

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

PRESENT: Seventeen 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: Amy Lannon made a motion to approve Minutes from the October 19, 2017 meeting; Deborah Kelsey seconded the motion. Motion carried unanimously.

TREASURER'S REPORT: Myron Schirer-Suter presented the report as of October 31, 2017. The audit is complete and adjustments have been made. The federal and state tax returns have been filed and received.

MANAGERS' REPORT:

Ron Gagnon –

- MassLNC Conference held two weeks ago. NOBLE staff attended, with Elizabeth, Michele Morgan, and Beth Willis doing presentations. Brian Courtemanche, current president chair of MassLNC Board did the welcome, and Jeff Klapes, chair of MassLNC Development Committee was a co-presenter. Sixteen NOBLE librarians attended in addition to NOBLE staff. Down a bit from other years. May extend an invitation to the local members of the larger MassLNC Development Initiative, Bibliomation in Connecticut and Howe Library in New Hampshire.
- Audit is complete, copies sent out to directors.
- Working groups will be meeting for the first time this week.
 - Resource Sharing Working Group met on Monday, reviewed the Network Guideline Policy. Also working on a welcome email for patrons when they sign up for a library card, this will test their email address as well. New chairperson is Meagan Kinton of Beebe Memorial Library, Wakefield.
 - Electronic Resources Working Group met yesterday, Elizabeth will give an update.
 - Collection Management is meeting this afternoon.

This is our last Members meeting until March 15th, followed by June 14th at Marblehead.

Elizabeth Thomsen –

- List Maker Release 3.5 was released, highlights of enhancements below:
 - Filter by Number of Circulations
 - Bib Sheet: Groups the items from your report by bib record, listing the bib information once and giving the count of items and the total checkouts
 - "Other Libraries" option for spreadsheet -- in addition to the Only Holder column, you can add a new column that gives the total number of copies owned by other libraries
- Update on Roundtables and Meetings:
 - Acquisitions Roundtable was held October 26th. Some libraries use the full fund accounting of acquisitions, some libraries just use certain aspects of acquisitions
 - Social Media Roundtable is scheduled November 29th. Demonstration of the fine art of doing Bookface. Sent out a form and asked attendees to list the social media sites they use.
 - EBSCO Roundtable is scheduled December 7th.
 - ERDWG met yesterday. Full group of action items, will report during Evergreen Update.
 - Collection Management meeting this afternoon
- Google Apps –
 - Google Calendar: new version coming out. The Monday after Thanksgiving we'll turn on an option to switch to the new calendar. You can switch back, but recommend users experiment with test calendars first. Google will go live on February 28th and all users will only have the new calendar. Important to check any plugins or other services that are built on Google Calendar to make sure they are not going to run into issues.
 - Google Maps is being revamped also.

Martha Driscoll -

- Several libraries have received copyright infringement notices from Comcast for illegal downloads from patron PC's. To deter patrons some things can be done:

- Unifi has the ability to have a portable page and have an acceptable use policy. We tested this at Beverly and NOBLE with mixed results. Older Android devices could not connect. Will continue to work on the software to see if can get it to work better
- Turn on WPA encryption so patrons have to enter a password to connect to your wireless network.

VOTE TO APPROVE FY 2019 ACTION PLAN:

Ron Gagnon reported on the Action Plan. Full document was emailed to directors prior to this meeting.

Ron pointed out key highlights below:

Goal 1. Training and Facilitation Center

- H. Promote and conduct "Welcome to NOBLE" sessions for new key staff
- I. Upgrade projection equipment in meeting room and monitor in conference room.
- J & K. There will be one meeting room to accommodate meetings and training sessions at our new office space, so will be replacing meeting and training furniture.
- L. Conduct an annual review of basic knowledge and NOBLE polices for heads of technical services and circulation supervisors identified annually by library directors. Brian Courtemanche asked is that something that directors can attend to get a refresher as well. Ron said directors can do the online option. Elizabeth explained NOBLE staff is putting together organized materials that explain policies and procedures that anyone can read. There will also be videos to watch and a director's overview as well.

Goal 2. Lead With Technology

- D. Investigate and test methods to streamline patron batch loading.
- E. Investigate and test methods to streamline batch loading of MARC bibliographic records
- F. Investigate and test OverDrive's "Get a Library Card" service to make it easier to get a library card and expand the constituencies of NOBLE libraries.

Goal 3. Streamline and simplify user access policies.

- A. Combine and integrate existing NOBLE policies into a more cohesive policy and propose language to fill gaps and resolve discrepancies.

Goal 4. Improve access to data.

- A. Develop a roadmap to prioritize development for the Statistics Dashboard.
- B. Provide catalog usage statistics in the dashboard, including number of searches, most popular searches and no-hits in order to guide development and improve effectiveness of the catalog.
- C. Integrate Digital Heritage usage statistics in the Dashboard.

Goal 5. Coordinate and promote e-content

- A & B. Work with Electronic Resource and Database Working Group to evaluate the continuing usefulness of the EBSCO online periodicals package, make recommendation to Executive Board. Work with EBSCO to get optimal pricing.
- D. Evaluate budgeted OverDrive funding, work with Executive Board to make FY 2020 budget recommendation.
- E. Study results of Mass. Library System Commonwealth EBook Collection changes and work with ERDWG to make a recommendation on participation.

Goal 6. Provide Continuity of knowledge and service

- D. Investigate and test cloud-hosting of Evergreen servers. Anticipation was to look at this server when our lease was up, but since we are moving sooner than anticipated so not on same time schedule.
- F. Evaluate results of MARC record provider change from OCLC to SkyRiver.
- G. Evaluate results of changes in Evergreen software maintenance contract.
- J. Draft FY2020-2024 Strategic Plan, present to Executive Board and Members Meeting.
- K. Share NOBLE's List Maker coding with other Evergreen users by posting the code to Git. Demonstrate the software at the Evergreen International Conference.
- L. Check for frequent spelling errors in bibliographic data via an automated script.
- M. Investigate and implement more flexible methods for managing access to electronic resources.
- N. Complete implementation of new location for NOBLE offices.

Goal 7. Advocate for Members

- C. Work with the Evergreen Community to expand the number of libraries using Evergreen in order to increase the support and development pool.

- D. Work with MassLNC to expand the number of libraries participating in MassLNC.
- F. Seek out and represent NOBLE to potential new members.
- H. Work with other Mass. library networks to develop a model and process for sharing MARC records and other cooperative cataloging services.

Myron Schirer-Suter made a motion to approve the FY 2019 Action Plan, Deborah Kelsey seconded the motion. The motion carried by unanimous vote.

VOTE TO APPROVE EDITS TO PRIVACY POLICY:

Ron reported there are two edits that need to be made:

- 1) On page 3 there is a paragraph that described our prior telecommunications setup that is no longer accurate. That paragraph is being deleted and adding a new paragraph, wording below, that Martha has written that describes our current networking setup:

All NOBLE servers use the TLS/SSL security standard to establish an encrypted connection ensuring that data transmitted to and from users and our member libraries is private and secure.

- 2) On page 2, under "Sites linked to from NOBLE", remove reference to Northeast Massachusetts Regional Library System, and replace it with Massachusetts Library System.

Diane Wallace made a motion to approve the edits to the Privacy Policy, Deborah Kelsey seconded the motion. Motion carried by unanimous vote.

VOTE TO APPROVE REVISED *PATRON RECORD VERIFICATION AND PURGE POLICY* AND DELETE EXISTING *PATRON PURGE POLICY*:

Ron explained this policy was voted back in the spring, been behind in doing patron purges. When Martha was going to begin the purges, she realized there was an older policy that needed to be deleted. The discrepancy in the old Patron Purge policy states that patrons owing only fines will not be purged, and more recently in the Overdue Cleanup Policy we decided they would.

To resolve the discrepancy among the policies, Executive Board recommends elimination of the Patron Purge Policy and inserting some purge language into the more recent Patron Record Verification Policy, as well as bringing the deleting patrons with fines language from the Overdue Cleanup Policy. The recommended result would be a revised Patron Record Verification and Purge Policy, which reflects the more recent passed changes on patrons owing only fines being purged. Below is the language being added at the end of the policy:

Patrons in expired status for three years will be purged on a monthly schedule. Patrons with overdue items will not be purged; patrons owing only fines will be purged.

Brian Courtemanche made a motion to approve the policy revisions recommended by Executive Board; Deborah Kelsey seconded the motion. The motion carried by unanimous vote.

NOBLE MOVE UPDATE:

Ron explained that Abiomed has been expanding. They are renting space on either side of our office and would like to expand into our space as well. This is an opportunity for NOBLE to get new office space designed to our needs, at no cost to us to move, as well as lower rent cost. Our move in date is June 1st. The company in the current space we will be moving out February 28th, and then there is 90 days of construction. We will be saving about \$13,000 a year in rent, expecting new lease documents shortly.

UPDATE ON DEPARTING MEMBERS:

Linda Gardener reported Executive Board and NOBLE staff has been working with Middlesex Community and North Shore Community Colleges on the process of their withdrawal. This has been a learning process as this is the first time a member library has withdrawn from NOBLE. A Memorandum of Understanding was written, and then reviewed by NOBLE's attorney. We received the signed document back from MCC. Ron said Rex stated theirs is on the President's desk awaiting signature. Both colleges will be leaving NOBLE at the end of this fiscal year. All directors should have received an email from MaryAnn Niles offering a proposal of amnesty for overdue or lost materials. Each library will make an individual decision about that. It is not known yet if North Shore will be offering the same amnesty.

Ron added Executive Board voted to agree to the date proposed by MCC and NSCC, April 20th, as the end of reciprocal borrowing and network transfers. This date is in the Memorandum of Understanding.

EVERGREEN UPDATE:

Martha Driscoll –

- Release 3.0 upgrade is scheduled for January 11th. Will be done overnight starting on January 10th.
- Search stalling bug since last release 2.12 in August, caused 70 second delays with some searches.
 - MassLNC paid Equinox to troubleshoot this problem using NOBLE's training system.
 - Michele Morgan did extensive testing working with Equinox
 - Equinox turned on more detailed logging and narrowed down the problem
 - Equinox reworked 3 lines of code and the problem seems to be gone
 - Fix installed on November 7th
 - Asked libraries for feedback, no reported problems

Elizabeth Thomsen –

Electronic Resources and Database Working Group will be doing the following:

- Turning on Group Formats and Editions soon
- New guidelines for cataloging special material: telescopes, musical instruments, etc., providing maximum flexibility to libraries
- Working on a revised list of format limiters
- Customization of subdomains: adding links to the header, links to local contact form, customized search examples, customized "no hits" page, more in the works
- Copy location links
- Development list

OVERDRIVE UPDATE:

- Been working with OverDrive to implement the Advantage Plus program for Lynn as a beta test site.
- OverDrive enhancements to streamline things for Kindle users.

Kevin asked once Evergreen web based is ready, can libraries connect to it over the city Internet connection instead of over NOBLE's network. Martha said you should be able to get to Evergreen through the city now, Evergreen works anywhere doesn't have to be on a particular network. It established an encrypted connection so it is secure anywhere.

NEW BUSINESS: None reported.

ADJOURNMENT:

The meeting adjourned at 11:45.

Respectfully Submitted,

Diane Wallace
Secretary

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AT NOBLE
NOVEMBER 16, 2017

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.

Anna Langstaff
Andrew McCarthy
Jini Rowden
Brian Conterman
Deborah Kelso
Walter Kater
Theresa Hurley
Dolly Mercer
Linda Gardner
Luzma Chavez
Laura Mandt
Amy Linn
Kevin Sheehan
Lou Dussell
Susan Connor
Catherine McNeill
Dan Allen
Martha Dussell
Dag B. Linn
Ronald A. Stagner
Paula Acquaviva