

**NOBLE
MEMBERS OF THE CORPORATION MEETING/ANNUAL MEETING
AT SALEM STATE UNIVERSITY
MAY 21, 2015**

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

CALL TO ORDER: Brian Courtemanche called the meeting to order at 10:00. Introductions were done. Susan Cirillo, Dean of Library, spoke briefly and thanked everyone for coming. Susan also announced she is retiring the end of June.

APPROVAL OF MINUTES: Kathryn Geoffrion-Scannell made a motion to approve Minutes from March 19, 2015 meeting, Karen Pangallo seconded. Zack Newell abstained. Motion passed.

Karen Pangallo presented Brian with a gift as outgoing President. Brian thanked everyone.

TREASURER'S REPORT: Karen Pangallo reported the 4/30/15 budget is on target. Diane Wallace made a motion to approve the report, Linda Gardener seconded the motion. Motion passed.

MANAGERS' REPORT:

Ron Gagnon –

- The project to move NOBLE email to Gmail is complete. A meeting was held introducing Google Apps. Elizabeth will be overseeing the training on the subgroups of Google Apps.
- Elizabeth's staff is working on data cleanup, for better delivery of stats.
- Telecommunications Upgrade –
 - Signed a contract with FTG as our new telecommunication upgrade and ongoing maintenance vendor, leaving long time vendor Atrion effective July 1st. This came as part of the RFP process in the fall from the grant awarded last summer. FTG is used by Old Colony and SAILS, and both are very satisfied with them.
 - FTG's proposal for the telecomm upgrade was \$50,000 lower than Atrion for the installation costs. Ongoing maintenance will be approximately \$15,000 lower than Atrion for similar service. In addition to lower costs, Atrion is changing their model to work with larger companies. Ron and Martha met with the President of FTG, and he is involved in the technology and services the company provides. FTG is also a state contract vendor, and provides services for the State House, and has the contract for the state lottery.
 - Project is subsidized by an LSTA grant administered through the MBLC. The original projected costs were \$106,000, which we were awarded a \$50,000 grant. The cost with FTG is \$75,000 so the grant will be reduced to \$35,000, therefore need to return \$15,000 to MBLC. NOBLE's cost will be approximately \$40,000. Executive Board approved spending \$50,000 from NOBLE's capital fund to fund the project.
- Our lease has been renewed for 5 years, bringing our new lease term ending May 2021. The lease includes annual rate increase lower than our current lease. The first year will be 1% increase, and about 2.3 % increase in succeeding years. Amount of increases are less than half the cost of the signing concessions we received as part of the renewal. The landlord is replacing the old computer room HVAC system, as well all the fluorescent light fixtures in our office. Both will save energy and capital costs.
- There was a power outage at NOBLE on May 8th due to a transformer that short circuited. The power was shut off and was down for the day. NOBLE has a battery UPS backup system, but only lasts less than an hour. Wednesday the 13th, power from the municipal utility failed in our part of town and was out for about an hour. The backup from the UPS ran out before a proper shut down of Evergreen could be done so the systems went down, but libraries were able to access Gmail. There were some issues with bringing Evergreen back up since a proper shut down was not done, worked with Equinox on bringing the system back up. As a result of the outages Executive Board asked Ron to research installing an automatic generator for the computer room. Ron reached out to our landlord.
- Tech Expo will be June 23rd. There will be morning and afternoon presentations in the meeting room, and ongoing hands-on demonstrations in the training room. Full schedule will be posted on SIS soon.

Elizabeth Thomsen –

- Google Apps –
 - Introductory session was held May 12th. Elizabeth sent out a survey prior to the meeting asking which apps people are familiar with. Results showed that most people know some areas, but not all. Also prior to the meeting Elizabeth sent emails with samples of the different app tools, i.e., invitations to view, edit, and comment docs, meeting requests, calendar, etc. to everyone that signed up for the meeting.
 - Scheduling hands-on training sessions, one for groups, contacts management, and calendars, and the other on docs, sheets, slides, forms and Google Drive.
 - Google Hangouts, which is a communications tool that does videoconferencing, will not work well in a training room session, so will do Hangout practice sessions.
- OverDrive Update -
 - Some small enhancements, one is the dyslexia font, which works in the app and web site.
 - WMA titles have ended. NOBLE still owns some WMA titles, but they will be gone as of June 10th. Publishers are trying to make some of them available in MP3. For the titles we lose on that date, we will receive reimbursement based on a formula that reflects how often the items circulated. Also with the end of WMA we now have a lot of streaming audio.
- Conferences and Meetings –
 - Ron and Elizabeth participated in the MLS eBook Summit, looking at the Statewide eBook program with focus on training. In attendance were directors of consortia from the state, Paul Kissman, Greg Pronevitz, Steve Spohn, and Nora Blake. Half of the meeting was on metadata, the MARC records that we can get to load into our system. The quality of the records from all three vendors has been below our standard for record loading, and attention is now being given to the quality of the records. ERDWG developed a set of guidelines for what we need in records that we want to load; Elizabeth sent those guidelines to Steve and Nora before the meeting.
 - Attended the Computers In Libraries Conference. Went to sessions on mobile, search, statistics, and linked data.
 - Going to Phillips Andover tomorrow to speak to the Eight Schools Association about the Digital Public Library of America.
 - Attended the Digital Commonwealth Conference in April. There were presentations by BPL staff, and Digital Commonwealth Board.
 - Attended the Evergreen Conference. Kathy Lussier was there, as well Jeff Klapes, who is also the chairman of the MassLNC Development Committee. Further discussion later in the agenda.

Martha Driscoll –

Reported on the Gmail email migration, which took place during March and April. The migration was from our local hosted email on NOBLE server to Google Gmail. Migration was done in stages, three nights per week over a period of 5-6 weeks. This allowed NOBLE staff to resolve any issues or answer questions, as necessary. Folders, inboxes, and in some cases, contacts, were migrated. Only a few issues where some email accounts didn't migrate. The email groups were migrated last.

NOMINATING COMMITTEE REPORT:

Brian Courtemanche reported the Committee met on May 13th and nominated Linda Gardener as Vice President/President Elect, and Patti Rogers as Clerk. Both have accepted the nominations. Brian opened the floor to other nominations – there were none.

VOTE TO ELECT VICE PRESIDENT/PRESIDENT ELECT AND CLERK:

Diane Wallace made a motion to elect Linda Gardener as VP/President Elect, Kathryn Geoffrion-Scannell seconded the motion. The motion passed unanimously.

Karen Pangallo made a motion to elect Patti Rogers as Clerk, Zach Newell seconded the motion. The motion passed unanimously

VOTE TO APPROVE RFID POLICY:

Ron reported the RFID policy was sent out with the agenda, and was recommended and approved by Executive Board. Reading Public library is moving to RFID in their new building and will soon begin tagging their collection. RFID tag has a number of fields within it that you can use or not, now there are NISO standards that determines what goes in what fields. It is recommended that NOBLE have a RFID Policy that uses NISO standards to ensure interoperability. The policy reads as follows:

NOBLE libraries using RFID must encode RFID tags to the NISO Standard RP-6-2012, <http://www.niso.org/publications/rp/rp-6-2012>

Fields 01 (barcode) and field 02 (tag content) are required. NOBLE recommends libraries not encode field 17 (Title) due to patron privacy concerns. All other fields are optional.

Libraries using RFID must still barcode items in accord with statewide delivery standards for use by the delivery system and for non-RFID libraries.

Zach Newell made a motion to approve the RFID Policy, and Karen Pangallo seconded the motion. The motion passed unanimously.

VOTE TO APPROVE PATRON RECORD VERIFICATION POLICY:

Ron explained the Evergreen system expects a patron card expiration date, which is a good process to regularly verify patron contact data. The Circulation Policy Working Group has studied the issue and made a policy recommendation, which was amended and approved by Executive Board. A popup will come up for staff when the expiration date is approaching. The policy reads as follows:

To keep patron contact information up-to-date, public library patron records will be verified every three years. Patrons will be notified of upcoming need for verification thirty days in advance via email and other electronic means, with a follow up fourteen days prior to suspension. Libraries may also generate system reports in advance for other contact efforts.

Libraries must verify the accuracy and completeness of contact information when renewing the account for an additional three years. Information to be verified includes mailing address, telephone number and email address. Libraries may verify information in person or via telephone or email.

Use of the patron card for borrowing materials and for use of electronic resources will be suspended at the anniversary date until the patron contacts the library to verify their contact information.

Nancy Tracy made a motion to approve the Patron Record Verification Policy, Zach Newell seconded the motion. The motion passed unanimously.

INTRODUCING COLLECTION MANAGEMENT AND WEEDING:

Collection Management -

Elizabeth did a presentation and reviewed how collection reports were done in the past. Attempted a year ago to set up the project in a new way using Evergreen and it worked, but ran into deeper data issues than anticipated. Christine Morgan and Beth Willis have been working with libraries individually to clean up data, making sure LC classification number knows it an LC number, every Dewey number is properly tagged, and all the prefixes have been moved into the prefix drop down. Stopped running the reports for a year during the data cleanup, and Suzanne wrote many tools that would go in and identify bad data.

Beginning July 1st the collection reports will begin running again. The first of every month the reports will run automatically with a range in LC and Dewey, with the reports being done in cycles. Elizabeth reviewed the reports on an overhead. July, August, and September will be run, then have meeting in the fall and review the reports.

Ron asked if report can be done on demand, i.e. for academics for projects or accreditation. Elizabeth stated yes, once develop a style of reports, want libraries to have a way to rerun one of the reports. Looking at ways to give libraries the ability to specify a call number range with certain criteria.

Weeding Report Generator –

Elizabeth explained the Weeding Report Generator produces reports of available items that are potential candidates for weeding for one of two reasons — they have been sitting on the shelf for too long, or they have a publication date that may mean they are outdated. Information has not been sent out yet, some libraries have been beta testing it. Suzanne wrote the coding for the report with input from Beth, Michele, Christine, and Elizabeth. The process has been complicated because have data from different systems. Elizabeth gave a preview of how the report generator works. Library staff will receive an email with a spreadsheet with the criteria you chose. Don't have data from before the year 2000 in the Geac/CLSI system. Brian asked if there is way to keep track of what is weeded, in case want to look back 5 years. Elizabeth explained yes.

DASHBOARD:

Martha Driscoll showed an overview of statistics that are run every month and put on SIS. They are grouped by fiscal year, and broken down by patron permission group. In every case library staff has to pull up individual reports to find their library's data. For a while NOBLE staff has been talking about doing a library dashboard customized for each library, and revealed the NOBLE Dashboard. The dashboard will replace the statistics page on SIS. She showed the NOBLE Dashboard overview page which shows the entire consortia statistics. Suzanne did the coding. Library staff can choose their library in the drop down. There are Home, Circulation, Collection, OverDrive, Annual, NOBLE Dashboard tabs. Collection and OverDrive stats not in yet, but will be.

Martha stated the idea is to get away from the Statistics page on SIS. The dashboard will be updated daily and runs in the background shortly after midnight. Brian commented this is a great feature, and one of the benefits of having Evergreen. Brian noticed on circulation report it showed Endicott patrons went to Beverly for items. Wondering if can get information on what types of items they went to Beverly for. Martha explained the data is in the system and can build a tool to retrieve that information. Ron added the dashboard can be bookmarked, or put on browser toolbar. Martha hopes to have the dashboard ready July 1st. A lot of the front end work is done, but need to create scripts to run continuously.

EVERGREEN UPDATE:

Ron Gagnon –

Explained the Evergreen community identified a need to do more outreach to get libraries and networks interested in Evergreen open source system. A National Evergreen Outreach Committee was formed, which Ron is a member of. The Evergreen Community will have a booth at ALA to promote Evergreen, the three MassLNC Networks will be funding the booth costs. Equinox has a booth, but they also support Koha and aren't just promoting Evergreen. There's an open source meeting at ALA and Ron is speaking on Evergreen from manager's point of view. Kathy Lussier, Jeff Klapes, and Tim Spindler all spoke at MLA Annual Conference about Evergreen.

The three MassLNC networks are advertising for a part time developer/programmer telecommuting position. Ron is on the selection committee, will be having conference call meeting in couple of weeks to go over candidates.

Elizabeth Thomsen –

Web based staff client development update –

At the Evergreen Conference attended a session on Angular JS, which is a Google managed project. Angular JS is the Java script framework being used to develop the web based staff client. Appears it will be able to be customized like the staff client. Also attended the Angular session, where the developers

showed what they are doing. The developer demo server is available for anyone to go in to see what is being developed.

There is now a move to get more involvement from developers and testers, so there will be a community web quacking day in July, similar to bug squashing and hack sessions that are done throughout the year. A question was asked at what point can we run web client on our system and consider it out of beta. The answer was probably in release 2.9, NOBLE will be moving to release 2.8 soon.

Development Update – Release 2.8 is not a big release. It has some MassLNC development, i.e., patron message center. A link was missing to the My Lists in the bar at the top, Christine fixed this making a change to the template. Other development was the idea of Pat Kelly. She mentioned at a Holds MassLNC Development Focus Group, when putting multiple holds on the same title, there is no button to click on to do again, Kathy Lussier was able to add that button.

STATEWIDE LIBRARY CARD DISCUSSION, PAUL KISSMAN MBLC

Paul Kissman discussed the background of how the idea of the statewide library card came about. Some highlights of his discussion are below:

- Surveys were sent out to networks and end users. Response was overwhelmingly in favor, also thinking a statewide card would open more eBooks to users, but that could create licensing issues. Also issues of passes, bought by libraries would they lend to just anyone.
- 81% of approximately 9,000 respondents were extremely or very interested in statewide library card. There were four focus groups.
- Passed around the Executive Summary Draft of the Statewide Library Card Task Force Recommendation.
- Came up with 21 points that would need to be addressed
- Meeting with all the state networks, and all have different opinions and concerns. MVLC was not in favor of a statewide card

Next steps are will continue meeting with networks. There was a lot of feedback from initial survey; overdue fines, branding, are key points. No decision has been made, still in discussion phase. There will be a final report from the working group, which will go to the MBLC.

NEW BUSINESS:

No new business to report.

ADJOURNMENT:

Diane Wallace made a motion to adjourn; Kevin Sheehan seconded the motion. Meeting adjourned at 1:10.

Respectfully Submitted,

Linda C.W. Gardener
Secretary

NOBLE MEMBERS OF THE CORPORATION MEETING
AT SALEM STATE UNIVERSITY
MAY 20, 2015

LIBRARY

Beverly

Bunker Hill CC

Danvers

Endicott College

Everett

Gloucester

Gordon College

Lynn

Lynnfield

Marblehead

McLose

Merrimack College

Middlesex CC

Montserrat

Northern Essex CC

North Shore CC

Pcbody

Phillips Andover

Reading

Revere

Salem

Salem State University

Saugus

Stoneham

Swampscott

Wakefield

Winthrop

MBLC

NOBLE, Inc.

Kevin Conant

Deborah Kelsey

Russell Stewart

Dana Lynn

Catherine Rogers

Spate Gardner

Ed Kelly

Ukemi

Karen Pangallo

Kevin Sheehan

Don Manfio *Nancy Tracy*

John Quinn

Mary Connell

Lizbeth Conn

Diana Gullone

Paul J. ...

Ronald A. Gagan

Master Dennis

Don Thom

Paula Acquaviva
