

**NOBLE
MEMBERS OF THE CORPORATION MEETING
AT NOBLE
OCTOBER 16, 2014**

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

CALL TO ORDER: Brian Courtemanche called the meeting to order at 10:05.

APPROVAL OF MINUTES: Deborah Kelsey noted two typos, corrections will be made. Martha Holden made a motion to approve Minutes from September 18, 2014 meeting, Karen Pangallo seconded the motion. Mary Todd abstained. Motion passed.

TREASURER'S REPORT: Karen Pangallo reported on budget as of 9/30/14, spending on target. Pat Cirone made a motion to approve the report, Zach Newell seconded the motion. Motion passed.

MANAGERS' REPORT:

Ron Gagnon –

- Bob Guimond completed his audit and sent financial statements to myself and Paula. A draft of tax returns has to be reviewed then will go to Executive for approval next month.
- Lease renewal discussion continues, expires 18 months from now, but planning ahead, going to renew for 5 years. Agreement calls for increase of \$20,619 in rent over the 5 years, but the landlord is paying for \$35,000 improvements, which offsets the increase. The dedicated HVAC unit in computer room is 20 years old and beginning to fail, looking into getting two smaller units, which will be more energy efficient. We received pricing from our HVAC contractor, and landlord will be getting cost from their contractor as well. To replace the unit is approximately \$20,000 project. The other improvement needed is replacement of the fluorescent lighting, which is over 20 years old. The lighting technology has changed, the ballast are having issues, and can't buy the bulbs. The landlord will replace all light fixtures to more energy efficient ones. Executive Board has approved the pricing and concept, will be working out final details over the next few weeks.
- Martha and Ron working on RFP for the grant project replacing the switches at the public libraries, and the switch and central router at central site. Two companies, Atrion and FTG, will submit proposals. Proposals due back end of November, and plan to begin project mid-winter.
- Working with Reading library in preparation for their move to a temporary location as they begin a two year renovation project. Part of their collection is at the temporary location and hope to open in a few weeks.
- Reported will be receiving about \$7,600 more from MBLC Telecomm and Resource Sharing grants in FY 16. Overall about \$22,000 more than received last year. MBLC is changing how network infrastructure grants are funded. Networks had been eligible for LSTA federal grants for infrastructure upgrade projects. Brian Courtemanche, Alan Thibeault, Elizabeth Thomsen and Ron went to network retreat to discuss the new funding structure. SACL, the MBLC committee that reviews the LSTA grants, is looking for new innovative projects, not projects for maintaining infrastructure. Normally have \$200,000 in LSTA projects for network infrastructure annually. Instead, MBLC will take \$200,000 from increase in line 9506 and divide it among networks every year, eliminating the grant paperwork. The funds do not have to be spent every year, but can be carried over.

Elizabeth Thomsen –

- Reported on October 1st. NoveList session presented by NoveList creator Duncan Smith. Following up on issues
- Peabody West library is converting adult nonfiction collection to BISAC subject codes. Instead of call numbers, books are categorized based on topic heading.
- Went to Reading library on Saturday and they have done a great job on preparing for move and migrating data, running reports. Will share how reports they used were helpful.

Martha Driscoll –

- Reported on spam, she's looking at other measures and filters to improve it. This month 100,000 messages were identified as spam and not delivered. Between 95%-98% of incoming mail is spam.
- The directory server in Webmail is fixed. Can now query our database of users.
- Michele, Suzanne, and Martha are taking Python programming class at Peabody library with Mike Ahearn, who runs their Creativity Lab. Python is the language Syrup Course Reserves is written in.
- Looking into how to gather wireless stats. Next years' ARIS report will strongly suggest reporting your wireless usage statistics, currently no system to gather that. For libraries that use the Unifi wireless there is a console that gathers statistics. Possibly can do something on the router, trying to figure out some methodology to do that. Deb Abraham pointed out the Unifi includes stats for anyone that walks in library with a wireless device, and not necessarily using the wireless. Martha sent an email to Liz Babbitt at the Board asking for clarification of what statistics looking for.

PRESENTATION OF FY 16 NOBLE BUDGET: OVERDRIVE AND PC SUPPORT COSTS:

Ron did PowerPoint presentation of OverDrive, PC Support, and Web Site.

PC Support - staying the same: \$275 annual fee, \$110 per PC/printer, and \$220 per server, plus 5% surcharge for EnvisionWare type sites.

Web Site - hosting staying the same: \$300/year

OverDrive – Executive Board has proposed a \$25,000 increase for FY 16. Presentation continued on OverDrive, and how the service has increased from small audiobook alternative six years ago, to a core eBook and audiobook service today.

- Distribution Selection:
 - \$14,600 Always Available
 - \$6,000 Holds Manager (\$500/month)
 - \$8,500 central collection development
 - \$30,900 allocated for library selection
 - Total: \$60,000 (\$50,000 FY 15 Assessment, \$10,000 from NOBLE Budget)
- Reviewed statistics for OverDrive Long Hold Lists ratios, which currently for the top 20 titles is over 25 holds per copy. To put that into costs, for example, the annual cost to acquire one copy of all New York Times Bestsellers available is \$24,000, one copy rarely enough.
- Not just a bestseller service, try for rounded collection: classics, children's, travel guides, multiple languages. Difficult to keep up with demand at current budget. Received over \$32,000 in library donations in FY 14; \$56,000 in FY 12.
- There are varying acquisitions models.
- OverDrive has been a success with circulation increasing by 40% in FY 13, and by 31% in FY 14. FY 14 circulation was 128,909, and 12,837 unique patrons checked out items.
- Cost per circulation in FY 14 is 76 cents.
- Showed chart depicting Use on steady increase, Materials Funding is decreasing.
- Executive Board has recommended an increase in funding for OverDrive materials to \$75,000 for FY 16. This does not include the annual platform costs of \$12,000, or additional \$10,000 in materials, both which are covered by the NOBLE budget. The cost is distributed by same formula used in the past, this is based on 50% of library usage, and 50% of what library paid last year.
- Compared to other networks NOBLE is in the middle. Minuteman is largest spender at \$400,000, breaks down to \$9500 per library.

Myron Schirer-Suter asked in the \$14,600 Always Available titles, how many titles are there? Elizabeth didn't have that number with her, but explained it is all audiobooks currently. The Always Available plans for eBooks are not for popular books, and the audiobooks are, it's Blackstone and Tantor.

Kevin Sheehan asked would it be helpful to promote users to the free classics. Elizabeth it is helpful to promote free eBook sources, such as manybooks.net. Another source is Librivox, which provides free audiobooks.

Deb Abraham pointed out even though OverDrive is a good service for our patrons, it is staff intensive in training users on how to use the service and their devices. Elizabeth responded the support emails from users has dropped since OverDrive made some changes, one being OverDrive Read. This the service where a patron can read a book in their web browser, don't have to download. She is willing to go to libraries and do programs or presentations for staff or patrons in the evening. Ron and Elizabeth went to North Shore Computer Society meeting and did presentation of OverDrive.

VOTE ON FY 16 BUDGET:

Ron explained the budget is voted on by roll call. Secretary Linda Gardener is not in attendance at today's meeting, therefore Alan Thibeault was appointed secretary pro tem, and took roll call vote (sheet attached). FY 16 Budget passed by unanimous vote of the libraries present.

VOTE ON PROPOSED AMENDMENTS TO BYLAWS:

Karen Pangallo made a motion to approve the proposed amendments to the By-laws. Martha Holden seconded the motion. Motion passed by unanimous vote.

EVERGREEN UPDATE:

Elizabeth Thomsen reported the following:

- Working on indexing issues, making sure understand what happens to records added to the database.
- Working on changes to centralized cataloging work flow, one aspect is prioritizing popular material. Doesn't work well with items going in prepub. Martha wrote a script that produces an always available list.
- Checking on bestselling holds problem with Baker and Taylor order records for DVDs. Problem is on Baker and Taylor's side, they code DVDs as laser disks which inhibits searching. To help with the problem in meantime NOBLE cataloging staff is searching each morning to find the DVDs and overlay them.
- Working with new format options that came with Release 2.6. There's a new way to set up the format drop down search that lets the search be more specific. We don't have it turned on, setting it up on training system first to make sure definitions match what we are using.
- Working on collection assessment reports, there are too many call numbers in the system that are not properly tagged. This problem is from migration and early conversion issues. NOBLE System Support Specialist Suzanne Paterno wrote a report that identifies a copy location in the system and shows if correct or not. Working individually with libraries to clean up data. To ensure this doesn't happen again Suzanne created a tool that allows libraries to check copy locations and check data.
- Implementing acquisitions improvements which were funded by NOBLE related to speed and work flow issues.

Mary Todd asked if there has been any discussions about resolving the issue of a keyword search the book you want is ten items down. Elizabeth explained that is improvements to relevance ranking. Turning off stemming improved search results, but did not improve relevance ranking. MassLNC has discussed this issue called activity or popularity metrics, but haven't found a developer to work on this.

Karen Pangallo asked if the problems with the prefixes are holding up the startup of the cycles for the collection assessment reports. Elizabeth explained it is, cycles are running but have been troubleshooting. She will send information to tech services staff on their data. Not affecting all libraries. It is affecting weeding reports also.

Martha reported the following:

- Virtual catalog, also known as Commonwealth Catalog, requires NCIP protocol to communicate with Evergreen. Jason Stevenson of MVLC has finished coding the software for MassLNC, and Autographics will test it in the Commonwealth Catalog. The implementation of the whole project has been delayed, as a result NOBLE should be in similar migration time as the other networks.

- Working on resolving the slowness issue with keyword search in release 2.6.
- Working on patron loading specs for the Evergreen community. When colleges have student files to load most networks in the Evergreen community have own set of scripts or methodology for loading data into the system. Trying to have development with user interface to load files into the system.

OVERDRIVE UPDATE:

Elizabeth reported on the OverDrive Roundtable held October 7th. The following improvements were discussed:

- Patron holds; they can suspend holds, receive message when hold available, and have item automatically checked out, this is an option for patrons to do when place hold. Patrons can also set filter for maturity level.
- WMA format is ending, WMA is windows media audio with DRM on it, and this is a problem with Macs. It's the format that tells patrons that have iPods to go to Windows computer and download the OverDrive software and transfer to iPod, also can't return item early. On November 1st OverDrive going to stop selling WMA. Next spring OverDrive will no longer have any WMA if publishers don't have MP3 available.
- Another thing that changed is can now get titles from Macmillan, Hachette and Penguin, each have differing licensing agreements. Simon and Schuster came on with requirement of enabling the "buy it now" option not just for their titles, but whole collection. It gives patrons the option to buy items for personal use, this is something we need to discuss if we want to this available to our patrons.

Pat Cirone asked if libraries do "buy it now" does library get commissions? Ron explained libraries do get commissions, but he talked to other networks and not getting much since amount of sales is very small. The commission is non-negotiable.

Kathryn Geoffrion-Scannell asked if anyone using this as patron driven acquisitions. Elizabeth answered patrons aren't buying it for our collection, but libraries that use can turn on an option that lets patrons send recommendations to libraries. Deborah Kelsey said if patron makes a purchase it does show which library the patron is from. This is something for further discussion.

NEW BUSINESS:

Deb Abraham has been in touch with Better World Books for clean up at end of a book sale. The company is reducing commissions libraries get from 15% to 10% and want 40 boxes before send in shipment. Shute library scheduled to open beginning of the year, with move in and set up beginning end of November and continuing into December. Renovation progress and photos are at shutelibrary.org.

Deborah Kelsey announced open holds and self-check at Sawyer Free library has been successful and patrons are very happy with the services.

Martha Holden announced Peabody library is hosting a holiday get together one evening in December for directors and assistant directors.

ADJOURNMENT:

Michael Blake made a motion to adjourn; Zach Newell seconded the motion. Meeting adjourned at 12:00.

Respectfully Submitted,

Alan Thibeault
Secretary Pro Tem

**NOBLE MEMBERS OF THE CORPORATION MEETING
AT NOBLE
OCTOBER 16, 2014**

LIBRARY

Beverly

[Handwritten signature]

Bunker Hill CC

Danvers

[Handwritten signature]

Endicott College

[Handwritten signature]

Everett

[Handwritten signature]

Gloucester

[Handwritten signature] Deborah Kelsey

Gordon College

[Handwritten signature]

Lynn

Lynnfield

Marblehead

Melrose

Merrimack College

[Handwritten signature]

Middlesex CC

Montserrat

Northern Essex CC

[Handwritten signature]

North Shore CC

[Handwritten signature] Karen Pangallo

Peabody

[Handwritten signature] Marsha Holden

Phillips Andover

[Handwritten signature] Mirela R. Buc

Reading

Revere

[Handwritten signature] Kevin Sheehan

Salem

[Handwritten signature] Nancy Tracy

Salem State University

[Handwritten signature] Jack M. Bell

Saugus

[Handwritten signature] Mary Ann

Stoneham

Swampscott

[Handwritten signature] Susan Conn

Wakefield

[Handwritten signature] Sarah Gilluly

Winthrop

[Handwritten signature] Peter Stuppico

MBLC

NOBLE, Inc.

[Handwritten signature] Martha Driscoll

[Handwritten signature] Ronald A. Gagnon

[Handwritten signature] Paula Acquaviva

MEMBERS OF THE CORPORATION MEETING
 VOTE FOR APPROVAL OF FY '16 BUDGET
 OCTOBER 16, 2014

MEMBER LIBRARY	VOTING REPRESENTATIVE	YES	NO	ABSTAIN	NOT PRESENT
Beverly -	Patricia Cirone ✓ Anna Langstaff (A) Laurie Formichella (A)	✓			
Bunker Hill -	Vivica Pierre Andrew McCarthy (A) ✓ Svetlana Ordian (A)	✓			
Danvers -	Alan Thibeault ✓ Suzanne MacLeod (A) Fran Hegarty (A)	✓			
Endicott -	Brian Courtemanche ✓ Betty Roland (A) Audrey Koke (A)	✓			
Everett -	Deborah Abraham ✓ Ellen VandaLinda (A)	✓			
Gloucester -	Deborah Kelsey Freyja Sanger (A)	✓			
Gordon -	Myron Schirer-Suter ✓ Randy Gowman (A) Alec Li (A)	✓			
Lynn -	Theresa Hurley Lisa Bourque (A) Paula Joyal (A)				✓
Lynnfield -	Nancy Ryan Samantha Cabral (A) Laurel Toole (A)				✓
Marblehead -	Patricia Rogers Ann Thornton (A) Chris Evans (A)				✓
Melrose -	Linda C.W. Gardener Diane Wall (A) Marianne Stanton (A)				✓
Merrimack -	Kathryn Geoffrion Scannell ✓ Lyena Chavez (A) Frances Nilsson (A)	✓			
Middlesex CC -	Mary Ann Niles Donna Maturi (A)				✓
North Shore CC -	Karen Pangallo ✓ John Koza (A) Christine Goodchild (A)	✓			

MEMBERS OF THE CORPORATION MEETING
 VOTE FOR APPROVAL OF FY '16 BUDGET
 OCTOBER 16, 2014

MEMBER LIBRARY	VOTING REPRESENTATIVE	YES	NO	ABSTAIN	NOT PRESENT
Northern Essex CC -	Mike Hearn ✓	✓			
	Gail Stuart (A)				
	Jenny Fielding (A)				
Peabody -	Martha Holden ✓	✓			
	Gerri Guyote (A)				
	Mike Wick (A)				
Phillips -	Elisabeth Tully				
	Michael Blake (A) ✓	✓			
Reading -	Ruth Urell				
	Amy Lannon (A)				✓
	Jamie Penney (A)				
Revere -	Kevin Sheehan				
	Lona Frongillo (A)		✓		
Salem -	Nancy Tracy ✓	✓			
	Tara Mansfield (A)				
	Susan Gaudrault (A)				
Salem State -	Susan Cirillo				
	Zachary Newell (A) ✓	✓			
	Thomas Neenan (A)				
Saugus -	Diane Wallace				
	Mary O'Connell (A)				✓
Stoneham -	Mary Todd ✓	✓			
	May Forkin (A)				
Swampscott -	Alyce Deveau				
	Susan Conner (A) ✓	✓			
Wakefield -	Sharon Gilley ✓	✓			
	Catherine McDonald (A)				
	Jeff Klapes (A)				
	Becky Rohr (A)				
Winthrop -	Peter Struzziero ✓	✓			
	Catelyn Johnson (A)				
	Richard Allen (A)				
*A = Denotes Alternate					

19

φ

φ

7