonstration of self check module. Staff has to go to web page and log into work station each day. Libraries will need a PC, barcode scanner, and receipt printer. Patrons scan their barcode, if they have long overdues, have to talk to staff. Screen will show patron account with their fines and holds. Self-check is designed for patron to check out book and leave. They can also print a receipt.
- Martha Holden asked if there is a kid friendly version. Elizabeth answered once it is rolled out can look at different options. Elizabeth stated self check can also be done on a mobile device, she demonstrated it on an iPad. A bluetooth scanner will be needed.
- Alan asked if you can do offline transactions. Elizabeth stated no.
- Ron added there is no charge for software or maintenance. Libraries just need a workstation, barcode scanner and receipt printer.
- Susan Conner asked about time out, Martha said it is set for sixty seconds. Elizabeth said you can not go back on the screen. Rich Allen asked if it is encrypted, Martha said she will have to find out. There isn't any patron information the screen other than their name, no personal information is shown.
- Further information with the URL link will be emailed.

Elizabeth Thomsen announced the Digital Public Library of America is launching today at noon.

#### **STRATEGIC PLAN PROCESS UPDATE:**

Tabled due to meeting running late.

#### **REPORT OF NOMINATING COMMITTEE:**

Brian Courtemanche reported Alan Thibeault, from Danvers, is nominated as VP/President elect, and Nancy Ryan, from Lynnfield, nominated as secretary/clerk. Vote will be held at June Member's meeting.

#### **ADJOURNMENT:**

Alan Thibeault made a motion to adjourn, Linda Walsh seconded the motion. Meeting adjourned at 12:15.

Respectfully submitted,

Nancy Ryan  
Secretary

NOBLE MEMBERS OF THE CORPORATION MEETING  
AT NOBLE  
APRIL 18, 2013

LIBRARY

Beverly	
Bunker Hill CC	
Danvers	
Endicott College	
Everett	
Gloucester	
Gordon College	
Lynn	
Lynnfield	
Marblehead	
Melrose	
Merrimack College	
Middlesex CC	
Montserrat	
Northern Essex CC	
North Shore CC	
Peabody	
Phillips Andover	
Reading	
Revere	
Salem	
Salem State University	
Saugus	
Stoneham	
Swampscott	
Wakefield	
Winthrop	
MBLC	
NOBLE, Inc.	

*AG*

*Ann Stikoczek*

*Brian Courtemanche*

*Akron Abraham*

*Carol Gray*

*Nancy Ryan*

*Patricia Rogers*

*Linda Walsh*

*W. T. Tuffnell*

*Maryann Mikes*

*Linda Shea*

*Bill Meunier*

*Marianne Holder*

*Elisabeth Jolly*

*Ruth Urell*

*Nancy Tracy*

*Susan E. Cirillo*

*Don & Donna*

*Susan Conner*

*Sharon Gilley*

*Rich Ah*

*Martha Driscoll*

*Al B. Thomas*

*Ronald A. Hagan*

*Kula Acquaviva*