

**NOBLE  
MEMBERS OF THE CORPORATION MEETING  
AT NOBLE  
SEPTEMBER 21, 2017**

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

**CALL TO ORDER:** Linda Gardener called the meeting to order at 10:00. Introductions were done.

**APPROVAL OF MINUTES:** Kathryn Geoffrion-Scannell made a motion to approve Minutes from the June 8, 2017 meeting; Rex Krajewski seconded the motion. Motion carried unanimously.

**MEMBERSHIP CHANGES FOR FY 2019:**

Linda Gardener announced the departure of Middlesex Community College and North Shore Community Colleges at the end of this fiscal year. Both colleges have given written notice. NOBLE staff and Executive Board have been working with MaryAnn and Rex on the details. Martha has sent one data file to the colleges so they can begin their transition process, and a final data file will be sent at the end of fiscal year. Ron will be addressing the future financial impact on NOBLE during the budget presentation later this morning.

**TREASURER'S REPORT:** Myron Schirer-Suter presented the report as of June 30, 2017. Bob Guimond, our auditor, made his first field visit yesterday and will be back next Tuesday and Thursday. Any adjustments and more information will be available for next meeting.

**MASS BOARD OF LIBRARY COMMISSIONERS' PR AWARENESS CAMPAIGN:**

Matthew Perry and Celeste Bruno from MBLC are visiting the networks to show their new web site, MBLC Warehouse for public relations. Celeste was unable to attend our meeting. This site is replacing the MBLC Newsroom. Matthew did an overview of the site. There are different categories Campaigns, Press Releases, Official Docs, Programs. Library staff can create an account and order PR materials online.

**MANAGERS' REPORT:**

**Ron Gagnon –**

**Conferences:**

- Ron and Elizabeth attended the annual ALA Conference. Both participated in Evergreen presentations. Elizabeth moderated a session that included presentations from MOBIUS on group formats and editions and Ron presented on the activity adjusted relevance, which is sponsored and funded by MassLNC. Tim Spindler, chair of Evergreen Oversight Board, did a welcome and some background.
- Elizabeth attended the OverDrive Digipalooza Conference, in August, it was held in Cleveland.

**Administration:**

- RJ Kelly of Burlington is our new landlord, having purchased several of the buildings in the park. The prior landlord was an investment company, RJ Kelly is a family owned company that buys and develops real estate
- Next Tuesday the MBLC Resource Sharing, Telecommunications, and Network Infrastructure grant funds will be announced. Funds received in one fiscal year are applied to next fiscal year's budget.

**Elizabeth Thomsen –**

**Central Cataloging Operations Update:**

- Staff Update - in FY18 lost a part time professional cataloger, and gained a clerical position with fewer hours due to budget reduction.
- Cancelled OCLC and signed up with SkyRiver, an Innovative Interfaces product. It is less costly and billed monthly. The database is not as large and comprehensive as OCLC, but it meets our needs.
- Records are coming in from many different sources, i.e., temp records from library staff, and from vendors as part of acquisitions. Working on better ways to avoid an unnecessary backlog.

**Training and Roundtables Over the Summer:**

- WordPress Roundtable in June.
- Thirteen ListMaker training sessions were held, with 54 attendees from 18 different libraries. Limiting the sessions to six attendees. Will be scheduling more. Trying to do a 2 hour hands on training session, but structured in four half hour units that are delivered in different ways.
- Libraries are entitled to two half day sessions of Elizabeth's time to come to your library and do training on whatever topic. Ron added library staff can come to NOBLE for their own personalized training as well.

- Reviewed upcoming fall schedule, which is on the Staff Information System.

### **Martha Driscoll –**

- More database vendors are requiring secure connections to their products, therefore been purchasing and adding SSL Certificates to libraries' proxy servers. Currently Chrome has a warning if there is an input box on the screen that asks for a password, it will say not secure site if you don't have an SSL certificate. She will send out more information.
- Gordon College set up Blackboard Integration through EZ Proxy. If their students are off campus they can go right to their Blackboard account, log in and will be authenticated through EZ Proxy.
- Working with Merrimack to do LDAP authentication on their EZ Proxy.
- Annual Statistics were posted to NOBLE's Dashboard the first week of July. Previously it was a difficult task running many scripts, but thanks to NOBLE Systems Support Specialist Suzanne Paterno it is all automated.
- Went through the Google Gmail accounts and sent old defunct accounts to libraries to be removed. Will do this three or four times a year.

### **PRESENTATION OF PROPOSED FY 2019 BUDGET:**

Ron Gagnon did presentation of the FY 2019 budget.

#### **Challenging Year**

- Loss of two members: Middlesex CC and North Shore CC
- \$85,000 in FY 18 Income from those two members
- 8% effect on remaining assessments

#### **Further Challenge**

- Capital supplement to FY 18 budget as voted \$40,350
- Hoped to recoup from Lasell membership or restoration of MBLC 22% cut – neither came to pass
- Total shortfall to overcome \$125,588 – a 12% assessment increase

#### **Savings Achieved**

- MARC Records - \$33,500
- Evergreen Maintenance - \$24,000
- Greater FY 17 Surplus - \$46,408
- Central Full Text Finder - \$4,967
- Total - \$108,875

#### **MARC: OCLC to SkyRiver**

- No transparency in OCLC costs
- Over \$30,000 savings per year, flat rate, unlimited use
- Additional staff time needed, at least initially
- Smaller but better curated database with over 44 million records
- Effective September 1, 2017

#### **Evergreen Maintenance**

- Moving from fixed contract with Equinox to per-hour support, started July 1, 2017. When first started with Evergreen there were many phone calls, NOBLE staff is knowledgeable in the system now.
- Annual savings projected in excess of \$24,000
- Additional \$10,000 savings in FY 2018
- System checkup required in future years
- Doable due to experienced staff, and MassLNC

#### **Larger Surplus**

- Surplus from FY 17 applied to FY 19 budget
- Ten times larger than FY 16 to FY 18
- One-time savings include an insurance refund, less snowfall
- Savings from shopping insurance coverage, other economies.

### **Member Cost Increases**

- 2.5% Assessment increase \$26,410
- 5% PC Support Increase \$4,000
- Website Hosting Increase \$3,800
- Total - \$34,210

### **Assessment**

- Average 2.5% increase to basic assessment
- Actual assessments depend on formula
  - 75% divided equally
  - 12.5% on three-year average circulation
  - 12.5% on active users or FTE enrollment
  - Third year of FTE phase-in for academics
- Range from 4.4% to zero

### **PC Support**

- 5% increase for FY 2019 due to reduced NOBLE assessment subsidy. Cost trends close to CPI, and more work lately. NOBLE in the past contributed \$25,000, increased to \$30,000 past several years, cutting back to \$26,000 and putting more of the costs on the libraries that use the service.

#### **Trends –**

- Implementation of EnvisionWare, still new modules
- Change to Windows 10 requires new versions of other software, drivers, etc.
- Updates to programs needed more frequently and causing issues

### **Website Hosting**

- Increase to \$500/year, up \$200. First increase in five years
- Will include Jetpack automatic security and backup - costs \$99/year
  - Daily backups, one click restores, spam filtering, 30-day archive, daily scans for malware and threats
  - Only main site.

### **Capital**

- Savings now (FY 18) in Equinox and cataloging will allow us to forego the \$40,000 capital funds draw to balance FY 18 budget as voted last year
- Capital Balance - \$925,658
- Contingency - \$750,000
- MBLC Infrastructure - \$13,340

### **Future:**

- Discussing options with landlord
- Lease with this space until May 2021, may be options to move within the park. Abiomed has expanded and is leasing space on both sides of ours and is interested in our space. In initial talks with our landlord about moving within the park, at a savings
- Downtime and productivity issues in any move

### **Future V.2**

- Remember to contact your state representative and state senator to explain need for funding.
- Attend legislative events
- Invite them to library events
- Every \$10,000 we gain or lose is 1% on the assessment

### **OverDrive**

- To be discussed at next month's Executive and Members meetings

### **Process and Schedule**

- Budget reviewed and recommended by Executive Board on September 13<sup>th</sup>, and presented today for your consideration.
- Voted at our next Members meeting on October 19<sup>th</sup>, 10 a.m. at NOBLE

**EVERGREEN UPDATE:****Ron Gagnon –**

- The big focus in the Evergreen Community is moving to the web staff client. Currently NOBLE is on Release 2.12, the next release is 3.0, which is a milestone and will include the web staff client. NOBLE staff has been testing it.
- Underlying search improvements is another focus. MassLNC lead the way for this project. Kathy Lussier recruited new development partners, expanding across North America. More coordination going on with the Evergreen community for larger development projects. New members joining MassLNC as development partners, Lake Agassiz and Northwest Region Library systems in Minnesota joined this summer.

**Elizabeth Thomsen –**

- When upgraded to Release 2.12, a search bug issue was discovered. Martha sent out information about it, and our staff, particularly Technical Support Analyst Michele Morgan, has been active with other members of the Evergreen Community trying to fix this problem, but to no avail. MassLNC Development Community just authorized funds to go towards addressing this bug issue. Prefer not to use funds for bugs, but at times when it's a high priority need to invest funds to get this resolved.
- Will send an email with a link to the changes that came in 2.12 over the summer, and what is coming next in the catalog.
- MassLNC Development Committee is working on the following:
  - 1) Functionality in the catalog - ability to check off a number of things in search results and act on them.
  - 2) Preparing for October promotion of MassLNC Ideas Site.
  - 3) Preparing for the MassLNC Conference on November 2<sup>nd</sup>.

**Martha Driscoll –**

- In August loaded Release 2.12.4. Was done overnight and there wasn't any downtime. Earlier in the summer worked on streamlining the update so when library staff comes in, a message pops up prompting a download of the new client.
- Started doing purges in the system:
  - Copy purges of long missing and in transit items were done. 17,000 items and 4,000 associated bibs were removed from the database. This will be done on an ongoing basis. Items that have holds on them were not purged. Will send a message to libraries to look at the Old Holds and Hopeless Holds reports, and remove the holds if possible so they can be purged.
  - Patron purges will be next. A script was designed for this purge. Will send out a message outlining what the parameters are. If the patron's expiration date is 5 years ago, they will be purged. If want to keep certain patrons, i.e. trustees, staff can update their expiration date.
- Removed the gender field out of the patron record for libraries that wanted it removed.
- In July there was a Bug Squashing week. That's when the Evergreen community collaborates and works on bugs. NOBLE staff participated and four of our staff has code that has been committed to Release 3.0, which is in Beta now. We will most likely load 3.0 around the new year:
  - Christine Morgan – made a change to an acquisitions screen for the web client.
  - Michele Morgan – added code for clickable copy locations in the catalog.
  - Suzanne Paterno – did credit card screen changes that were customized to our system. She worked with Kathy Lussier to get our custom code into Evergreen.
  - Martha – did code in the MARC export program in the Z39.50 server to include call number prefixes and suffixes.
  - Beth Willis – did testing and commenting on bugs and codes.

Elizabeth Thomsen added one of the topics in the ListMaker training is creating recurring reports to manage the missing items for purging.

**OVERDRIVE UPDATE – Elizabeth Thomsen:**

- The OverDrive statistics are on the dashboard. OverDrive had a bug in August that inadvertently gave us availability to thousands of copies of different titles, therefore August statistics over inflated. When looking at circ, she looks at the average circ per day for each month.

- Libby App is very popular, but can't see in statistics which items were checked out through the Libby App rather through another method. Recommends library staff try the Libby App, it is easier to use than other alternatives. Library staff should show it to new OverDrive users, and promote it to users that stopped using OverDrive. Kindle is the most popular way of borrowing, and Libby can send the titles to the Kindle. One issue is accessibility; hope to have better visual impaired accessibility by the end of the year.  
Amy Lannon asked if there is any loss of functionality or will existing users lose books if switch to Libby.  
Elizabeth said won't lose books, but the layout is different so existing users may not be willing to switch, whereas new users aren't familiar with a different process. There was a lot of discussion on Libby at Digipalooza.
- OverDrive Advantage Plus – presented this plan to ERDWG, and it will be discussed at Executive Board. This will let libraries that opt in, to contribute funds for additional titles, but their patrons will have holds priority on those titles.

MaryAnn Niles was under the impression there would be a discussion today about the date when loans to Middlesex and North Shore will be stopped. She can't attend every meeting and wants to be present at the meeting that it is discussed. Right now MCC has twice as many items out, than what is being borrowed. She feels the discussion on the cutoff date should be on the agenda this fall so have time to plan.

Mike Barker asked if there is a plan to prepare for the loss of income from the two colleges that are leaving and how it will affect FY 20. Ron explained that the loss of income is reflected in the FY 19 budget which was presented today. The loss was taken into account and their income is not in the FY 19 budget. FY 20 should be status quo assuming no other Members leave.

Elizabeth McKeigue asked if there is any strategic plan to recruit new members. Ron stated not any plan in place; most libraries are in a network already. Always willing to talk to libraries that approach us, but the best advocate is our existing Members. Spoke with Nahant several times, and Manchester By The Sea over the years, but not in their budget.

**NEW BUSINESS:**

Mike Barker stated that the Phillips library renovation project was approved.. Expect to receive funding in June; therefore 75% to 80% of their current circulation collection will go into storage. Thankful can still borrow from the Member libraries during the project, which is estimated to last 15 months.

**ADJOURNMENT:**

The meeting adjourned at 11:50.

Respectfully Submitted,

Diane Wallace  
Secretary

Members present at the Meeting were:

Linda Gardener – Melrose Public  
Stacy DeBole – Everett Public  
Mike Barker – Philips Academy  
Elizabeth McKeigue – Salem State  
Diane Wallace – Winthrop Public  
Brian Courtemanche – Endicott College  
Amy Lannon – Reading Public  
Kathryn Geoffrion-Scannell – Merrimack College  
Tara Mansfield – Salem Public  
Anna Langstaff – Beverly Public  
Deborah Kelsey – Sawyer Free, Gloucester  
MaryAnn Niles – Middlesex CC  
Rex Krajewski - North Shore CC  
Mike Hearn – Northern Essex CC  
Theresa Hurley – Lynn Public  
Holly Mercer – Lynnfield Public  
Nicole Langley – Stoneham Public  
Myron Schirer-Suter – Gordon College  
Catherine McDonald – Beebe Library, Wakefield