

**NOBLE
MEMBERS OF THE CORPORATION MEETING
AT NOBLE
MARCH 17, 2016**

PRESENT: Fourteen libraries had voting representatives at the meeting, attendance sheet attached.

CALL TO ORDER: Alan Thibeault called the meeting to order at 10:05. Introductions were done, Holly Mercer, new director of Lynnfield, was at the meeting with Nancy Ryan who is retiring at the end of April.

APPROVAL OF MINUTES Diane Wallace made a motion to approve Minutes from the November 19, 2015 meeting; Kathryn Geoffrion-Scannell seconded the motion. Motion passed.

TREASURER'S REPORT: Ron Gagnon reported the 2/29/15 budget is on target. The Executive Board, at last month's meeting, approved reallocating funds between line items. Line item 65305 ILS Hardware Maintenance was zero, but the Evergreen server maintenance was expiring. The servers are 5 years old, and the intention was to upgrade the servers this FY, but that got delayed until this summer. Therefore maintenance for one year will cost \$10,500 for all 19 servers. Funds from 65310, Evergreen Server Upgrade, and 65805, Server Upgrade, were reallocated to pay for the maintenance. Brian Courtemanche made a motion to approve the report, Kevin Sheehan seconded the motion. Motion passed.

MANAGERS' REPORT:

Ron Gagnon –

- Began accepting credit card payments from patrons on 2/29/16. The first two weeks \$739 was made in net payments. There was a lot of work and time put into this, initially was going to use PayPal, but there were additional hidden costs to make it work with Evergreen, and ultimately chose Stripe. They have a higher level of security because no credit card information goes through our server, everything stays on Stripe, this gives us a higher level PCI Compliance. Library staff should not handle or enter credit card information for patrons, direct patrons to PC's and can assist with logging into their account and show them where to pay online.
- Generator update - 2nd meter needed to be installed. Gas company came this morning to hook it up, but found a gas leak. Electrician is here, shut off gas, no heat at the moment. Signed up for maintenance contract, generator will power the entire office if there is a power outage.
- MBLC is putting out an RFR in late spring for a consultant to do a general evaluation of MassLNC and our Evergreen project. The work will be done over the summer. Consultant will likely want to talk to general library staff, and staff that have been on MassLNC working groups. MBLC funded \$412,000 for the Evergreen project and this is part of the process.
- MVLC is leaving MassLNC as of 6/30/16. To keep development funds coming, it was decided to open participation to Evergreen sites outside of Massachusetts. They won't be full members, they would be development partners, it's a different category. MassLNC would retain 15% of the funds they contribute to the development pool for overhead. Bibliomation in Connecticut, and couple of small libraries in Hudson and Hanover, NH expressed interest.
- Ron and Elizabeth will be attending the Evergreen International Conference next month in North Carolina.
- In the Legislature, it's time for the house and state budgets. There was a Joint Ways and Means hearing on March 8th. Ron submitted a page of testimony to MBLC advocating for an increase in line item 7000-9506 to support networks and resource sharing, which was cut by 24% last year. Also attended Legislative Day at State House, well attended. Ron could not attend the Legislative Breakfast, Elizabeth went in his place. Ron sent information to directors showing the impact of the cuts on NOBLE funds.
- Continue to work on MBLC project investigating whether using social media log ins are good way to access library system resources to log into library account. Working with their consultant, Janus Associates, getting close to wrapping it up.
- Working with Circulation Policy Working Group to make progress on a few issues, provided input on move to Evergreen native billing process. Will be giving a recommendation to Executive Board on standardizing overdue notice schedules for public libraries with additional opt-in notifications. Current chairperson, Kristy Lockhart is leaving Wakefield for a job in Weymouth; Christine Morrissey of Melrose was elected to replace Kristy.
- Office technology upgrades – Executive Board approved capital funds to replace our 15 year old phone system at a cost of \$5,200, and our current copier is eight year old, the cost for a new one is \$4,285.71.

Patti Rogers asked, in regard to the credit card payments, if there is a way to know what she can report to her town as to what they can expect in net payments. Ron explained how the fees and formula is figured, but right now it's an unknown since only two weeks into it.

Elizabeth Thomsen –

- Meetings - academic and public circulation roundtables coming up, expect a lot of questions about billing and credit card payments.
- On April 7th, hosting a new roundtable, which was an idea of Diane Wallace, called "What Do You Use". This will be an open tech talk where library staff can discuss what software they use for graphics, screencasts, or any technology. Myron asked will we know ahead of time what will be discussed., Elizabeth will be asking staff what they want to know about so she can send out information ahead of time.
- Annual Tech Expo will be held June 7th. The format is open house, no registration necessary, drop in when you can. There will be presentations in the meeting room, training room will have demos. Will be looking for library staff to do lightning talks, and get involved.
- Gmail training sessions are scheduled for March 30, April 1st and 6th. Topics will be settings, Gmail, Google app suites (docs, sheets, calendar) and how they interact with Gmail. Separate training on docs, sheets, drive, photos, maps will be set up.
- Conferences/Meetings –
 - Participated in MLS planning session in Tewksbury. It was a facilitated discussion and brainstorming, MVLC was represented as well.
 - Attended legislative day breakfast.
 - Annual Digital Commonwealth Conference will be held at Holy Cross on April 5th. NOBLE has a Group Membership so library staff in NOBLE can attend at the member rate, whether you are participating in our Digital Heritage site or not.
 - Attended Computers In Libraries a couple of weeks ago.
 - Going to Digital Public Library of America in DC April 14th-15th.
- On MassLNC and Evergreen development, have been involved in some discussion on search issues. There was a series of small group discussion on IRC, and speed and relevance are biggest problems for search. These will be a focus at Evergreen Conference in April. MassLNC is testing the activity metric, ranks the relevance of the search based on the activity in the system.
- Working groups –
 - ERDWG* - is working on development priorities such as facets, working on group formats and holds. Also working on a change in how we handle our Digital Heritage site. Currently is a single Omeka installation. Several libraries are participating, but the software has some issues with consortia. Updated software to the latest version and are reconfiguring our site to be a cluster of sites.
 - Collection Management Working Group* - meeting this afternoon, working on issues on collection assessment and also planning a program on electronic resources.
- Doing presentations at Beverly Public Library - On March 29th will part of presentation on "Ebooks, Magazines, Movies and More". On April 3rd doing a session on called "Using Google Books and Internet Archives" for family and local history as part of Sunday afternoon on genealogy

Martha Driscoll –

- Moved to Evergreen's automatic billing process in conjunction with our credit card payments. When an item is 42 days old, the system places a bill on the patron records. This feature was turned on before, but it created a problem if the patron paid for a book and then returned it, Evergreen would create a credit on the patron record. In January loaded release 2.9 which had fixes to negative balance issue, patrons balance does not go below zero. Michele is doing cleanup work on the system to remove any remaining negative balances.
- On March 3rd had electrical work done in the computer room for new generator. System shut down at 5:30 am, electricians were here and done by 8:00 a.m. When brought the systems back up, the database server had a high load average and a lot of activity on it for several hours causing it to be very slow. Had Equinox helping and took several hours for the system to level out. Looking at replacing the database server, as it is almost at its maximum.
- Release 2.10 will be loaded this summer. NOBLE staff did code to change images for items on hold shelf, in transit, or booking shelf. Michele found the file, and Christine did the images. In addition, Suzanne customized the same file with an "If" statement "if the item is going to Commonwealth Catalog" the ComCat cat logo is displayed.

Ron added being able to add images is one of the benefits in being able to customize Evergreen.

Elizabeth added that Google Books preview was turned on this morning, a message will be going out.

VOTE TO ELECT TREASURER:

Alan Thibeault reported Karen Pangallo, who was treasurer and Executive Board officer, retired last month. Myron Schirer-Suter was nominated to serve out the term of this fiscal year. Linda Gardener made a motion to elect Myron as NOBLE treasurer; Kathryn Geoffrion-Scannell seconded the motion, the vote passed unanimously.

VOTE TO APPROVE MEMBERSHIP FOR BRENNAN LIBRARY, LASELL COLLEGE:

Ron reported Lasell is a private non-sectarian co-educational college in Newton, and applied for full membership in NOBLE. There is a new library director; the key members of the staff visited some of our libraries, first one Endicott. They are a member of Minuteman and aren't happy with how the academics are represented, NOBLE is 1/3 academics, Minuteman is 1/6. Executive Board approved recommending a vote for Membership. Ron provided pricing to Lasell based on the FY 17 formula, \$37,044 for base assessment, not asking for startup costs. Any data extraction cost from Minuteman would be Lasell's responsibility. In the past have charged for startup costs, as we would have to pay a new license to add a new member. First year no OverDrive costs as it's based on usage. It is unknown what their Minuteman assessment is, but has the feeling that NOBLE is about \$18,000 more.

Ann Grandmason of NECC, asked what is definition of North of Boston Library Exchange, and why they were considered for NOBLE since not in our immediate region, also what delivery route will they use. Ron explained there is no real definition for our name and evaluate any library requests before a decision is made on Membership. The route they are on won't change; he wasn't sure what route they are on. Ann stated that she finds that it normally takes 5-7 days to receive items from libraries outside of our region. They tell students they will receive an item in 3 days and now they will have to abridge that. Ron pointed out that MCC in Bedford isn't in the normal northeast region delivery; Ann said they get their items in three days. MaryAnn Niles added she doesn't believe she is on the same route as NECC and is almost certain they are on MetroWest delivery route. Myron added it shouldn't matter because everything goes to a central sorting site. Kevin Sheehan stated doesn't see it as being a problem. Elizabeth added all items go to sorting site first and is sent out on whatever route it goes to. Ann emphasized Lasell's location is clearly west of Boston and surprised they would be considered as a full member. Directors pointed out some of our members are not in the immediate north of Boston area, some in Merrimack Valley, some metro west, others commented some were in Boston Region. Ron added Lasell was interested in participating with more academic libraries. Brian Courtemanche added he understands what Ann is saying but wouldn't want geography inhibit a potential new member. Ann asked if ever considered changing our name. Ron explained no, we are incorporated. It was clarified NOBLE doesn't have a definition as to what we region we serve. Patti Rogers added the consortia you are in doesn't relate to the route the library is on, it's irrelevant. Everything goes to one site and is sent out on the routes grouped by where they are located. Patti added she would find out ahead of time what delivery time would be from Newton, if it's longer then they tell patrons. Pat Cirone added the routes are not by consortia, all libraries stay on the route they are on, not all NOBLE libraries are on the same route now. MLS works with delivery to try and have 2 day delivery across the state, so if having issues with delivery should contact MLS.

Kathryn Geoffrion-Scannell made a motion to approve membership of Lasell College, Kevin Sheehan seconded the motion. The vote was passed unanimously, none opposed.

VOTE TO APPROVE NEW MEMBERSHIP CATEGORY, SMALL LIBRARY:

Ron explained this is an action item, our full membership costs is divided 75% equally, which makes it difficult for small library to consider joining NOBLE. There's an associate membership, which is limited. Currently Montserrat, and MBLC, which is grandfathered in. This is addressing an inquiry by Nahant Public Library. Nahant residents are using NOBLE libraries, particularly Lynn, Swampscott, and Marblehead. Nahant is a small community with 3,442 residents; the new director was former director in CW/MARS. There have been previous inquiries from past director, but went with Masscat. Data not in machine readable format at the time, but is now. MBLC has wanted all public libraries to be part of a network. Full membership would be \$38,500; their whole budget is \$202,000. Created a membership

between associate member, which is \$10,500, and a full member which starts in mid \$30's, for a small library member for \$20,000.

The small library membership would have the following requirements:

- Collection size maximum of 70,000
- Constituency of 500 student maximum, or a municipal population maximum of 7,000
- Membership cost of \$20,000 plus the cost of any consortium-wide electronic products. Fee pro-rated as of the date of contract signing.
- No initiation or startup fee.
- Membership fee reviewed annually
- Will have a vote in Membership and may participate on working groups, etc.
- NOBLE will retain Small Libraries in Networks MBLC subsidy for the first year, approximately \$2,000 in FY 16.

The specifics are crafted not to impinge on any current member costs or membership level. Nahant has a branch in a school so they would pay branch cost as well. Ron hasn't provided any pricing yet depending on approval today, he was approached a few months ago. This would be a benefit to Nahant and NOBLE since they are surrounded by our communities.

Kathryn Geoffrion-Scannell asked how many unaffiliated libraries there are in the Commonwealth. Ron answered other than Nahant, none around here, just out in Berkshires.

Sharon Gilley asked if they would have full voting on policies and budgets. Ron answered yes. Sharon expressed concern about how it will affect our network and votes, especially with Lasell joining as well. Brian Courtemanche pointed out it could be any NOBLE member that throws a curve ball to votes, not necessarily a new member. Just because they are new doesn't mean the new agency will be the one tipping the scale. They are unknowns, but excited about what a potential new member and Lasell will bring to NOBLE. Sharon felt that as a small library they have limited resources so their approach to votes could be different.

Patti Rogers asked why a new category had to be created, and not just create an assessment off the same formula. Alan explained then would have to negotiate assessment with every library every year, would be difficult to redo formula, easier to have categories.

Diane Wallace added one of the things she likes in NOBLE is that we all help each other and Nahant could offer something we don't know. Ron added he hasn't given the director any information yet, but are attempting to meet them in the middle, especially since their residents are using Lynn and Swampscott.

MaryAnn Niles asked what the 500 students is meant to represent. Ron answered have been approached over the years by small private high school so they could fall into this category. She asked if the 500 is meant to represent head count or FTE. Ron said that can be defined, but was thinking FTE.

Alan stated can make an amendment to have the 500 represent 500 FTE. He asked for a motion.

Myron Schirer-Suter made a motion "to accept the Small Library Membership with the amendment that 500 students be stated as 500 FTE students". Linda Gardener seconded the motion.

MaryAnn asked could Nahant be an associate membership, is that something they would be interested in. Ron explained they could, but it is much more limiting, changes would have to be made to the definition of an associate member. Maximum collection is 15,000, nonvoting, can't participate on committees. Ron stated if the voting is an issue, can make small library non-voting.

There was concern if other small high schools come on board, how it would affect voting.

Pat asked should we review our membership so many years into the formula to work on having the formula weigh heavier on population so can eliminate small membership and have more of a range. Ron added we are in the need to look at the formula again, defining active borrowers etc. Alan added Executive Board has had some discussion since the fall of needing to revisit the formula.

Patti asked again what would Nahant costs be in the current formula. Ron replied \$38,500, small library \$26,400 and an associate is \$10,500.

Sharon is concerned what the other NOBLE libraries will get out of Nahant in terms of their collection, their participation, or committees. Not comfortable with the unknown, apprehensive of the balance.

Pat added when directors change, you don't know how on board or what their views might be or participation. Linda Gardener also added in any municipality can change how a library is supported.

The motion from Myron is still on the table. Alan asked for a vote to approve the Small Library Membership as amended to state "500 FTE student count". Vote was unanimous, none opposed, motion carried.

EBSCO CONTRACT RENEWAL UPDATE:

Ron reported has been talking with EBSCO about our contract renewal, which expires June 30th. ERDWG recommended renewal of current package of EBSCO databases, and NoveList Plus, K-8, and Select packages. Collection Management also recommended renewal as well. Just received pricing this morning for one year, two year and three year renewal. This will go to Executive Board next month and to the Membership in June. Use of basic package is stable or growing, and 15 of the top 30 full text databases are exclusive to EBSCO. Potential addition of Lasell has delayed pricing.

DISCUSSION ITEM: OFFSITE STORAGE AND OTHER IDEAS FOR COLLECTION SPACE - MIKE BARKER, PHILLIPS ACADEMY:

Mike not at meeting.

NEW BUSINESS:

Pat Cirone reminded she is hosting a records roundtable next Friday.

ADJOURNMENT:

Brian made a motion to adjourn. Meeting adjourned at 12:05.

Respectfully Submitted,

Patricia Rogers
Secretary

**NOBLE MEMBERS OF THE CORPORATION MEETING
AT NOBLE
MARCH 17, 2016**

LIBRARY

Beverly

Bunker Hill CC

Danvers

Endicott College

Everett

Gloucester

- Gorham 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.

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