

**NOBLE
MEMBERS OF THE CORPORATION MEETING
AT NOBLE OFFICE
OCTOBER 20, 2016**

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

CALL TO ORDER: Alan Thibeault called the meeting to order at 10:00.

APPROVAL OF MINUTES: Martha Holden made a motion to approve Minutes from the September 22, 2016 meeting; Kathryn Geoffrion-Scannell seconded the motion. Motion passed unanimously.

TREASURER'S REPORT:

Ron reported in Myron's absence. Quarter the way through the fiscal year. FY 16 audit adjustments have not been done yet by our auditor and are not reflected on the report.

MANAGERS' REPORT:

Ron Gagnon –

- Comcast Internet speed at the libraries has been upgraded. The main libraries increased from 50 Mbps to 75 Mbps, the branches from 16 Mbps to 25 Mbps. Speed at the central site, which is a metro ethernet connection, will be upgraded as well. Capacity will be increased 2 ½ times, while reducing costs 22%.
- Passed around a handout on a \$10,000 EBSCO grant that NOBLE and C/W MARS received for further development and improvements to the Evergreen catalog. Funds have been received and work is under way.
- Hosted a meeting yesterday with Equinox President, Mike Rylander, new development project manager, Andrea Neiman, MassLNC Coordinator, Kathy Lussier and staff from CW/MARS. Discussed web client work, which is supposed to wrap up early next year. Expanding development capacity by hiring 1 or 2 new developers. Equinox is changing the way they price projects, it will be a two step process, first consulting then the scope of work. Will meet with them twice a year for updates and information.
- NELA Conference – Ron and Elizabeth attended the conference, and Elizabeth spoke on Personal Digital Archiving. Kathy Lussier and Scott Kehoe of MLS spoke on Open Source.
- Annual Audit – almost wrapped up, Paula and I reviewed a draft of the financial statements and groupings. Also just received a draft of the federal and state tax filings, which need to be reviewed. Everything will be reviewed by Executive Board next month.
- Quarterly credit card reimbursements checks for July-September will be going out. Range from \$11.45 to \$1,675

Elizabeth Thomsen –

- On October 4th the academic library directors held a meeting at NOBLE. Discussion included managing electronic resources, and the need for better tools to do data analysis with special emphasis on learning outcomes.
- On October 5th MassLNC held a meeting on Course Reserves and Other Aspects of Academic Libraries. Course Reserves has always been an add on system that's written differently. Discussed patron loading issues, and improved management of electronic resources.
- NOBLE contributed \$2,500 to a development project in the area of buckets, which was developed by PalLS, a consortia in Pennsylvania. We don't have a way to put patrons in a bucket, this gives us a way to group together a batch of patrons and do various types of batch editing. \$2,500 is 10% of the project.
- OverDrive has a new release going live on November 14th. This is the second redesign of the site. The redesign is making it clearer whether something is an ebook or audiobook, and whether available or not. We now get total control of our front page. As of yesterday there's a banner at bottom of our OverDrive site that patrons can click on and try the new site. Staff should try it so they can answer any patron questions. An OverDrive Roundtable is scheduled for October 27th, every library should try and be represented. The new site and how to set up the main page will be discussed. Once our new site is up, we will be moving the kids site to the new style. Also will have a separate teen site as well.

Martha Driscoll –

- Continues to work on the new Evergreen servers. Testing newer version of Postgres, and different indexing themes to get the system to search faster. Searches are much faster on new servers, did a keyword search on “history” under “All Libraries”. In our current system it doesn’t return a search because it times out. On the new hardware comes back in 44 seconds.
- On September 29th the Evergreen Community had a Bug Squashing day. There’s a web site that lists all the bugs and anyone can work them at any time. Twice a year there’s a focus in the whole community to do bug squashing. Several people met at NOBLE, four staff from CW/MARS, Kathy Lussier, staff member from Hudson, NH library, and NOBLE staff. Michele and Christine submitted some patches; Beth Willis did testing of a patch. In all there were 16 bug sign offs, 12 patches submitted, and 7 patches committed. A committed patch means it’s going to be in the next Evergreen release.

PRESENTATION OF PROPOSED FY 18 OVERDRIVE BUDGET:

Ron explained some line items in the FY 18 budget were adjusted after last month’s Members meeting, a revised budget was sent to directors. The upgrade to our Comcast lines resulted in increase in costs due to inconsistencies in billing, which has been corrected. Also to upgrade the branches was \$10 more a month. Budget bottom line didn’t change.

Ron did a PowerPoint presentation on OverDrive, highlights below:

OverDrive in NOBLE

- Moved from a small audiobook alternative 8 years ago to an ebook and audiobook service today
- Working to make service better
- Not meeting that benchmark, behind peer institutions

OverDrive: Long Hold Lists

- Made progress on holds: last year 25 holds per copy on top 20 titles, now 15 to 1.
- 28% of titles with hold have holds ratio greater than 5 to 1
- \$48,694 need to reduce current holds ratio to 5 to 1 for audiobooks and ebooks
- Not just a bestseller service, still not possible to acquire all NYT bestsellers with current budget

Peer Comparison

- Showed a chart comparing NOBLE to three other peers. NOBLE’s hold wait time is almost double the peer average. Our checkouts per unique user is about half of the peer average.
- Lending Policy Checkouts, NOBLE is 4, soon to be 6. Peer average is 9
- Budget FY 17 - % Total Materials Expended, NOBLE 4.5%, Peers average 11.6%

Budget Investment

- Showed a chart with a breakdown of how the OverDrive budget is allocated. The FY 16 Budget was \$97,000, FY 17 is \$122,000, and FY 18 is \$200,000. Holds, New Titles, and Title Renewals are what needs to be addressed.

Other FY 16 Budgets

- NOBLE \$85,000 plus \$42,803 donations
- MVLC \$89,000 plus \$153,000 Advantage; \$160,000 total for FY17 without Advantage
- CLAMS \$50,000 plus \$120,000 donations
- OCLN \$105,000 plus \$20,000 donations
- Minuteman \$400,000; \$500,000 for FY17

Not Just a Bestseller service

- Try for a rounded collection: classics, children’s, travel guides, languages, etc.
- Difficult to do with current (or even projected) budget
- Library allocations designed to round out collection along with leased titles
- More money going into renewing standard titles bought by libraries and collectively

Varying Acquisitions Models

- Own on OverDrive Platform, most expensive option and publishers decide how they are available.
- Annual Lease of Always Available, unlimited simultaneous users

- 26 circs or a year/52 circs/one year
Usually much lower price
Greater flexibility to manage holds
More staff management time
- McNaughton type of model

Success Story

- Circulation increased by 17.4% in FY15, 16.7% in FY16
- 150,750 in FY15, 175,951 in FY16
- Annual circulation greater than two-thirds of our physical locations
- Among PLs, Swampscott had 31% growth, Wakefield 27%, Marblehead and Beverly 24% growth in FY16
- 15,600 unique patrons checked out items, up 14.7% in FY16

Format Use Growth in OverDrive

Showed a usage chart FY 13-FY 16, which depicted continues growth each Fiscal Year for both audiobooks and ebooks.

Low Cost per Circulation

- Cost per circulation in FY16: 78 cents
Includes platform costs, all materials, contributions
- Cost per unique user in FY16: \$8.96
Less than the cost of a single popular paperback

FY 18 Funding

- Executive Board has recommended an increase in funding for OverDrive materials to \$188,000.
- Platform costs of \$12,000 now covered in OverDrive assessment instead of larger NOBLE budget, total of \$200,000
- Distributed by usual formula: 50% based on last year's usage, 50% on FY 17 assessment

Alan Thibeault asked would be able to provide how much of the library's assessment isn't going to materials since the \$12,000 will now be in the library assessment. Ron stated yes he could provide that information.

MaryAnn Niles asked about the Middlesex FY 18 cost of \$521, and would like to get a sense of what the per use amount would be. Ron explained last year MCC circulations were 378, so divide \$521 by 378.

MaryAnn also brought up MCC is facing serious fiscal year challenges; reduced state funding and declining enrollment. Also the physical collection is getting less use, and has to make choices on what spending their funds on. Senior leadership at the college has made it clear to look into other choices over the next year and what spending their funds on. The funds may not be there to support staying with NOBLE. She values all the work NOBLE has contributed to the success of their students of the years, and the hard work to support a lot of the initiatives the library tried to accomplish. The library is moving more towards digital resources and won't have the funds to put into the physical collection anymore. They will be looking at a PDA model. MaryAnn wants the Membership to know they will need to explore other options going forward. And as fiscal representative of MCC support the ongoing costs that NOBLE is requiring. Not saying they will leave, but have to look at other avenues.

Brian Courtemanche added Endicott's collection is more electronic then physical. He pointed out that NOBLE staff provides technical support and troubleshooting with their electronic resources that their IT department couldn't provide. MaryAnn agreed stating she has had circumstances where NOBLE staff has been great support and values that, but the numbers may not be there to support it.

Rex Krajewski at NSCC and Andy McCarthy at BHCC stated they are in similar financial situation.

Sharon Gilley asked why enrollment is declining for the community colleges. MaryAnn stated one is demographics: fewer students graduating high school, birth rate is down, and a lot of high schools push students to attend 4 year schools.

Mike Hearn added another factor is the improved economy.

VOTE TO APPROVE FY 18 NOBLE BUDGETS

In Diane Wallace's absence, Linda Gardener took the roll call vote for the approval of FY 18 budgets. Alan Thibeault reported there are 19 Yes votes, 1 No vote, 6 not present (roll call attached). Budget is passed by majority vote.

MBLC'S COMMUNITY-WIDE PRESERVATION ASSESSMENT PROGRAM, Ruth Urell, Head of Advisory and Development, MBLC

Ruth explained one of her goals is to encourage and support federal grant funding to our libraries. She has been working with Gregor Trinkaus-Randall on new projects for preservation and creating greater access to some of our local history resources in Massachusetts. Passed around handouts and reviewed several different LSTA Grants that are available for preservation:

- 1) Preservation Assessment Grant, \$4,200
- 2) Preservation/Conservation of Library & Archival Materials, \$5,000-\$30,000
- 3) Conserving and Digitizing Historical Resources, \$5,000-\$30,000
- 4) Manuscript Arrangement & Description, \$5,000-\$30,000

Town-Wide Preservation Assessment and Collection Identification Project – Ruth explained Gregor came up with this project. This program identifies, preserves, and creates access to historical collections. It was developed in response to the free digitization services available through your library for access through the Digital Commonwealth. Funded by LSTA grants and includes all local collections in a community, not just libraries. Passed around a handout with information on the program.

Gregor Trinkaus-Randall, Preservation Specialist, MBLC Massachusetts Municipal Clerks Archival Education Program (MMCARP)

This program came about because a municipal clerk wanted an archive intern from Simmons College, but the intern needs to be supervised by an archivist. In discussing this further with Simmons College it became apparent this was a national problem. Almost all clerks are appointed or elected and have no archives background. MBLC got a 3 year grant with Simmons and developed a 2 year program for archival clerks. Gregor did a PowerPoint presentation reviewing the program. This is a great opportunity for municipal clerks to take advantage of the courses, next round January 2017

Kevin Sheehan asked what the incentive is for the clerks to enroll in the program, and should he approach the mayor's office or the clerks? Gregor said they earn credits, and to certainly approach both departments, the course is \$150.

Martha Holden asked if the program is only open to the clerks. Gregor answered the target is the clerks, but the program is open to other municipal employees. They've had requests from historical societies and assistant clerks.

COSTEP MA, Gregor Trinkaus-Randall, Preservation Specialist

The program, Coordinated Statewide Emergency Preparedness (COSTEP), came about to protect cultural and historical resources. Gregor passed around several handouts and did a PowerPoint reviewing the program. Topics discussed:

- Risk Management
- Risk Assessment
- Work with Appropriate Groups
- Establish Contacts Early On
- Library can act as a place for people to go during or after disaster
- Command and Control Structure
- Every community in Mass is required to have emergency management plan
- Inventory Form
- Disaster recovery Vendors
- Pocket Response Plan (PReP)
- More Information, www.mass.gov/mbcl/costepma

Would like to work with libraries and set up meetings in town with the people who are the cultural community and emergency management people to get the dialogue going.

NEW BUSINESS: None

ADJOURNMENT:

Linda Gardner made a motion to adjourn. Meeting adjourned at 11:50.

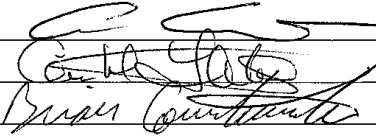

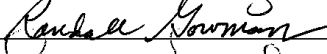
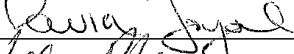
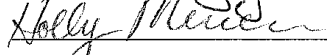
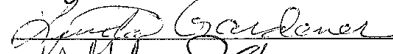
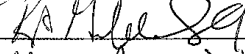
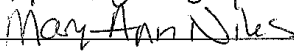
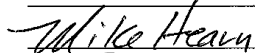
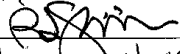


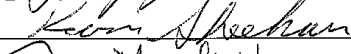
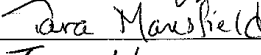
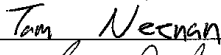
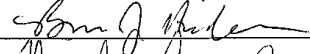
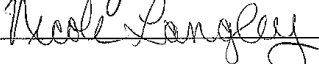
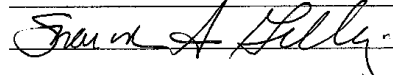
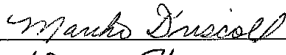
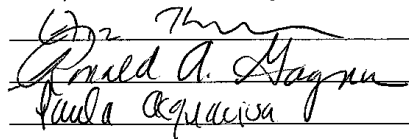

.

Respectfully Submitted,

Linda Gardener
Secretary, Pro Tem

**NOBLE MEMBERS OF THE CORPORATION MEETING
AT NOBLE
OCTOBER 20, 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.	
	
	

NOBLE MEMBERS OF THE CORPORATION MEETING
VOTE FOR APPROVAL OF FY '18 BUDGET
OCTOBER 20, 2016

MEMBER LIBRARY	VOTING REPRESENTATIVE	YES	NO	ABSTAIN	NOT PRESENT
Beverly -	Patricia Cirone				X
	Anna Langstaff (A)				
	Laurie Formichella (A)				
Bunker Hill -	Vivica Pierre				
	Andrew McCarthy (A)	X			
Danvers -	Alan Thibeault	X			
Endicott -	Brian Courtemanche	X			
	Betty Roland (A)				
	Audrey Koke (A)				
	Bridget Cunio (A)				
Everett -	Deborah Abraham				X
	Paula Arnold (A)				
	Stacy DeBole (A)				
Gloucester -	Deborah Kelsey	X			
	Beth Pocock (A)				
Gordon -	Myron Schirer-Suter				
	Randy Gowman (A)	X			
	Erica Street (A)				
Lynn -	Theresa Hurley				
	Lisa Bourque (A)	X			
	Paula Joyal (A)	X			
Lynnfield -	Holly Mercer	X			
	Samantha Cabral (A)				
Marblehead -	Patricia Rogers				X
	Chris Evans (A)				
	Jonathan Randolph (A)				
Melrose -	Linda C.W. Gardener	X			
	Diane Wall (A)				
	Marianne Stanton (A)				
Merrimack -	Kathryn Geoffrion Scannell	X			
	Lyena Chavez (A)				
	Francis Nilsson (A)				
Middlesex CC -	MaryAnn Niles		X		
	Donna Maturi (A)				
	Ellen Royalty (A)				
North Shore CC -	Rex Krajewski	X			
	John Koza (A)				
	Christine Goodchild (A)				
	Dava Davainis (A)				

NOBLE MEMBERS OF THE CORPORATION MEETING
VOTE FOR APPROVAL OF FY '18 BUDGET
OCTOBER 20, 2016

MEMBER LIBRARY	VOTING REPRESENTATIVE	YES	NO	ABSTAIN	NOT PRESENT
Northern Essex CC -	Mike Hearn	X			
	Ann Grandmaison (A)				
	Jenny Fielding (A)				
Peabody -	Martha Holden	X			
	Gerri Guyote (A)				
	Sara Kelso (A)				
Phillips -	Michael Barker				X
	Michael Blake (A)				
Reading -	Amy Lannon	X			
	Lorraine Barry (A)				
	Jamie Penney (A)				
Revere -	Kevin Sheehan	X			
Salem -	Tara Mansfield	X			
	Hollin Pagos (A)				
	Susan Gaudrault (A)				
Salem State -	Zachary Newell				
	Thomas Neenan (A)	X			
Saugus -	Brian Hodgdon	X			
	Mary O'Connell (A)				
Stoneham -	Nicole Langley	X			
	May Forkin (A)				
Swampscott -	Alyce Deveau				X
	Susan Conner (A)				
Wakefield -	Sharon Gilley	X			
	Catherine McDonald (A)				
	Jeff Klapes (A)				
	Becky Rohr (A)				
Winthrop -	Diane Wallace				X
	Mary Lou Osborne (A)				
*A = Denotes Alternate					

9

3

19

1

6