

NOBLE Executive Board Meeting via zoom

October 13, 2021

Present: Ron Gagnon, Elizabeth Thomsen, Martha Driscoll, Amy Lannon, Myron Schirer-Suter, Linda C.W. Gardener, Theresa Hurley, Nicole Langley, Tara Mansfield, Brian Courtemanche, Catherine McDonald

1. Call to Order/Welcome

The Meeting was called to order by Amy Lannon at 2:01pm

2. Approval of Minutes

No changes. Myron made a motion to approve, seconded by Brian. All in favor.

3. Treasurer's Report

Myron stated that there hasn't been any adjustments with the audit taking place and nothing out of the ordinary to report.

4. Executive Director's Report

ECCF Grant- Ron stated that NOBLE has been awarded a \$23,125 grant from the Essex County Community Foundation, with funding from the Massachusetts Technology Collaborative. The grant is to upgrade Internet connectivity in three Essex County gateway cities that are part of NOBLE- Lynn, Peabody and Salem. The funding will provide new firewall routers and main switches and funding for a year's gigabit Internet connectivity from Comcast. The gigabit service is the level recommended by the FCC and ALA for cities with a population of 50,000 or more. Ron stated that Revere, which is another community with a population of 50,000 or more but is not in Essex County, will eventually get upgraded.

Audit- Ron stated that the NOBLE annual audit is proceeding. Bob Guimond, the auditor, has been onsite for three visits with one more pending.

QuickBooks-NOBLE is continuing to work toward their conversion to QuickBooks with multiple access points, changing from Account Edge with a single access point.

Evergreen-NOBLE is considering funding for two Evergreen development projects: Bug fixes to the inventory functionality to preserve local data and improvements to the course materials module.

Cyber Security-Ron and Martha participated in the Mass. Municipal Association's Cybersecurity Summit online late last week. Representatives from the state, Homeland Security,

the FBI and Federal Cybersecurity & Infrastructure Security Agency (CISA) were in attendance. Recommendations were strong passwords and multifactor authentication. It is a concerning issue with the growing number of ransomware attacks, including one of the Boston Public Library.

In late September Ron participated in a discussion with other Mass. Network administrators. BPL president David Leonard was brought in for that part of the meeting where he provided details of the BPL attack to aid in planning. Ron stated that the MBLC will likely be making some funding available to aid the networks in this effort. There is another scheduled meeting on this topic.

Online Registration and Verification-Ron stated that they are continuing to work with other networks on implementing an online registration and verification process to streamline issuing borrower's cards across the state. This has been a priority of the MBLC making it easier to get a card in MA. Ron stated that they had started looking at this back in the spring at the Evergreen Conference. Ron stated that it was a reasonable cost wise undertaking.

Long Overdues-NOBLE is beginning the reinstatement of long overdue billing and blocks. Three libraries have requested forgiveness for their users' overdues: Salem- items due before 6/1/21, Melrose- items due before 7/7/20, Peabody- items due between 1/1/20 and 9/6/21.

Amy asked that if libraries wanted to do this, does NOBLE do a bulk delete? Ron stated that Michele can do that upon request.

Investments

Ron participated in a Zoom meeting this morning on the investment services offered by the Essex County Community Foundation. They have over 225 donor directed funds that they invest. They also provide services for nonprofit organizations. They have a choice of funds and formats that is overseen by a board of investment professionals. Ron will continue to look into it.

Other

Ron stated that he attended Alyce Deveau's retirement party. Jen Inglis is currently acting director in Swampscott. Jeff Klapes is retiring in a few days. Ron and Elizabeth will be attending a reception for him tomorrow afternoon.

5. Review and Vote to Recommend FY23 Action Plan

Motion: To Recommend the FY23 Action Plan to membership

Discussion: Ron shared some highlights of the FY2023 Action Plan Goals and Actions:

1. Provide high-quality services to our member libraries, staff and users.

A. Provide continuing, advanced training to NOBLE staff on new statistical software package such as Metabase.

B. Provide training on Matomo to NOBLE staff to better utilize the search statistics available through Evergreen.

E. Determine revised space needs in light of remote hosting of servers and post-pandemic staff and meeting space.

F. Work with a commercial real estate agent familiar with the local market to tour suitable available office space locations in the area.

N. Design a database system to provide access to information on library staff, positions, roles in NOBLE, permissions, etc. to better serve libraries and assist in managing access to systems.

O. Collect from surveys of NOBLE libraries and other methods the needed data to access library staff information and enter the data into a staff database system.

P. Design a front-end interface for the library staff relationship database and test to assure needed information is readily available.

2. Sustain strong member relations and community among participating libraries.

3. Enhance the library management system and related technology.

A. Implement the new Bootstrap Evergreen catalog, in consultation with the Electronic Resources and Database Working Group. (Bootstrap is a collection of tools for creating web applications).

L. Develop a budget and timeline for replacement of routers and main switches in public libraries using NOBLE connectivity and present to the Executive Board with funding request from NOBLE capital, MBLC infrastructure funds and/or other funding.

P. Implement “Did you Mean...” technology in the Evergreen catalog and lobby the Evergreen community for improvements as appropriate.

Amy asked if there are going to be more opportunities similar to the ECCF with the focus now on infrastructure and broadband. Ron stated that a lot of the money has been federal money that requires filtering. Ron stated that will continue to seek more grant funding.

4. Enhance access to management data.

B. Investigate a tool such as Metabase to query the Evergreen database for circulation statistics, including by time ranges.

Brian expressed his gratitude of NOBLE's ability to gather statistics and present it on the dashboard. It is invaluable and appreciated.

5. Provide strong fiscal stewardship.

F. Provide QuickBooks training to Administrative Assistant, Executive Director, and appropriate staff and officers.

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

Nicole commented on NOBLE staff succession with NOBLE staff and want to make sure we don't lose perspective with key staff leaving and losing that institutional knowledge. This was discussed with respect to strategic planning. Amy asked Nicole if she would want Ron to prepare to add succession planning into the FY23 Action Plan or is noting it today enough? Nicole stated noting it is good for now as long as this body keeps it in mind. Amy stated that we are hoping to have specific goals for succession planning in FY24.

Ron stated that we are fortunate that Martha has self-taught and learned skills over time that allows her to perform tasks from unboxing servers to learning the different operating systems etc. Ron stated that this is true of other staff and should not be taken for granted. NOBLE staff wear a lot of hats and moving forward we need to think about that in terms of succession plans.

Amy suggested reviewing and updating all of the NOBLE job descriptions for the FY24 action plan.

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

6. Consider and Vote to Approve Remote Evergreen Hosting

Motion: To Approve Remote Evergreen Hosting

Discussion:

Ron stated that NOBLE has solicited Evergreen remote hosting proposals from three vendors known in the Evergreen community for hosting- Equinox, MOBIUS and Emerald Data Systems with three very different proposals. Ron and Martha looked particularly at MOBIUS which is the most reasonable in terms of what they were proposing for hardware to host in terms of accessibility that NOBLE would have. MOBIUS is a non-profit based in Missouri, hosts both Evergreen and Innovative systems, and was founded in 1998.

Ron stated that they had checked their recommendations.

Ron spoke to the NC Cardinal Head, who was very supportive of their services. Ron stated that NOBLE is confident in its recommendation of MOBIUS.

Ron stated that their attorney has reviewed the contract and found no issue with it. He noted it was “pretty standard”, and “There are suitable, mutual protections regarding protection of each party’s proprietary information and indemnification of each by the other.” Investigation of remote hosting satisfies Objective 3.P. of NOBLE’s FY22 Action Plan.

Myron expressed his appreciation and complemented Ron on the analysis on everything and thinks it is the direction we need to go

Amy asked Martha if she thought this was a good idea. Martha stated yes. She thinks about hardware all of the time and that is their single point of failure. She stated that the cloud application are amazing. It is a much easier way to run their software with zero downtime.

Myron asked Martha what the timeline would be. Martha stated at least a of couple of months.

Amy asked if the costs of annual hosting and annual support are locked in for year one, two, and three? Ron stated that there was an option for a 2% increase. The MOBIUS contract states “annual fees after the initial terms may change including a 2 percent increase.”

Linda commented that it makes a lot of sense and thanked Ron and staff for all of the work in researching and presenting it.

Action: Brian made the motion, Myron seconded. All in favor

7. Sustainability Subcommittee Update

Brian reported that Dr. Mary Butler will be presenting a session online on October 19, 2021 from 10am-11am. Dr. Butler is professor of Environmental Studies at Endicott College. Dr. Butler had requested that the session not be recorded. There will be a follow up survey to see if this is what people want and where do we want to go from here? The survey will help guide the committee moving forward.

Nicole stated that if any staff in our libraries could spare an hour to be a part of the program, she would like to see this. Nicole noted that the library in Concord, MA has a fully published sustainability plan and doesn’t want to see NOBLE fall behind.

Amy asked if it had been sent to all of NOBLE. Brian stated it had and will send out a reminder today.

8. New Business

Brian presented a book, *A Salem Witch: The Trial, Execution, and Exoneration of Rebecca Nurse* by Daniel A. Gagnon, Ron's son. It is the only full biography of a witchcraft victim available in print.

9. Adjournment

Theresa made a motion to adjourn. All in favor

The meeting adjourned at 3:13pm

Respectfully submitted,

Theresa Hurley