

NOBLE Executive Board Meeting via zoom

February 10, 2021

Present: Ron Gagnon, Elizabeth Thomson, Martha Driscoll, Amy Lannon, Myron Schirer-Suter, Linda C.W. Gardener, Theresa Hurley, Nicole Langley, Tara Mansfield, Brian Courtemanche, Cate Merlin, Patti Rogers

1. Call to Order/Welcome

The Meeting was called to order by Amy Lannon at 2:06pm.

2. Approval of Minutes

Minor corrections. Linda mentioned a few places where it should state “Ron” and not “I”

Motion to accept minutes as corrected

Action: Myron made motion, Brian seconded. All in favor with Catherine abstaining

3. Treasurer’s Report

Myron states nothing out of the ordinary.

Discussion: Amy wants to give a shout out and thank Paula for all of her hard work. Ron will extend that to Paula.

4. Executive director’s Report

Networking Upgrades

NOBLE has started the process of upgrading the telecomm networking equipment in libraries. Routers will soon be 10 years old and support will not be available in 18 months. The equipment is not able to take full advantage of the 150 Mbps Bandwidth and the routers max out at 100 Mbps. This process is an objective in NOBLE’s FY22 action plan. Possible funding may come from the Essex County Community Foundation, and other funding would come from NOBLE’s MBLC Infrastructure funds and NOBLE’s capital fund.

Research on telephones systems continues. Tom Clarke got 3 proposals and Ron has reached out to New Era, looking to switch to an IP based system.

Building Updates.

The NOBLE office building is under agreement to be sold to Abiomed, which leases about 70% of the building at present. The current lease is five and a quarter year lease that runs through August 2023. Right now there are 4 businesses, possibly 2 are in the process of leaving.

A recent storm caused some leaks where there were leaks before.

OverDrive

The Overdrive magazine collection expanded as OverDrive acquired RB Digital’s Zinio collection of 3000 magazines. Elizabeth has been working to organize and curate the collection. There are many new titles, some titles with lesser value and some titles are missing that were in the previous collection.

EBSCO and NoveList search boxes

EBSCO made some improvements to their authentication process which will allow us to have an all-purpose search box on websites for both the database access and NoveList. This is represented in NOBLE’s action plan, FFY21 objective 3.B. and FY22 objective 3.B.

Evergreen

NOBLE staff have been participating in Feedback Fest in which they ask people to test bug fixes and recommend for inclusion in the new point release and new fixes are submitted. To date, 20 patches were added to core software. On the academic side, NOBLE is gathering enhancements needed in the new course materials module and seeing what NOBLE staff can fix and which ones we need to pay someone to fix.

Payroll Protection Act Funds

Application for forgiveness \$184,300 was submitted on January 27 to North Shore Bank after review and signoff by Myron. Paula has been working on that for some time, gathering all of the information needed. She is

hoping to get it wrapped this fiscal year. The Bank has 2 months to look it over and then send to the Small Business Administration, which has 3 months to review.

MBLC Update

Ron attended the MBLC meeting via zoom. Two communities in NOBLE are in danger of decertification. Peabody came up with enough money to get them under the 10%. Stoneham is one of a few libraries over the 10% mark.

Stoneham was the first to present because they were the next lowest. It went fairly well. One of the Commissioners said based on what we said, it sounds like the cuts in Stoneham may be systemic. Nicole feels that the Board of Trustees does not want to push back on town. Nicole thinks they will get the waiver.

Ron recapped that if any library is decertified, it is not a NOBLE vote or decision. Every library has to decide if they want to serve decertified libraries. Governing Boards decide.

The evergreen system can handle individual cases.

MBLC FY21 budget was up 3% for the network line. The Governor has proposed level funding for FY22 on all lines. State Aid to Public Libraries has been voted the priority for the FY22 MBLC Legislative Agenda funding request. State income has been exceeding last year.

NOBLE received full FY21 LEA (eBook) funding on January 29. NOBLE is proceeding with the plan presented, focusing on pandemic issues, the education gap, unemployment, education support and job seeking skills. A collection of Spanish and Portuguese titles will also be added. Elizabeth has started getting those and has put together the "Supporting our Students" collection which is featured on NOBLE's OverDrive homepage.

Investments

Investment changes approved last month were accomplished.

meeScan

Peabody requested group pricing for meeScan, an app that allows self-checkout anywhere in the library as well as being used as a fixed self-check station. For most libraries, the annual charge is just under \$3,000.

Information was sent out to directors, but thus far, have not heard anything beyond Peabody.

Brian complimented all of NOBLE and the work they do.

5. Security and Privacy Update, Employee Confidentiality Agreement

NOBLE is advancing security and privacy issues that have been objectives in their FY20, FY21 and FY22 action plans.

Motion that for the purpose of security and data privacy, the Executive Board recommends the membership vote to agree that member libraries will:

1. Request individual logins for access to staff functions of the NOBLE library management system. Shared group logins will not be allowed. Only current employees of the library are eligible for access for use in required library duties.
2. Require an employee confidentiality agreement using language approved by NOBLE to be signed before system access is provided to the employee, with a copy provided to NOBLE.

3. Designate an administrator, if other than the director, to request access for each account, review and approve quarterly the list of active accounts for their library provided by NOBLE, and notify NOBLE immediately when an employee leaves the library's employ, is furloughed, or whose duties no longer require system use in order to close access to the account.

Discussion: Ron explained that access to data in Evergreen is confidential, specifically not public information and could be misused. This action would address weak links in that process. It is more of an issue now than before with the advent of the web client in gaining access to data.

Last year NOBLE added language on the staff web client screens in a highlighted box that says "By using Evergreen, you agree to keep the identity of patrons and the material they borrow confidential."

NOBLE needs to restrict access to Evergreen data. Group logins are untraceable and many former staff still have access to data. In most cases, passwords never change as staff come and go.

Another thing that Martha has been working on is anonymization of Evergreen data.

SIS is theoretically password protected, but not much of a password. With the advent of the statistics dashboard, there is concern of who can view it and we need to make sure that info is secure.

New Era was hired to do a year's worth of system vulnerability scans on servers. They didn't find anything too controversial. It revolved around vulnerability of old versions of operating systems and software problems. The problem is that updating operating systems requires downtime.

Martha is testing anonymization on test systems, and is ready to roll. NOBLE is proposing to:

- Regularly send list of accounts for verification and quarterly approval
- Looking into inserting login for Staff Information System into WordPress via Evergreen credentials
- Rebuild servers with current operating systems and take old servers offline

In addition to other benefits, evergreen logs transactions of money and circulation transactions. Occasionally there have been cases where some staff are not following the rules about other library materials via network transfers. Using a group login, you won't know who is doing it. Ron stated the question has as come up about making group logins better. It's a weak structure, and you would have to change the passwords every time someone leaves. By using group logins, you would still be missing the ability to track circulation transactions that are built into the system.

Amy started the discussion with the *Employee Confidentiality Agreement*

Discussion: Myron states it's a great idea.

Designating an administrator, if other than the director, to request access for each account, review and approve quarterly the list of active accounts for their library provided by NOBLE, and notify NOBLE immediately when an employee leaves the library's employ, is furloughed, or whose duties no longer require system use in order to close access to the account.

Discussion: Myron inquired if this would be the same list that is sent out about who is in charge of what. Ron said it would be a different list and sent out quarterly.

Request individual logins for access to staff functions of the NOBLE library management system. Shared group logins will not be allowed. Only current employees of the library are eligible for access for use in required library duties.

Discussion: Amy started the discussion with foreseeable confusion with staff working at desks and who is or isn't logged in.

Brian and Myron brought up concerns with student workers remembering to sign out and another worker working under the previous worker's credentials.

Myron stated that you have to stress to students about logging in and out.

Elizabeth stated that it is important that they realize transactions are traceable back to the person logged in.

Linda brought up the logistical challenges at some workspaces where staff share workstations but stated that the timing is key due to COVID policies where staff are not sharing workstations at this time.

Action: Linda made the motion, seconded by Theresa. All in favor

6. Vote to recommend Addition to Third-Party Confidentiality Agreement

Motion to recommend to the membership vote to approve the proposed language is added to the NOBLE Third-Party Confidentiality policy of 2006

"Notwithstanding the above, Vendor may disclose Confidential Information to its approved sub processors, all of whom have entered into written agreements at least as restrictive as this Agreement."

Discussion: Lynnfield purchased the Mango language service and forwarded NOBLE's Third-Party Confidentiality Agreement, which vendors are required to sign before NOBLE would provide access to patron information for authentication. Mango requested to add the following language "*Notwithstanding the above, Vendor may disclose Confidential Information to its approved sub processors, all of whom have entered into written agreements at least as restrictive as this Agreement.*"

NOBLE approved the reasonable request so it would not cause delay in purchasing the service.

Ron recommends amending the policy to include the new language stated above, and asks that we vote to recommend this change to the Members Meeting for a vote next month

Action: Theresa made motion, seconded by Linda, All in favor

7. Vote to Recommend Addition to Borrower's Card Policy

Motion to recommend the membership amend the Borrower's Card Policy to require that the entry of borrower's address information complies with the *U.S. Postal Service's Postal Addressing Standards*, including abbreviations.

Discussion: Ron noted that the Borrower's Card Policy doesn't have any details or requirements on how an address should be entered into Evergreen. Linda inquired as to how exactly an address should be entered. We need to cite the U.S. Postal Service standards, and add that language to standardize inputting. Ron noted an interesting point that if there is one zip code, then all the cities should match. Example Beverly has one zip code despite the fact that it has, Beverly Farms, Pride's Crossing, etc. Some cities have multiple zip codes.

The new text for consideration and recommendation is:

Entry of borrower's address information should comply with the US Postal Service's Postal Addressing Standards, including abbreviation. In brief this includes:

- No punctuation (no commas, periods, etc.)
- Standard street suffix abbreviations, such as Ave, Cir, Dr, Sq, St, Ter, Way

- Standard unit abbreviations, such as Apt, Bldg, Ste (suite), Unit, Rm (room) and Dept
- If a pound sign used, there must be a space between the pound sign and number, # 2

Example: John C Smith
1401 N Common St Apt 2
North Andover MA 01845-1234

Amy inquired if this change is something that could be done globally or does it have to be changed manually. Ron stated that NOBLE could provide a library with a file of address for them to review.

Amy asked if this was going to be a requirement for libraries to do or is it a recommendation. Ron noted that if it is in the policy, that is it what they are supposed to do.

Myron asked if changing something like Street to St could be done globally. Martha stated that NOBLE could do easy changes like that globally.

Elizabeth noted that mismatches are harder to do, such as differences in spelling and punctuation. For example, Prides Crossing vs. Pride's Crossing.

Action: Nicole made motion, seconded by Catherine. All in favor

8. New Business

None

9. Adjournment

Meeting adjourned at 3:29pm

Respectfully submitted.

Theresa Hurley