

**NOBLE
MEMBERS OF THE CORPORATION MEETING
AT NOBLE
OCTOBER 22, 2015**

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

CALL TO ORDER: Alan Thibeault called the meeting to order at 10:15. Introductions were done.

APPROVAL OF MINUTES: Karen Pangallo made a motion to approve Minutes from the May 21, 2015 meeting; Linda C.W. Gardner seconded the motion. Motion passed. Kathryn Geoffrion-Scannell made a motion to approve the September 24, 2015 Minutes; Karen Pangallo seconded the motion. Motion passed.

TREASURER'S REPORT: Karen Pangallo reported the 9/30/15 budget is on target. Audit is complete. Brian Courtemanche made a motion to approve the report; Myron Schirer-Suter seconded the motion. Motion passed.

MANAGERS' REPORT:

Ron Gagnon –

- MVLC announced they are withdrawing from MassLNC effective 6/30/16. A new strategic planning process will begin with an all-day meeting scheduled for December 10th. Attending the meeting will be MassLNC Board members, key network staff, and staff from the development committee. A draft FY 17 budget without MVLC has been developed, but with only two members a greater portion of the total budget goes to overhead, less to development. Will be reaching out to other Evergreen consortia and users beyond Massachusetts. MVLC has been dissatisfied with their implementation of Evergreen and intends to seek a new automation system.
- Auditor, Bob Guimond, has almost completed our annual audit. We received drafts of the tax returns and financial statements, no issues have been found. Will be presented to Executive Board next month.
- MBLC approved distribution of network funds. NOBLE will be receiving more than anticipated due to influx of MARC records from electronic resources, particularly on the academic side. NOBLE will be receiving almost \$23,000 more than expected, and about \$1,000 more on telecommunications, although it is less than last year. The network infrastructure grant went down 20% to \$13,338 compared to \$16,558 last year. Important to make local legislators aware of the cuts. Mary Rose Quinn from MBLC will be at next month's Members Meeting to discuss what could be done to restore additional funding.
- MBLC is investigating the use of existing social media logins to access library systems in an effort to make libraries and their systems easier for patrons to use. We were approached by Paul Kissman to be a test site for logging in to network services using social media logins. Our training system will be the test site used for the project. MBLC signed a contract with Janus Associates. Ron, Elizabeth, and Martha will be attending a project kickoff on the 30th.
- On September 29th NOBLE hosted an Internet Privacy Meeting presented by Alison Macrina of the Library Freedom Project and two attorneys from the ACLU.
- Our landlord replaced our fluorescent lighting fixtures with new LED fixtures. It was a negotiated project as part of the lease renewal, done at no cost to NOBLE, which should reduce NOBLE's electrical and maintenance costs.
- Executive Board approved to allocate up to \$57,000 (\$56,500) in capital funds to install a natural gas powered automatic generator in the event of power outages. The generator will not only keep our computer systems operating, but will also power the computer room HVAC and the office power. This resolves the issue of only having the UPS battery backup which is limited to only an hour.

MaryAnn Niles asked if there are any other Massachusetts networks that would be interested in Evergreen or in the market for new ILS. Ron stated always reaching out, but no one at the moment.

Elizabeth Thomsen –

- MassLNC Catalog Working Group meeting, organized by Kathy Lussier, was held. Two library staff members and two network staff members from each network attended. Highlights below:
 - Looked at a number of search enhancements, prioritized them, and then will go to MassLNC Development Committee. In mid-November will be sending a survey to NOBLE members for their input on the enhancements.

- A development project that is moving forward is the Activity Metric project. This allows us to use information that the system knows about the popularity of a title as a part of the relevance ranking.
- Discussed catalog development that is not happening.
- NOBLE shared some changes made to call number browse.
- CW/MARS and MVLC both added developments, independently of each other, that allows an easy way to go back and forth between scope you started in, and "All NOBLE".
- Database Assistant Christine Morgan and Catalog and Digital Librarian Beth Willis have been testing the cataloging sprint in the web client. MassLNC has reported over 60 bugs.
- Reported on Training and Meetings:
 - Tech Services Roundtable on October 29th, at that meeting will be showing the cataloging client.
 - Circulation Roundtable is scheduled on November 17th.
 - Google Apps Training: material divided into Google apps 1 (Gmail, Contacts, Groups and Calendar); Google Apps 2 (Docs, Sheets, Forms, Slides, and Drive) More sessions will be scheduled after November 15th.
- On November 2nd Elizabeth will be participating in a panel discussion called "Reality Bytes..Electronic Collections and the Usage Question" at the MLS Annual Meeting. Myron Schirer-Suter is also on the panel.

Martha Driscoll –

- Been working with the Commonwealth Catalog staff on our migration. Martha, Elizabeth, Michele, and Suzanne attended a training session at MVLC, along with MVLC staff, to learn how to use the catalog. Set up continues, and having a conference call this afternoon. Training sessions will be scheduled for library staff soon. Virtual Catalog will no longer be taking requests after November 15th.
- On November 4th, 5th, and 6th NOBLE will be hosting the Evergreen Hackaway. This is an annual meeting where developers get together to discuss development, and write code for bugs. Topics that will be discussed are how to improve the Evergreen search, Syrup Course Reserves, web client.

Ron added MassLNC is sponsoring and paying for lunch. Also it's a good opportunity for NOBLE staff to meet the developers in person. They are coming from all over N. America, about a dozen staying a hotel in Danvers.

PRESENTATION OF FY 17 NOBLE BUDGET: OVERDRIVE, PC SUPPORT, WEB SITE HOSTING

Ron explained the core budget was presented last month. Today's presentation is the proposed budget for OverDrive, PC Support, and Web Site hosting costs. Executive Board made the following recommendations:

PC Support – 4.3% increase

Web Site Hosting – stay the same at \$300/year

OverDrive – \$25,000 increase

OVERDRIVE –

- Usage continues to grow. In FY 15, 13,597 unique users borrowed an OverDrive title, up 6%, circulation was up 17.4% to 150,750. Total usage has more than doubled over the past three years.
- FY 16 Distributed Selection is as follows:
 - \$10,875 Always Available Subscriptions
 - \$24,000 Holds Manager (\$2,000/month)
 - \$15,125 Central Collection development
 - \$35,000 Allocated for Library Selection
 - Total: \$85,000 (\$75,000 FY 16 OverDrive Assessments; \$10,000 from NOBLE Budget)
- OverDrive: Long Hold Lists
 - Made progress: last year 25 holds per copy on top 20 titles
 - This year of top 53 owned titles, 19 are at 10 holds per copy or more, only four are at 5/copy or better
 - Audiobooks have higher ratios due to acquisition cost
 - Remedy: \$15,000 to reduce to 5 holds per copy
- NYT Bestsellers
 - Annual cost to acquire one copy of all New York Times Bestsellers that are available: \$24,000
 - One copy rarely enough; multiple copies needed would cost about \$50,000

-
- Girl on the Train has 34 copies, with a waiting list of 303

- Not Just A Bestseller Service
 - Rounded Collection: classics, children's, travel guides, multiple languages, etc.
 - Difficult to do with current, or even projected, budget
 - \$32,000 in donations from libraries in FY 14 and FY 15 have been helpful

Presented graph of annual growth of audiobooks and eBooks from FY13-FY15, and projected for 1st quarter FY16, and another graph of Funding vs. Use, funding has not kept up with use.

- Low Cost Per Circulation
 - FY 15 cost per circulation was 69 cents, includes platform costs, all materials, and contributions. Showed graph with decreasing cost since FY 09.
- FY 17 Funding
 - Executive Board recommended an increase in funding to \$100,000.
 - Platform costs of \$12,000 plus additional \$10,000 in materials covered by NOBLE budget
 - Distributed formula: 50% based on last year's usage, 50% on FY 16 assessment.

Ruth asked is there a way to survey the users of OverDrive. Elizabeth answered she would be happy to do work with a group on developing the questions for the form, and how the data would be utilized.

PC SUPPORT -

- 4.3% increase recommended for FY 17 to bring revenue up to projected costs, no increase in FY 16.
- Workstation/networked printer up \$5 to \$115
- Server up \$10 to \$230 per year
- 5% surcharge for PC and printer management systems continues
- Annual per PC cost lower than per hour rate of commercial vendors
- Staff experienced in software and situations in our libraries
- Includes Avast Business Security Software for covered PC's.

WEB SITE HOSTING -

- Remains the same at \$300/year for 500 GB of storage.

VOTE TO APPROVE FY 17 NOBLE BUDGET:

In clerk Patti Rogers' absence, vice president, Linda C.W. Gardner, took the roll call vote for approval of FY '17 budget. The eighteen libraries present voted "Yes", no abstentions. The FY 17 budget was approved by unanimous vote. Roll call sheet attached.

CREDIT CARD PAYMENTS:

Ron explained implementing credit card payments for patrons was one of our FY 14 objectives. It was on hold due to a security issue with Evergreen, which was resolved in the release loaded in July. His discussion below:

- Sometime in January, NOBLE will provide credit and debit card payment capability through the Evergreen patron account.
- Credit card payment will not be available in the staff client-your staff will not be handling credit cards. If a patron wants to pay when in our library, staff will direct them to a public PC.
- Patrons will log into their Evergreen account and select items to be paid. When the total exceeds a \$1.00 they will see a pay prompt, and also see an expanded screen that allows them to enter credit card information.
- Evergreen will clear the paid items from the users account when the credit card transaction is completed. The card funds will go into a single NOBLE account, NOBLE will open a separate bank account to segregate the funds.
- Using PayPal, who is secure and PCI-compliant, as our processor. Patrons will pay in Evergreen, not sent to PayPal, they don't need a PayPal account. The charge for credit card processing is 2.2% plus 30 cents per transaction.
- Quarterly, NOBLE will calculate each library's credit card income less fees and will either be issued a check or keep a credit on account with NOBLE to be applied to future billings. Each library will get a

- listing of the transactions as well. It will take a week or two from the end of the period to calculate and distribute the checks or credits.
- Evergreen is not able to assess a convenience fee limited to credit card transactions.
- Only three of the other seven networks accept credit cards. MinuteMan and C/W MARS subtract the fees from library distributions, and SAILS charges a convenience fee and remits the entire amount to the libraries.

Brian Courtemanche asked if NOBLE would be assuming any liability for fraud. Ron explained no, and Evergreen does not retain the patron credit card information.

MaryAnn Niles asked if the funds go to the owning library for lost materials. Ron explained that was correct, and fines goes to the library that owns the materials.

Ruth Urell asked how library staff will know when a lost item is paid for by credit card. Martha answered reports will be designed in Evergreen that will differentiate a fine payment vs. lost item payment and provide the title etc.

STATISTICS DASHBOARD:

Martha did presentation of the NOBLE Dashboard. Highlights below:

- Previously statistics were posted monthly on the Staff Information System; now the information is being pulled out of the database and put into the dashboard.
- System Support Specialist Suzanne Paterno used PHP to develop the dashboard. The home page is the NOBLE overview, with a drop down for each library.
- Martha reviewed the tabs for Circulation, Collection, OverDrive, Patron, and Annual statistics. Can see previous months, previous FY, FY to date, etc. Also depicts bar graphs and pie charts. There is a link with definitions for data descriptions. ARIS statistical categories and OverDrive stats are pulled in for the collection stats.

Karen asked under collections does it include eBooks other than OverDrive. Martha stated it does not. Elizabeth stated this can be worked on for all electronic resources.

Karen also asked is there a way to track use of proxy servers. Martha said can do stats on use, but not sure what information will get. There are log files can look at.

Martha stated if have questions or want to see data or report that isn't showing let them now.

NEW BUSINESS:

Ruth Urell stated she and Sharon went to MBLC review on state aid guidelines in Middleton. Encouraged public libraries to attend and give input if possible.

ADJOURNMENT:

Brian Courtemanche made a motion to adjourn; Linda C.W. Gardener seconded the motion. Meeting adjourned at 12:00.

Respectfully Submitted,

Linda C.W. Gardener
Secretary Pro Tem

NOBLE MEMBERS OF THE CORPORATION MEETING
AT NOBLE
OCTOBER 22, 2015

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.

[Signature]

[Signature]

Mary Lita-Soto

Theresa Hurley

Chris Evans

Linda Gardner

Kathryn Geoffrey Scannell

Mary Ann Niles

Mike Heam

Karen Pangallo

Ruth Ull

Nancy Tracy

Tam Neenan

Mary O'Connell

Susan M. Connor

Catherine McNeill

[Signature]

Ronald A. Hegner

[Signature]

NOBLE MEMBERS OF THE CORPORATION MEETING
 VOTE FOR APPROVAL OF FY '17 BUDGET
 OCTOBER 22, 2015

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)	o			
Danvers -	• Alan Thibeault Suzanne MacLeod (A) Fran Hegarty (A)	o			
Endicott -	• Brian Courtemanche Betty Roland (A) Audrey Koke (A)	o			
Everett -	Deborah Abraham Ellen VandaLinda (A) Stacy DeBole (A)				/
Gloucester -	• Deborah Kelsey Beth Pocock (A)				/
Gordon -	• Myron Schirer-Suter Randy Gowman (A)	o			
Lynn -	• Theresa Hurley Lisa Bourque (A) Paula Joyal (A)	o			
Lynnfield -	Nancy Ryan Samantha Cabral (A) Laurel Toole (A)				/
Marblehead -	Patricia Rogers → Chris Evans (A)	o			
Melrose -	Linda C.W. Gardener Diane Wall (A)	o			
Merrimack -	• Kathryn Geoffrion Scannell Lyena Chavez (A) Christina Condon (A)	X			
Middlesex CC -	• Mary Ann Niles Donna Maturi (A) Ellen Royalty (A)	o			
North Shore CC -	• Karen Pangallo John Koza (A) Christine Goodchild (A)	o			

NOBLE MEMBERS OF THE CORPORATION MEETING
 VOTE FOR APPROVAL OF FY '17 BUDGET
 OCTOBER 22, 2015

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