

**NOBLE
MEMBERS OF THE CORPORATION MEETING
AT NOBLE
NOVEMBER 20, 2014**

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

CALL TO ORDER: Brian Courtemanche called the meeting to order at 10:00.

APPROVAL OF MINUTES: Deborah Kelsey asked Elizabeth what issues she was going to follow up on under her report about Duncan Smith presentation on NoveList. Elizabeth responded there are a few and that she may discuss it during her report. Deborah also pointed out on page 4, under OverDrive Update last paragraph it states she said “if a patron makes a purchase”, should be “if a patron makes a request”. Linda Gardener made a motion to approve Minutes from October 16, 2014 meeting as amended, Deborah Kelsey seconded. Gail Stuart abstained. Motion passed.

TREASURER’S REPORT: Karen Pangallo reported on budget as of 10/31/14, spending on target. Diane Wallace made a motion to approve the report, Deborah Kelsey seconded the motion. Motion passed.

MANAGERS’ REPORT:

Ron Gagnon –

- Governor is doing 9C cuts to the budget, each MBLC line item being cut by 1.5%. For network line item the decrease is about \$41,000. Don’t anticipate the cuts affecting any of the subsidies we receive for telecommunications and resource sharing.
- Audit is complete and tax returns filed, copies were made available to directors via email.
- Continue work on lease renewal, received a draft from the landlord to review the language. Still awaiting specifics on HVAC unit in computer room, as well as replacing light fixtures throughout our office space.
- Working groups are beginning to meet. Electronic Resources Working Group met twice, they will meet monthly. Collection Management group met last week, and Circulation Policy have their first meeting December 4th
- Issued an RFP out for our telecomm system upgrade to replace public library switches, and router and switch at central site. Proposals are due at the end of the month. Received the \$50,000 LSTA grant money from MBLC, and will need to be matched from NOBLE capital funds, which Executive Board will need to approve.
- Working on the annual Value of NOBLE document.

Elizabeth Thomsen –

- Working on data cleanup issues, partly as a result of running the collection assessment reports. The data on Evergreen in the call number area has more field boxes, but not all the data is in the correct boxes. The boxes are the classification type, and since didn’t have that on the old system some data didn’t get migrated into the proper classification type. Still have prefixes that are in the call number field, prefixes need to be in separate drop down location in Evergreen. This is important because the classification type determines how things are sorted, which is important for reports. Suzanne Paterno wrote tools to identify the problem data, and output it in a format that can be used to clean it up. Will be contacting libraries to work with them individually.

Mary Todd asked if any there is a way to turn off the Dewey number automatically being filled in. Elizabeth said yes, she will send out another message on how to turn that feature off.

Deborah Kelsey asked if there is a standard on how to input call numbers for Serials. Elizabeth explained Electronic Resources Working Group started a process looking at issues on how we handle Serials. A big problem with serials is that we don’t currently have a way to place a hold on a specific issue. Data is structured differently for libraries that are doing Serials check-ins, and libraries that aren’t doing Serials. This will be the next step in standardization and improvement of Serials.

- Working with Peabody West branch library on their BISAC conversion project. Currently converting the adult non-fiction collection. Suzanne Paterno wrote a tool for them to automate the process. The tool uploads a file of barcodes, choose BISAC category and sub-category, and it will update records in the system and output the information in an Excel spreadsheet.
- Looking at the eBook records for the state, received some sample data. Four or five of NOBLE libraries will be participating.
- Evergreen Development –
 - An intern, Julia Lima, was hired as part of the Free and Open Source Software Outreach Program to participate with the Evergreen community in creating a User Interface Style Guide. A UI Style Guide includes what elements are used to represent things. The style guide has been lacking in the Evergreen staff client. A link to style guide is posted on SIS, along with material Julia submitted as part of the application process. Julia is a design student who lives in Argentina, and is doing the internship during her summer break which is our winter months December-February. Ron added MassLNC segregated funds for a user interface consultant.
 - Kathy Lussier is facilitating separate development meetings in specialty areas; course reserves, acquisitions, serials, catalog, reports. NOBLE is represented in each group by two NOBLE staff members and two library staff. Will be two face to face meetings during the year; first one is course reserves this Friday.
 - MassLNC signed a contract for two aspects of development with Equinox: alerts, which gives more control over whether alerts pop up at check out or check in, and the messaging center. Awaiting quotes for outputs from the catalog development. Received a quote of \$39,000 for relevance ranking development. Kathy is working to secure development partners, as MassLNC cannot fully fund that project.
- OverDrive Update – Simon and Schuster has decided to drop the requirement that we add the “Buy It Now” option to our catalog, therefore NOBLE will be able to license their titles in our collection.

Nancy Tracy asked if slowness in Evergreen is being worked on. Martha said yes, and has been doing some testing. Going to open up a ticket with Equinox to see if they have any tools to see what the system is doing. Keyword search is taking about 7 or 8 seconds, title and author searches are quicker at 3 seconds. CW/MARS is working with Equinox on this issue as well.

Martha Driscoll –

- November 10th was Bug Squashing day. This is when the Evergreen community looks at Launchpad, the site where bugs are entered, tested and comments made, and finishes work. Fifteen people from Evergreen community participated, including Martha and Michele. When a bug is signed off on, it will go into Master and go in the next release. Ten fixes merged into Master, five were signed off, and seven tested and commented on.
- Everett Shute branch is almost ready to go back online. Comcast installed their connection and modem, Atrion installed the router and switch. Anticipate the branch reopening soon.

Ron added Reading moved to their temporary location, will be there approximately 18 months to 2 years.

VOTE ON FY 16 ACTION PLAN:

Ron explained an action plan is done every year, not only as a management tool, but it is a requirement of the MBLC to receive grant funding. Executive Board reviewed and approved the Plan, and Ron emailed it to library directors for review. Ron pointed out a few new additions to the Plan, as it does change as projects evolve.

Goal 1. Training and Facilitation Center

G. Provide training on new NOBLE-facilitated shared Google functionality.

H. Present an Internet Privacy Workshop for library staff utilizing outside experts.

Goal 2. Lead with Technology

- A. Introduce and demonstrate new Evergreen web-based staff client.
- B. Complete implementation of no-cost Google apps functionality
- C. Introduce new Commonwealth Catalog site and functionality and close out former Virtual Catalog.
- D. Conduct a program demonstrating Windows 10 and low cost/no-cost alternatives.
- E. Develop NOBLE RFID standards.

Goal 4. Improve Access to Data.

- A. Develop an easy-to-access data dashboard for library managers, to include data from NOBLE services with graphical analysis.
- B. Provide documentation and small group training on accessing Evergreen data through the web staff client.
- C. Investigate and implement Evergreen development to allow library-initiated batch-loading of patron records.
- E. Shift all cataloging to RDA and update data.

Goal 5. Coordinate and Promote E-content

- A. Investigate group purchase option for statewide eBook database in FY 17
- B. Work with ERDWG to investigate and recommend a discovery service.
- C. Work with ERDWG to arrive at a recommendation on expiring EBSCO contract.
- D. Work with ERDWG to arrive at a recommendation on expiring NoveList Plus and NoveList Select services.
- E. Implement OverDrive API

Goal 6. Provide Continuity of Knowledge and Service

- A. Provide record loading and authentication services for NOBLE libraries participating in statewide eBook database.
- F. Upgrade/replace Evergreen hardware nearing end of life.
- G. Complete facility improvements.

Goal 7. Advocate for Members.

- E. Develop new print promotional piece for NOBLE services.

Karen Pangallo made a motion to accept the FY 16 Action Plan, Elisabeth Tully seconded the motion. Motion passed by unanimous vote.

MOVE TO BRANDED GMAIL AND GOOGLE APPS:

Ron reported it is planned to move NOBLE email to Gmail and implement Google Apps in late January. This was discussed with Executive Board and they approved the recommendation. There are several reasons for doing this, one being it meets three FY 14 Objectives:

- 1) Improve access to NOBLE email via mobile devices
- 2) Investigate new and improved calendar system
- 3) Move information to offsite hosting

Email will still be supported by NOBLE. Google services will improve, streamline and simplify NOBLE services for library staff, and is free for nonprofits. Martha filed the paperwork and NOBLE qualified. Google service has more modern tools and will improve dependability and stability for NOBLE libraries.

Email –

Martha Driscoll discussed Gmail, summarized below:

- Has unlimited users, NOBLE currently has 500. Each user gets up to 30GB of storage for email and documents. NOBLE's mail server is currently at 67GB. The largest inbox on NOBLE's mail server is 6 GB.

- Gmail supports POP and IMAP, so users can continue to use Outlook or Thunderbird, or log into the web interface.
- Users will have the same email address, yourname@noblenet.org.
- Google has the resources to provide 24/7 support, 99.9% guarantee of servers being up, as well as provide better spam control, which has been an issue for NOBLE email.

There will be a migration process. All email, including inboxes and folders on NOBLE servers, will be moved over to Google in January. Attachments will also be migrated. More information on the migration process will be sent.

Stacy Debole asked about security of Gmail vs. Squirrelmail, it's her understanding that Gmail log in is encrypted but rest of it is not. Martha explained Google services are encrypted and is in a secure session, https, and is as encrypted and secure as our current mail. Google has privacy policy and email won't be indexed and be in Google search, some of NOBLE's academics have moved to Google mail.

Karen Pangallo added they use it at North Shore, and their Information Services people are very strict with security and privacy, they would not be using it if it wasn't secure.

Stacy added her husband uses Google in an educational institution and in a private setting and has problems with transferring and reading documents. Wondering if there's been a trial to test to see how it works within their environment. Martha said yes, and hasn't had any issues opening or transferring docs. Stacy said have trouble opening and transferring files with Gmail. Elizabeth asked what kind of documents she was having trouble transferring. Stacy said Google Docs is tough, and Word Docs and Excel files. Martha explained she has been using it and hasn't had any issues; Gmail opens Word, Excel and other file types. Elizabeth asked Stacy if she means using Google docs, or transferring as an attachment. Stacy said yes transferring as an attachment in Gmail, and if you created it in Google docs, then try to open it in Word, it doesn't work especially if have older Word version. It doesn't always open in the browser. Elizabeth replied saying she has been using Gmail and Google docs for a while and haven't encountered that problem. Stacy said it works well with current software versions but if have older versions of software or browser doesn't work, she's seen it in the library. Martha Holden asked if library staff have to use Google docs, or do they have access to it as an option. Martha said that is correct, main focus is to transfer our mail over to Gmail, and Google Docs/Apps are optional, they are part of the service. Elizabeth explained Gmail has nothing to do with how easy or hard it is to open a file, it's the program that is trying to open the file.

Deborah Kelsey said Minuteman did this a couple years ago and it was seamless. No complaints, improved service for the staff.

Stacy said they have students that come into the library and have trouble opening Word docs from Gmail. Elizabeth suggested maybe we need to follow up and see if there is something going on with the machines, and see the specific formats.

Google Apps/Docs –

Elizabeth explained Google Docs is optional for staff to use, and consists of word processing, spreadsheet and presentation programs as well as a tool for forms. Mary Todd added she used Google Docs to send out a survey, Elizabeth noted it works well on mobile devices. Mary added the survey calculated the responses, gave graphs of the results, and statistics. Google Apps can be shared, you can allow person to view it but not edit the file.

Elizabeth would like to incorporate this into training so people are familiar with it. Google Docs can be stored in their native format in Google Drive, which is their cloud service. Another useful app is Google Calendar. These are optional services that come with Gmail. The Plan is to move email first, and then do training for other apps. and services. Ron added more information to come on the timetable.

EVERGREEN SELFIES: SELF-CHECKOUT, REGISTRATION AND HOLDS

Martha Driscoll explained Evergreen has three patron self-services: self-checkout, self-registration, and self-services holds. Peabody and Gloucester have self-checkout machines set up, and Martha has been working with Middlesex on setting up patron registration. Martha's PowerPoint presentation reviewed each of the services:

Self-Checkout -

- Runs in a browser.
- Staff login once a day at the designated workstation, which will also give statistics.
- Times-out after designated time if patron leaves and does not logout.
- Patron can only check out, view current checkouts, fines and holds.
- Prints receipts.
- No history retained.

Gloucester -

- Launched the service in September 2014; has 2 adult, 1 child self-check.
- Uses touch screen with Windows 8.
- Uses Firefox and Open Kiosk so is secure.
- 600 checkouts in September; 1880 checkouts in October.
- Problems:
 - 1) Patron scanning ISBN instead of library barcode, and scanning skills in general.
 - 2) Popups in Evergreen that will prevent a self-check from happening. Michele has been working with Gloucester on this.
- If patron owes fines, they will be directed to see library staff and not allowed to checkout.

Self Service Holds -

- Holds are in a public area in the library.
- In Evergreen patrons can have a "hold alias", a field in the patron record, if the field is filled in when you check in their hold it will say route to public hold shelf.

Patron Self Registration –

- Showed screen customized for Middlesex. They wanted a workstation in the library where students can fill in their information, submit it, then staff at the circ desk access the information and register the patron.
- Patron is actually requesting a library card. At the top of the screen it states "Request" instead of "Register" so there isn't any confusion. The information goes into Evergreen, but doesn't create a live card. Only becomes active when staff loads patron. Under Circulation menu there's a Pending Patron option, patrons in the pending file will time out after a designated period of time.
- The form can be linked on the bottom of your catalog page, and customized.

Pat Cirone asked if the form can be linked on library web page, Martha answered yes.

Martha Holden asked if button on bottom of the form can be changed from "Submit Registration" to "Submit Request" to match wording on top "Request Library card". Martha said she believes so, it should say "Submit".

Brian Courtemanche commented it would be helpful if a flashing button could be added so when library staff log into Evergreen in the morning they have a warning that says there's a pending file to be processed. He also asked if it generates library card number. Martha said no, has to be entered by staff.

Ron added these services are available at no cost, with Innovative it would have costs thousands of dollars. Only service that requires hardware is the self check-out. Library would need a PC, which can be an older one, a scanner and receipt printer.

OVERDRIVE UPDATE:

Elizabeth Thomsen reported the following:

- Working with larger group of selectors this year and getting that set up.
- Looking at how to allocate funds next fiscal year, as budget will be more. Trying to decide how much to allocate for to best sellers and Holds. Currently have small amount of funds that is managed centrally that is used for Holds and Always Available subscriptions, not enough to go through the best sellers weekly. Over the years a higher percentage of best sellers are now available in OverDrive, and usage is increasing.
- Remind directors she is available in the evenings to come to libraries for presentations for staff or patrons, or be there for staff presentation and participate as needed.

Myron Schirer-Suter asked if a library can get statistics on items bought last year. Elizabeth stated she would have to look into that further.

Deborah Kelsey asked about announcement from Biblioboard that it's going to be available statewide and would there be a way to have it integrated. Elizabeth explained the content in Biblioboard is all public domain. It authenticates via geolocation. If a library is participating in the statewide project then the library has the ability to use creator tool and patrons can set up accounts. Libraries in Mass. who have not participated will not be able to log in, but will get into the service because the geolocation will allow it.

Having issues with MARC records that Biblioboard creates, very different model, not exactly an eBook product. Deborah asked if libraries that participated in the pilot program had the records integrated into the catalog. Elizabeth explained MLS did not give us or want us to put the records into our catalog during the pilot. We have data samples are now working on what we need to do to get those into the catalog.

Mary Todd asked if any library in NOBLE has signed on with Flipster. Elizabeth replied no, current trial ended. Ron added having meeting at EBSCO office in January to discuss different topics, changing user interface for a lot of their products. Hope to get another Flipster trial. NOBLE library staff will be invited. Elizabeth added A to Z list is changing product called Full Text Finder. Will survey people about what they liked about Rosetta Stone and Flipster. Directors offered some input, discussion continued. Cost was a factor for Flipster.

Elizabeth Tully added the real competition is Zinio from BPL, which is free. Everyone in the Commonwealth can get a card from BPL online and use the service. Elizabeth added that would be a good point to remind EBSCO of.

Discussion continued on Rosetta Stone. Elizabeth Tully pointed out it wasn't the money, but only able to have access to level one learning. Pat added they had their own trial and when tried to log onto NOBLE's Rosetta Stone trial couldn't log in, said already had an account. Their information wasn't purged when their trial ended.

NEW BUSINESS:

No new business to report.

ADJOURNMENT:

Myron Schirer-Suter made a motion to adjourn; Nancy seconded the motion. Meeting adjourned at 12:00.


Respectfully Submitted,

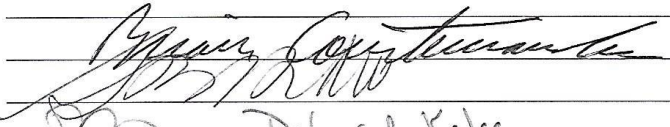
Linda C.W. Gardener
Secretary

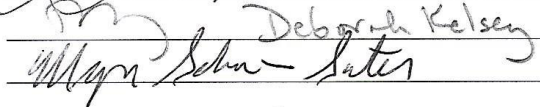
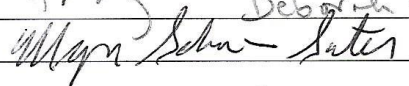
NOBLE MEMBERS OF THE CORPORATION MEETING
AT NOBLE
NOVEMBER 20, 2014

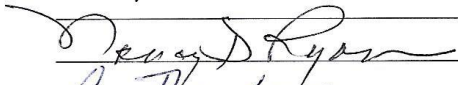
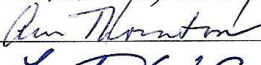

LIBRARY

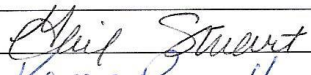
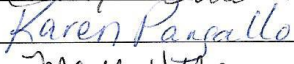
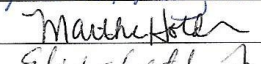
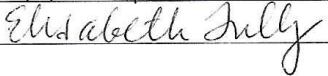
- ✓ Beverly
- ✓ Bunker Hill CC
- Danvers
- Endicott College
- Everett
- Gloucester
- Gordon College
- Lynn
- Lynnfield
- Marblehead
- Melrose
- Merrimack College
- Middlesex CC
- Montserrat
- Northern Essex CC
- North Shore CC
- Peabody
- Phillips Andover
- Reading
- Revere
- Salem
- Salem State University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

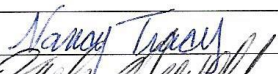

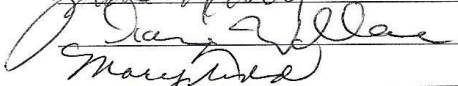
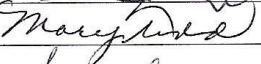
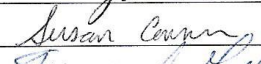
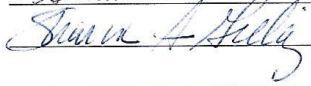


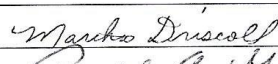
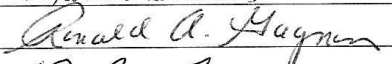
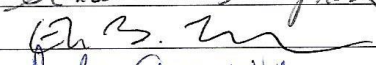
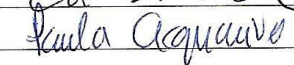


 Deborah Kelsey
 Mary John-Lutes

 Donald Ryan
 Ben Thornton
 Linda W. Gardner

 Cliff Stuart
 Karen Paganillo
 Martha Hill
 Elizabeth Jolly

 Nancy Tracy
 Elizabeth
 Dan Wallace
 Mary Ann
 Susan Conroy
 Susan F. Kelly

 Martha Driscoll
 Ronald A. Gagnon
 Ed B. [unclear]
 Paula Acquaviva