.NOBLE Executive Board Meeting via zoom
November 10, 2020

Present: Ron Gagnon, Diane Wallace, Myron Schirer-Suter, Linda C.W. Gardener, Amy Lannon, Theresa Hurley, Nicole Langley, Tara Mansfield, Brian Courtemanche,

1. Call to Order/Welcome

The Meeting was called to order by Diane Wallace at 2:08pm.

2. Executive director's Report

Evergreen 3.5 Upgrade – Martha upgraded our Evergreen systems to Release 3.5 on Sunday morning, October 25th. This "extra" release catches us up from a release we skipped a few years ago and does not include any major new services, but some small improvements like the ability to update hold notifications if the borrower's record is changed. There is also some functionality first included in earlier releases that are now improved and ready to implement.

We loaded 3.5 now to be able to load the just-released 3.6 in January, which has a few big things we have looked forward to, especially the course materials module to which we contributed, and enhanced print and email options for patrons in the catalog, a MassLNC project. A new dedicated interface for managing hopeless holds, better printing from the catalog for the public and a curbside module are also included. We plan to load 3.6 in our usual early January slot, more information and discussion will be forthcoming.

MBLC Funding Estimate – The House Ways and Means budget released last week is slightly more positive overall than the Governor's budget released last month (which was very positive) so last month's overall level funding for the networks still stands.   For NOBLE, that means a 1.2% decrease overall.

For our operational subsidies this is a one percent decrease, $2,062, due to the formula applied to our telecommunications subsidy, largely because we upgraded and renegotiated our central site internet which lowered our monthly cost about 40%. Resource sharing subsidy remains unchanged.

The subsidy for ebook content also decreases 1%, $361, due to the formula for that program.

Our infrastructure subsidy decreases 3.8%, $874, due to the loss of Northern Essex, as the subsidy is based on number of locations served.

Actual funding will still depend on Senate budget later this month. The MBLC Commissioners approved these amounts at their meeting on Thursday, so unless the Senate budget is significantly different, the funding process is ready to roll.

We had budgeted on expecting a small percentage of these amounts, so if these amounts pass we are in very good shape.

The networks have also been asked to include standard language regarding MBLC support in their "About" webpage sections, with a link to the MBLC's network funding explanation page, as part of their branding effort. We had language acknowledging MBLC support already, which was more effusive than their requested language, so I substituted the MBLC language and included the link. The requested new language: "*(Network) is primarily funded through membership fees and receives significant support through the Massachusetts Board of Library Commissioners (MBLC)."*

Administration – Paula and I worked on our audit and now back to Payroll Protection Plan forgiveness. The process of forgiveness allows 60 days for the bank review and 90 days for the Small Business Administration

review, so we might not know until spring, but hopefully sooner. Interest is deferred until a decision on forgiveness is made.

Also completed updating our TIAA retirement paperwork and plans, approved earlier, and a change to the default fund from money market to target date funds to maintain federal approval for our plan. Department of Labor regulations provide fiduciary relief to plan sponsors who use certain types of accounts as Qualified Default Investment Alternatives (QDIA) for contributions made on behalf of employees who do not make allocation decisions. TIAA-CREF's QDIA Services provides this protection and takes care of all regulatory mailings and we are taking advantage of that option.

GuideStar Silver Status – GuideStar is a website that provides searchable information on nonprofits, mostly derived from the Federal Form 990 filings. If you verify and add a few details that are already public, you achieve increasing levels of transparency, Bronze through Platinum. Getting up to Silver level also gets a "Donate" button through Network for Good on our GuideStar page. GuideStar also merged with the Foundation Center, so it is a grant resource as well. We achieved Silver transparency status on October 28th.

GuideStar is the world's largest source of nonprofit information, connecting people and organizations with data on 2.4 million current and formerly IRS-recognized nonprofits and is used by donors, nonprofit leaders, grantmakers, government officials, academic researchers, and the media. In addition, users see GuideStar data on more than 200 philanthropic websites and applications. GuideStar is itself a 501(c)(3) public charity.

To get to Gold status requires some essay questions about what we hope to accomplish, how will we know, etc., as opposed to Bronze and Silver which were more about basic information and numbers. A subcommittee of Amy and Myron will work with Ron on the GuideStar language.

Meetings – In addition to Network Administrators, I've recently attended last week's MLS Annual Meeting and MBLC Commissioners meeting, at which funding for networks was approved.

Working From Home – Staff continues to work from home, with the exception of Paula, George and me. I believe this needs to continue through the winter, as the pandemic is worsening and is likely to stay a problem through the winter until a reliable vaccine is in common use. EBSCO staff is working at home until at least April 5th and I believe we will be on a similar plan, as with a small specialized staff the danger of much of the staff being out of commission simultaneously would be a real service issue.

3. Approval of FY20 Financial Statements and State and Federal Returns
The CPA issued a letter stating that he has done extra work because NOBLE does not have an accounting department, which is recommended by the accounting poohbahs.   No other issues discovered in the process. Last year we did not have several boxes checked on form 990 including a   Whistleblower Policy and Record Retention Policy. Last spring those were addressed with policies approved.
Linda made a motion to approve, second by Brian. All in favor

4. Review and Recommend FY22 Action Plan
This is the second Annual Action Plan based on the recent Strategic Plan as required by the MBLC to apply for LSTA funds and also a planning tool that allows NOBLE to look at and review what they are doing. The following are highlighted items based on the "new normal".
Goal 1   Provide high-quality services to our member libraries, staff and users
Action C: Provide training on Matomo to NOBLE staff to better utilize the search statistic available through Evergreen. Matomo is an open source web statistic gathering tool being built in the January release in Evergreen.

Action F: Replace/upgrade 2016 office telephone system to provide connectivity and answering ability to staff working remotely, capital funding to be approved by the Executive Board.

Goal 2 Sustain strong member relations and community among participating libraries
Action M: Investigate and acquire improved audiovisual equipment for meeting room and conference room that would provide for hybrid training and meeting session with live and remote attendees able to fully participate, capital funding to be approved by Executive Board. NOBLE will report back to the Board with associated costs.

Action N: Facilitate monthly Directors' Roundtable virtual meetings to encourage sharing on issues of mutual concern. This is a reflection of old days when directors met monthly.

Action P: Monitor and participate in the MBLC MLS statewide database acquisition process.
Kate Butler from MBLC and Tressa Santillo from MLS are starting the procurement process for renewal of statewide databases. They have 18 months before contract is up. NOBLE hopes to be involved and participate in.

 Goal 3 Enhance the library management system and related technology
Action A: Implement the new "Bootstrap" Evergreen catalog, in consultation with the Electronic Resources and Database Working Group. The new interface to the Evergreen catalog will be included in the 3.6 release in January.

Action G: Work directly with other Evergreen users to develop new or improved software functionality useful to NOBLE libraries. Contributing expertise and funding as needed.   By contributing, this allows NOBLE to have a seat at the table to test out and work with CWMARS and the new version of the Stripe credit card processor.

Action H: Investigate, acquire and install new routers in libraries using NOBLE connectivity to replace end-of-life models no longer eligible for maintenance and security upgrades and improve throughput, with funding from MBLC Infrastructure and NOBLE Capital account.

The Cisco routers in libraries will soon be no longer supported and are limited to 100 Mbps. 150 Mbps service is being provided by Comcast.   It is recommended that libraries with a population of 50,000 and under is 100 megabits. A higher level is needed for libraries with a population over 50,000.

Action I: Work with the Electronic Resources and Database Working Group (ERDWG) to evaluate the continuing need of the EBSCO online periodicals package and solicit recommendations for changes.

Action K: Investigate implementation of fully functional SMS (text) notifications in Evergreen, including ongoing connectivity costs.

Action P: Investigate remote or cloud hosting alternatives for Evergreen servers and compile a Comparison report of options in light of 2023 lease renewal and age of servers.

 Goal 5 Provide strong fiscal stewardship

Goal 6 Improve accessibility and inclusivity in NOBLE services and assist libraries in improving accessibility and inclusivity.

Action A: Seek funding to institute, grow and share world language resources in NOBLE libraries.
NOBLE had sought funding to increase world language resources with no luck.

Action B: Evaluate the accessibility of the NOBLE catalog with a focus on the developing Evergreen Bootstrap catalog and advocate for accessibility improvements as needed.

Brian made a motion to vote to recommend to Members Meeting next week. Second by Amy. All in favor

5. Approval of minutes

Ron discovered that several meeting minutes over the past year or so had not been approved: October 2019, November 2019, March 2020, May2020, September 2020. Amy made a motion to approve as presented, second by Myron. All in favor.

6. Treasurer's Report

7. New Business

Brian informed the Board that Endicott students will be leaving for Thanksgiving with an expected return in February 2021.

Diane informed the Board that she will be retiring December 4, 2020.

8. Adjournment

Amy made a motion to adjourn. The meeting was adjourned at 3:05pm.

Respectfully submitted,

Theresa Hurley