

**NOBLE  
MEMBERS OF THE CORPORATION MEETING  
AT NOBLE  
MARCH 16, 2017**

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

**CALL TO ORDER:** Linda Gardener called the meeting to order at 10:05. Introductions were done.

**APPROVAL OF MINUTES:** Kathryn Geoffrion-Scannell made a motion to approve Minutes from the November 17, 2016 meeting; Mike Hearn seconded the motion. Motion passed unanimously.

**TREASURER'S REPORT:** Myron Schirer-Suter presented the report. Spending on target.

**MANAGERS' REPORT:**

**Ron Gagnon** –

- Reported on what NOBLE staff has been working on the past several months:
  - System hardware and software upgrades in January
  - Collection tools development with Collection Management Group
  - Statistics dashboard additional data
  - Holds meeting
- Spoke at the Legislative Breakfast in December at Peabody explaining the role of networks. Also participated in Legislative Day at the State House last week.
- MBLC Strategic Planning Process - attended an all-day retreat in January. The consultant, Alan Brinkman, sent out a general survey that received 337 responses. Interviews were conducted with a cross section of librarians, as well. Two programs lacking support are the Commonwealth Statewide eBook Collection, the value didn't match the costs; and programs for trustees. A follow up meeting was held on March 1<sup>st</sup> with the networks and MLS on the eBook issue. Also participated in a follow-up meeting with Alan Brinkman for network administrators, going over relationship with MBLC and network needs. Diane Carty is retiring so MBLC is looking for a new director.
- Conferences – Elizabeth attended ALA Midwinter in January. Elizabeth and Ron will be attending 2017 Evergreen International Conference April 5<sup>th</sup>-8<sup>th</sup>, and the ALA Annual Conference June 23<sup>rd</sup>-26<sup>th</sup>. They are both on panels as speakers for the Evergreen Conference. Elizabeth is speaking at the Digital Commonwealth conference at Holy Cross on April 4.
- Insurance:
  - Tufts rates are going up 13% on April 1<sup>st</sup>. Our agent is reviewing alternatives to Tufts, but Blue Cross Blue Shield is 25% higher, and Harvard Pilgrim does not offer a similar plan.
  - Life/LTD – changed our provider from Lincoln National to Guardian effective January 1<sup>st</sup> lowering our monthly cost by about \$40 while increasing the life insurance benefit from \$15,000 to \$25,000.
  - General Liability/Business Property package renews in April, getting quotes from competitive insurers.
- Credit cards –In the first year we collected; \$19,409 gross, \$1,073 in fees, \$18,336 net.
- MassLNC received a \$10,000 grant last fall from EBSCO for improvements to Evergreen. Work went into grouping formats and editions functionality, which will be in Release 2.12, coming out next week. We won't load it until June. Programming done by MOBIUS consortium in Missouri and by Equinox.

**Elizabeth Thomsen** –

- OverDrive - updated their site in December, NOBLE now has control of our main page. Today is the first day of *Art of the Pie*, the Big Library Read. The Big Library Read is facilitated by OverDrive and connects readers around the world simultaneously with the same eBook, without any wait lists or holds. Stats are up, doing about 565 checkouts a day, and 17,000 a month.
- Digital Heritage – moved our site a few months ago to be a cluster of separate Omeka installations linked together. Continue to work on improvements; adding support for audio and video by hosting them at the Internet Archive, and pulling them into our site. Thanks to Mike Hearn for examples to work with. This gets our large files out of hosting and streaming them from our site, and gives us a way to embed them in our site, while having copies on the Internet Archive. Internet Archive is a permanent repository and handle the file conversions.

- Meetings – Reviewed meetings held the past few months, and upcoming meetings;
  - Catalog
  - Hosted MassLNC Focus Group
  - New Year, New Tools – put on by Collection Management Group. Suzanne and Elizabeth introduced new tools. Presentations by Jackie Powers from Wakefield, Jim Reardon from Danvers, and Lewis Parsons from Gloucester, on how they use these tools in their libraries.
  - Visited Stoneham to work on reports. Elizabeth reminded directors she is available to come to your library twice a year to do training or work with your staff on any topic or issue.
  - Attended ALA Mid-Winter
  - NoveList Session
  - Visited Everett with Suzanne Paterno to do an OverDrive presentation for patrons and staff.
  - All About Holds
  - Academic Circ Roundtable. Public Circ Roundtable got rescheduled to April 25<sup>th</sup> due to snow.
  - Understanding Evergreen Data is scheduled April 11<sup>th</sup>
  - Tech Services Roundtable on April 26<sup>th</sup>
  - Statistics and the NOBLE Dashboard on May 3rd
- Evergreen New Release – reviewed changes in the release and changes made by NOBLE.  
Staff Client:
  - Can see age hold based protection.
  - Added access to acquisition cost and price.Catalog:
  - Changed layout of all the screens to be a tabbed display. Christine Morgan made this change with consultation from Electronic Resources and Database Working Group
  - Apostrophes changed back to how they were before. Now when search with or without an apostrophe you will get the same results.
  - Added synonym list. Not native to Evergreen, but Martha was able to accomplish at the Postgres level. Can add certain words that have different spellings.
  - Added publisher index.

### **Martha Driscoll –**

- System Upgrade –
  - Four new application servers, and two new database servers were brought online January 9<sup>th</sup>. These servers are much faster than the older servers, and have double the memory and double the CPU power. The database servers utilize Solid State Drives (SSD); these drives have memory chips instead of moving parts.
  - Upgraded Postgres, the database that Evergreen uses, from 9.1 to 9.4,
  - Upgraded Evergreen. Kathy Lussier had some benchmark tests before the upgrade, did a search that took 18.4 seconds, and after the upgrade it took 8.8 seconds.
  - Rebuilt SIP server, which is the authentication server for EnvisionWare and OverDrive. Also rebuilt the utility server, and load balancer server.
  - Few problems when came online, had to contact Equinox to assist in getting it resolved. A critical bug was discovered by Michele, and that got patched and fixed.
  - Did many dry runs in the fall, and figured out all the indexing changes and best way to load them. Overall it went smoothly.
  - DNS proxy server is new hardware, our web server is the oldest hardware and will be upgraded soon.
- Evergreen community had a bug squashing week starting February 27<sup>th</sup>. Martha, Christine, and Michele did some testing and signed off on some items. Twenty-nine patches were signed off by the community, which means that's code that will go into Evergreen, most are bug fixes.

Ron added we will be having our annual Tech Expo June 6<sup>th</sup>. More information will be coming.

### **VOTE TO APPROVE REVISED NETWORK TRANSFER POLICY:**

Ron explained there was network transfer guidelines established in 2000 by a committee. Worked with the Resource Sharing Working Group on the revised policy. Last year over 375,000 network transfer were shared among NOBLE libraries. NOBLE receives over \$100,000 in grant funds from MBLC for resource sharing. Goal was to streamline the policy.

Reviewed some of the changes:

- Added a bullet that states to mark items that are restricted from holds in the catalog
- Made reference to the Age Hold Protection guideline
- Incorporated the Book Group Policy language that was passed in the fall

A policy manual for all NOBLE's policies that is more accessible to libraries will be put together. Will work with the Resource Sharing Working Group on the manual.

The Resource Sharing Working group recommended the policy to Executive Board, which they approved.

Kevin Sheehan made a motion to approve the revised Network Transfer Policy; Myron Schirer-Suter seconded the motion. Motion carried by unanimous vote.

**VOTE TO APPROVE PATRON "ALERT MESSAGES" and "MESSAGES" POLICY:**

Ron explained in the staff client serving patrons there are Alert Messages and Messages, which is confusing. The Resource Sharing Working Group worked on clarifying which message does what. There are two places where these messages display, goal was to standardize what should appear and where. The Working Group recommended the policy to Executive Board, which they approved last week.

Kevin asked where you add initials and date to Alert Messages will it show the library as well. Ron stated yes.

Diane Wallace pointed in the last sentence "Messages are viewable...." should a comma be added after "local libraries only", makes the statement less confusing. Ron said yes a comma can be added.

Kevin Sheehan asked if the verbiage can be changed, for example if a patron has many books out and overdue, can it be changes to Urgent rather than Alert. Linda Gardener explained we can't change the wording for the functions. Kevin asked if a patron has outstanding fines and not allowed to check out more items, would it fall under "Account Use Restrictions". Martha stated the system will block them if have long overdue. Kevin asked if there is a way to block patrons. Martha explained there are different blocks that can be done, but is a different function.

Gerri Guyote asked if patrons could see messages at one time. Martha said it defaults to not have patron view message, but can add a note to patron record and check on "patron visible", it's called Note under the Menu.

Diane Wallace suggested in the statement "Libraries must add..." change the wording to "Library staff must add initials, library and date to all **Alert Messages**."

Diane Wallace made a motion to approve the Patron Alert Message and Message Policy with the two changes as revised. Deborah Kelsey seconded the motion. The motion carried by unanimous vote.

Elizabeth stated at the Public Services Roundtable all the difference notes and alerts will be reviewed.

**STATISTICS DASHBOARD IMPROVEMENTS:**

Ron noted NOBLE staff receives a lot of input from directors and library staff as to the kinds of statistics they would like to see. The patron decade statistics was asked for by a library director.

Martha Driscoll did a presentation and highlighted some changes that were made to the Dashboard.

- The main splash page is dashboard.noblenet.org; it's a quick overview of library circulation.
- Moved "Holds Filled" to the Circulation tab, and can now see past months.
- Some new things were added to the Info tab; it takes a few seconds to load because it's doing a live lookup of any changes of all the data in Evergreen.
  - Collection tab, Collection Status was added, it's a count of items by status.
  - Circulation tab, Circulation Policies was added, intend to write a more descriptive paragraph
  - Administrative tab, Library Information, going to add the correct way a patron should write a check. Holiday hours, days closed, and staff users are there also.
- Under Circulation tab, added Circulation by Patron Age Group.

- At the bottom of main splash page, adding the top checkouts for the entire year, it will rotate monthly. Every month you will see the prior 12 months of circ for the top books and videos. Myron asked if it includes Course Reserves. Martha said it doesn't, but can pull that out separately and add it. Martha reiterated to make suggestions of other statistics would like to see, top circulating was a suggestion.

Holly Mercer stated the dashboard has been very helpful when it's time for budget allocation of materials.

Elizabeth Thomsen pointed out each page can be bookmarked.

**MAKING HOLDS MORE EFFECTIVE:**

Ron Gagnon stated 25% of annual circulation is from holds. Over 800,000 within NOBLE the past 12 months; half were network transfers, half were own books on holds. Goal is to assist libraries manage their hopeless holds.

Martha Driscoll reviewed tools on the Staff Information System that can be used to look at holds.

- Purchase Alerts – a report of items that have holds that meet certain threshold. It shows what items are there a lot of holds on, and do more copies need to be purchased. The reports are sortable and can be exported to Excel spreadsheet. It's now finding On Order copies, which wasn't doing before. Made a change to indicate Large Print, now shows LP after the title.
- Old Holds Report – this is holds older than 60 days. Also shows different kinds of holds; volume, title, copy hold. Will say if an order exists.
- Hopeless Holds – these are holds that there are no items available; i.e. long overdue, missing, aren't any copies in the system. Michele Morgan came up with the query that would do this. Runs every day and is immediate. Another reason for a hopeless hold to is with videos. A patron places a bib level hold on a video title, the videos come in Blu-ray and DVD format, are input, but the library decides to circulate the parts separately. Since the patron placed a bib hold, the system is looking for the title with all the parts and there isn't one.

Ron and Elizabeth gave examples of how items become hopeless holds. Ron stated will working with Circulation Roundtable session coming up on cleaning up these holds.

Elizabeth Thomsen - said there are many items that are marked missing and long in transit. There is a policy when items are marked missing for one year, they are deleted, which wasn't being done. Ideally items should be shelf checked at 30 or 60 days, whatever a library determines, best not to wait a year. The long in transits have to stay long in transit for two months before you can claim them with the delivery service. You have up to twelve months to make a claim.

Reviewed the latest tool, List Maker, under NOBLE Cool Tools. List Maker is out of Beta, performs functions the Booklist Generator and Weeding/Inventory List Generator do not do. A report can be run for Missing and In Transit for a particular date. It will display in Excel, and can pick the columns you want. Brian Courtemanche asked if it can include eBooks, Elizabeth stated it cannot.

On June 1<sup>st</sup> will be deleting missing items from public libraries that have been missing for more than a year. For academics will do at the end of the summer. Will continue to do on a monthly rolling basis.

**NEW BUSINESS:**

Kevin Sheehan asked directors have job descriptions on administrative, technical, and social media positions.

Diane Wallace is having an issue that DVD's are stolen, about 400 in a couple of months.

**ADJOURNMENT:**

Kathryn Geoffrion-Scannell made a motion to adjourn. The meeting adjourned at 11:50.

Respectfully Submitted,

Diane Wallace  
Secretary

NOBLE MEMBERS OF THE CORPORATION MEETING  
AT NOBLE  
MARCH 16, 2017

LIBRARY

Beverly

anna langstaff

Bunker Hill CC

Danvers

Jennifer McGehee  
Brian Courtland

Endicott College

Everett

Gloucester

Deborah Kelley

Gordon College

Mary Ann - Katz

Lynn

Lynnfield

Holly Mercer

Marblehead

Melrose

Josephine Gardner  
KA April 89

Merrimack College

Middlesex CC

Montserrat

Northern Essex CC

William

North Shore CC

Peabody

Deni Lopez

Phillips Andover

Reading

Revere

Kerri Sheehan

Salem

Sara Hanfield

Salem State University

William

Saugus

Stoneham

Bonnie  
Nicole Rongley

Swampscott

Wakefield

Dan Lee

Winthrop

MBLC

NOBLE, Inc.

Margie Davigall  
Ronald A. Hagan  
Paul Acquaviva