

**NOBLE
ANNUAL MEETING OF THE MEMBERS OF THE CORPORATION
AT ABBOT PUBLIC LIBRARY, MARBLEHEAD
JUNE 9, 2016**

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

CALL TO ORDER: Alan Thibeault was running late, therefore vice president Linda Gardener, called the meeting to order at 10:20. There was not a quorum when meeting called to order, moved to Manager's Report agenda item

MANAGERS' REPORT:

Ron Gagnon – Ron recapped some significant milestones of the fiscal year.

- Lease renewal included several infrastructure improvements paid by our landlord; LED lighting throughout the office, and HVAC system for the computer room.
- Launched credit card payments on February 29th. The first three months almost \$5,600 was taken in.
- Continue to work on Evergreen, reformulating and expanding our MassLNC development partnership, as well as working with Circulation Policy Working Group to streamline and simplify some policies and continue to improve availability of statistical data.
- Annual Tech Expo was Tuesday and was well attended. Discussion topics were State of Evergreen, reports and the statistics dashboard, new NOBLE Digital Heritage site, lightning talks from staff at Danvers, Reading, Melrose, Gordon, and Endicott. The demo room had the new Evergreen web client, cloud printing, free tool to test your website for accessibility and free software package for social media image and other PR items.
- Infrastructure updates - new phone system was installed, switched to Comcast for our telephone office service, and the new generator was activated.
- Lasell College membership has been delayed until FY 18. They subsequently found that they had to give notification to Minuteman Library Network by October 1st to leave for the next fiscal year. This will give us more time to work with them for a smooth migration. NOBLE requires one year notice for a library to leave.
- Public Library Bid – NOBLE was awarded the group bid conducted by City of Salem and Salem Public Library. The bid is for one year, with option to renew the second year.
- FTG Maintenance Contract – signed a 3 year maintenance contract for maintenance of telecommunications equipment and monitoring of Comcast Internet lines. By signing for 3 years we lock in at our current pricing, and also get a 10% discount.
- Ron was elected to serve on Evergreen Oversight Board for a three year term. The board meets once a month online, and at the annual conference.
- State Budget Update - House and Senate finished their budgets, now up to conference committees. Line item 7000-9506, funding for networks, is level funded by the House and an increase by the Senate. The difference would translate to a 2% increase in library assessments. Attended the Commissioners' Meeting last week in Salisbury where the budget was topic of discussion. The chair wanted a more information from networks on the effect of the cuts and information on advocacy.

Elizabeth Thomsen –

- Reported on Meetings –
 - Circulation Roundtables for academic and public were held end of March.
 - "What Do You Use?" meeting was held on April 7th. Library staff came to talk about what they use for different resources in their library for systems and services.
 - WordPress Roundtable was held on May 3rd. Themes and security were discussed.
 - Collection Management Working Group hosted a meeting "Monster Morning of Media Magic: Online Options in Films, Magazine, and Language Learning" on May 10th. Library staff did different presentations on what libraries are using in their library, i.e. Hoopla, Flipster, and various other products. Will continue to do this annually. Collection Management Working Group is working on a collection assessment project, and in November they will schedule a program about how the data is created and how libraries can use it.
 - Social Media Roundtable held May 23rd.
 - Gmail hands on training sessions were held. Will be scheduling more.
- April 5th attended the Digital Commonwealth Conference. As president this year, Elizabeth presided over the meeting. Well attended, and several NOBLE library staff were there.

- NOBLE is redoing our Digital Heritage site. NOBLE hosts a digital heritage repository that is harvested by the Digital Commonwealth, which gets harvested by DPLA. Currently using Omeka, which doesn't have consortium structure. Redoing site as cluster of linked Omeka sites. Passed around a handout, if have any questions contact Elizabeth or Beth Willis, who oversees data on the site. Hope to relaunch in September.
- Attended the DPLA Fest in Washington DC on April 14th –15th, first time attending. Sessions were held at Smithsonian, Library of Congress, and the National Archives.
- Onsite Library Visits –
 - April 18th attended Northern Essex CC staff day.
 - May 24th attended a meeting at Winthrop with their photo committee that's working on their Humans of Winthrop project.
 - Tomorrow going to Lynnfield for their staff training day and will be doing some Gmail training. Elizabeth stated she can come to your library for any topic, training or meeting with staff or patrons. Libraries are entitled to two half days of on-site training. She is available evenings or Saturdays. Ron added other NOBLE staff will also do on-site visits to libraries.
- This summer doing hands on catalog training, will be scheduled after the Evergreen upgrade. Training will be on searching, things patrons can do, My List.
- As a follow up to the Tech Expo, going to schedule more Canva help sessions. Chris Morrissey from Melrose, and Erica Street from Gordon did lightning talk on it and there is interest for more training.
- Digital Heritage training will be scheduled once the new site is up.

Martha Driscoll –

- NOBLE firewall will be swapped out this Tuesday. FTG is coming at 7:30 am, NOBLE will be down for about 20 minutes or so. Originally was going to do more work with our router, but realized it would cause some authentication problems with some of the intranets that libraries run, as well as our Staff Information System.
- July 1st the NOBLE dashboard will have year-end statistics for ARIS. Suzanne Paterno has been working on scripting the pages for the year end annual statistics that public libraries are required to submit on the ARIS. There are workshops and NOBLE staff will be attending a Go To Meeting to make sure we have all the information. All the other screens on the dashboard will also have a year-end component. Brian Courtemanche added the dashboard has been helpful.

Alan Thibeault arrived, a quorum was now present; introductions were done. Votes were taken on agenda items 2 and 3.

APPROVAL OF MINUTES: Kathryn Geoffrion-Scannell made a motion to approve Minutes from the March 17, 2016 meeting, Diane Wallace seconded the motion. Motion passed unanimously.

TREASURER'S REPORT: Myron Schirer-Suter reported the 5/31/16 budget is on target. Mike Hearn made a motion to accept the treasurer's report, Brian Courtemanche seconded the motion. The vote passed unanimously.

VOTE TO ELECT TREASURER AND CLERK:

Alan Thibeault reported Myron Schirer-Suter has been nominated for re-election as Treasurer; Debbie Abraham made a motion to elect Myron Schirer-Suter as treasurer, Katherine Geoffrion-Scannell seconded the motion. Motion carried unanimously.

Diane Wallace was nominated as clerk/secretary. Brian Courtemanche made a motion to elect Diane Wallace as clerk/secretary, Zach Newell seconded the motion. Motion carried unanimously. Alan presented outgoing clerk/secretary, Patti Rogers, with a gift thanking her for her role.

VOTE TO RENEW EBSCO CONTRACT FOR THREE YEARS:

Ron previously emailed a package out to directors. He stated the Electronic Resources and Database Working Group, and the Collection Management Working Group have both recommended renewal of our current database package, NoveList Plus with K-8 readers advisory and NoveList Select. Executive Board agrees and recommends a three-year contract renewal for the Membership vote.

Highlights of Ron's report:

- Use of the EBSCO periodical databases is steady or rising in terms of the number of full text downloads. NOBLE has had a package of EBSCO databases since 1995. Our package has grown significantly over the years, with 350 titles in MasterFile, now have better MasterFile collection which is thousands of titles, in addition it includes ten other databases as well.
- EBSCO has exclusive titles not available in state Gale databases. Half of top 30 most downloaded articles are from magazines exclusive to EBSCO, such as Time, Sports Illustrated, and Harvard Business Review. Libraries are billed separately by NOBLE for the database package.
- Another aspect of the EBSCO contract is the NoveList Select catalog enhancement package, which is paid out of NOBLE budget. Usage statistics is more difficult to quantify, and understates the use. NoveList readers advisory, NoveList Plus, and NoveList K-8 need to be promoted more. The products are heavily used in some libraries and not so much in others.
- NOBLE is still paying the same rate as in 1995 on our periodical database package, with 2-3% increases since then. We are receiving a large discount as a longtime customer with EBSCO. This came to a realization when discussing pricing for Lasell when they were looking to join. For just one of the databases in our package the cost is \$17,000 per library, compared to NOBLE's complete package price of about \$4,600. Ron did receive pricing for one, two and three contracts; the three year contract with 2% annual increase was the best option.

Brian Courtemanche made a motion to renew the EBSCO contract for a 3-year term; Myron Schirer-Suter seconded the motion. The motion carried by unanimous vote.

VOTE TO APPROVE STANDARDIZED NOTICE SCHEDULE:

Ron reported that when we did our strategic planning process several years ago, one goal of the plan was to streamline and simplify. The Circulation Policy Working Group was formed two years ago to investigate and make recommendations. Two recommendations coming to the Membership for approval; first one is standardize notice schedule. Ron explains as follows:

Up to now, the schedule of overdue notices to patrons has varied from library to library. All libraries send an email reminder two days before the items are due, as well as an email and print notice 42 days after the due date; which a bill is generated. Reminders in between these periods vary among libraries. Currently no follow up after the 42 day bill. Also with the new release patrons can opt in to receive more notices. Executive Board has approved the CPWG recommended policy. The policy reads as follows:

To provide for consistent reminder notifications of overdue materials no matter where the items are borrowed or which library owns the item, NOBLE libraries will send the following mandatory notices:

- email notice to patrons two days prior to the item due date;
- overdue notice at 14 days overdue (email if available, print if not), public libraries only;
- long overdue/bill notice in email and print at 42 days overdue;
- email reminder at six months overdue.

The first two notices will be sent from the loaning library, the bill and reminder will be sent from the library which owns the item.

Opt-in email notices will be available for patrons at five days prior to the due date, on the due date itself, and at seven days overdue.

Kathryn Geoffrion-Scannell asked what is rational for 6 month email. Ron explained it's an effort to remind patrons and give them an opportunity to pay.

Myron asked if notices were changed to state payments can be paid by credit card. Answer was yes.

Deb Abraham made a motion to approve the standardized notice schedule, Mike Hearn seconded the motion. The motion passed by unanimous vote.

VOTE TO APPROVE UNIFORM NETWORK TRANSFER LOAN PERIOD:

Ron explained this is the other policy recommended by the CPWG to streamline and simplify. He explained that libraries have different network transfer loan periods and how many renewals allowed, which makes its confusing for patrons at the circ desk. The CPWG explored three different models. They

decided on the second model, establish standardize loan rules for ILL material. The policy doesn't affect your loan period in your own library. Ron read the policy as follows:

Network transfers, items shipped from one NOBLE library to another to fill a request, will circulate for the standard loan period of 14 days with two renewals for books, periodicals and audiobooks and seven days with two renewals for CDs and DVDs. Renewals are only allowed if there are no other holds on the item.

Mike Hearn recalled in prior minutes, there was a discussion of bringing this to today's meeting as a presentation from the working group, and then have a more in depth survey about information from the membership before bringing it to a vote. Ron explained that was when the group was looking at the 3 models, and there was a preliminary survey where there was support for standardization. Since it was decided to go with the standardization it did not come back to the Membership, the end of the fiscal year was coming so wanted to get the policy recommendation in, also members of the group were retiring.

Mike asked how it was decided for the 14 day loan period. Ron explained it was the middle ground for some libraries that have 7 days, and other libraries that have 21 or 28 days.

Rex Krajewski added he felt two issues are being voted, the middle ground option being accepted, and then the actual criteria. Alan explained that Mike's discussion about the middle ground option was trying to establish how the group got to the criteria being presented from the CPWG and the policy is being presented as one policy with the established criteria.

Deb Abraham felt may be an issue with their library since their loan is 7 days within library. Ron pointed out the holds list has to be exhausted first.

Amy Lannon asked who was on the Circ Policy Working Group and how the process worked in determining the committee and the policy. Ron explained the Group has been meeting for 2 years, and the members were appointed by the President. Group members are listed on the hand out.

Mike Hearn asked what the problem is that it's fixing. Elizabeth explained the issue is at the circ desk for staff explaining to patrons getting books from different libraries and patrons remembering what are due when. It's a compromise that would streamline work at circ desk while not changing local loan period.

Linda Gardener pointed out from the circ desk perspective; it's a patron annoyance why the books have different loan periods and give that feedback to the staff. With MassCat you know it's standardized so same loan period.

Alan explained the idea behind this was what can be standardized and what is beneficial to the Consortia.

Amy Lannon made a motion to approve the Standard Loan Period for Network Transfers, Zach Newell seconded the motion. Ron added there's a separate policy, The Network Transfer Guidelines, that states honor the loan period of the owning library when checking out material, and the change will be made to this policy as well. All libraries present were in favor of the motion, except Mike Hearn of NECC, opposed.

EVERGREEN UPDATE – MANAGEMENT TEAM:

Ron Gagnon reported for the past six years NOBLE has worked with our MassLNC partners, C/W MARS and MVLC, in developing and implementing three separate but similar Evergreen systems.

MVLC is leaving the MassLNC partnership effective June 30th. NOBLE and C/W MARS will continue the MassLNC endeavor and have been working with Kathy Lussier to define a new version of MassLNC and rewrite policies and agreements. Moving forward we are going to work with additional Evergreen users contributing to a shared MassLNC development pool. These users will not be full partners in same sense as NOBLE and C/W MARS, they would be development partners. Have three new participants so far, Bibliomation, a medium sized consortium in Connecticut, Sitka in British Columbia, a multi-type consortium, and Howe Library, a small consortium in Hanover, NH. Also we are actively soliciting grant and foundation funding.

New participants would not be on the Board or have access to Kathy Lussier's onsite support. In turn they won't pay as much, and just participate in joint development.

On May 4th NOBLE was the host location for a high level meeting to discuss the future of search improvements in Evergreen. This discussion was brought to the forefront by MassLNC at the Evergreen Hackaway also hosted by NOBLE in November, and continued at the Evergreen International Conference in April. Ron passed around the Evergreen Annual Report. Ron reviewed who was at the meeting.

An area of improvement that needs to be addressed and was identified at the meeting is the bottleneck on the item side of a catalog search. Item records need to be pre-indexed to help with the bottleneck and timeouts. MassLNC is signing a contract this fiscal year with Equinox to do preliminary investigation and recommendations to see what project would entail.

Elizabeth Thomsen –

- In April Ron and Elizabeth attended the Evergreen International Conference held in North Carolina. Attended many sessions on search. MassLNC had a vendor table to bring on new sites; some sites were interested, but not signed on yet. Kathy Lussier has been key person in the community to advocate for MassLNC.
- Next release - Kathy led a series of discussion on search and Elizabeth participated in one with Mike Rylander, President of Equinox and one of the original developers of Equinox. NOBLE turned off stemming two years ago, so at the session Elizabeth stated would like a synonym list, want to set up and maintain keyword equivalents. Mike told her you can do that at the Postgres level, don't need Equinox for that. Working with ERDWG to come up with a list. Also reverting back to make ? normalization. Apostrophes are treated as a space, will get same thing with or without an apostrophe.
- Floating – doing an experiment where certain items don't get back to owning library. Beverly and Wakefield are doing testing.
- ERDWG has a subcommittee working on documentation for the catalog.

Martha Driscoll –

This summer will be upgrading a number of servers, which are 5 years old. Being replaced are database and application servers with newer Dell models that have double the memory and speed. Also going to employ newer technology, on the data servers going to use solid state drives, this is faster and doesn't have any moving parts. Other networks that have moved to SSD drives have seen speed improvement in Evergreen. We will also be moving to a more recent version of Postgres, our open source database that underlines Evergreen, as part of the upgrade. It has different indexing where searching is faster.

Ron added the system upgrade is funded partly by NOBLE capital fund, and the MBLC Infrastructure Grant funds.

REPORT ON MBLC SOCIAL MEDIA LOGIN INVESTIGATION:

For about six months Ron, Elizabeth and Martha have been working with Paul Kissman of the MBLC and their consultant Janus Associates to investigate risk and issues in using social logins to access library resources. Final report is in, it was presented two months ago to the commissioners and to the network administrators. This is not something we recommend we do. Overhead costs and risk outweigh the benefits. Have to contract with a 3rd party to interact with social media sites, pay and follow policies, and their business model is to collect data and sell it. Most companies are out of state and not bound by Massachusetts laws.

Kathryn asked if the report showed was there a level of demand for this. Elizabeth stated they didn't get the feeling that there was a level of demand.

NEW BUSINESS:

Deb Abraham stated she will be retiring over the summer. She commended NOBLE staff and directors in NOBLE, it's a great community. Ron thanked Debbie for all she has done for NOBLE, served on Executive Board including President.

ADJOURNMENT:

Diane Wallace made a motion to adjourn. Meeting adjourned at 12:00.

Respectfully Submitted,

Patricia Rogers
Secretary

NOBLE MEMBERS OF THE CORPORATION MEETING
AT ABBOT PUBLIC LIBRARY, MARBLEHEAD
JUNE 9, 2016

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.

_____ *Oliver Higdon*

_____ *Kevin Overtmanche*

_____ *Leah Ann Abraham*

_____ *Myron Schiner-Suter*

_____ *Holly Meehan*

_____ *Patricia Rogers*

_____ *(Diane Wall +) Linda Gardener*

_____ *KA Maffey*

_____ *Michael Hean*

_____ *Rommi*

_____ *Amy Fran*

_____ *E.H. Pappas*

_____ *John McCall* *Thomas Neenan*

_____ *Jim J. Hulen*

_____ *Nicole Langley*

_____ *Dana Kelle*

_____ *Martha Driscoll*

_____ *Elizabeth Iron*

_____ *Ronald A. Deyou*
