NOBLE Executive Board Meeting via zoom

February 9, 2022

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, Matt Lattanzi, Catherine Robertson, Allison Babin, Ashley Kempkes

1. Call to Order/Welcome

The Meeting was called to order by Amy Lannon at 2:03pm

2. Approval of Minutes

Linda made the motion to accept the minutes, seconded by Allison. All in favor

3. Treasurer's Report

Budget is generally on track, with cyberliability insurance up and the software line over budget due to upgrades in advance of Microsoft changes.

4. Executive Director's Report

Office HVAC

Ron reported that the HVAC unit that covers the main working area was damaged during the blizzard on January 29, 2022. NOBLE's HVAC contractor recommended replacement due to the scale of the wiring work and hairline cracks in the heat exchanger. The approximate cost is $20,000. NOBLE's lease puts the responsibility on the landlord. The landlord agreed to replace it and had their contractor for a site visit. NOBLE has not heard of any more updates. Ron has followed up with the landlord. In the meantime, NOBLE is using space heaters.

Generator

Ron reported that the generator needs approximately $1,200 in repairs for alternator and battery work on the engine. The problem is not due to any event and is still functioning. Funding will come from the operating budget line.

Release 3.7

Evergreen Release 3.7 was installed on January 9, 2022. New features include Did You Mean and geographic proximity in the catalog and holds groups for book groups and other situations such as fans of a given author and where you want to place a batch hold on a title for multiple patrons.

Course Materials Improvements

Ron reported that the first of NOBLE's capital-funded improvements to the course materials module was loaded after the new release, a fix that allows for the same term name for different libraries, such as Spring 2022 for example. Catalyte, who coded the new course materials module, is currently working on the "allow editing of items attached to a course" bug. The board approved capital funding to address 18 course materials bugs.

Inventory Bug Fixes

NOBLE contracted with Jason Stephenson of CW MARS (on his own time) for updated Evergreen inventory code which limits updating to one's own items and provides improved confirmation changes. This was funded from the operating budget.

Michele Morgan Elected as Committer

NOBLE's Technical Support Analyst, Michele Morgan, has been elected to be an Evergreen Committer, who holds the authority to add new software patches, enhancements and bug fixes to the main Evergreen release package. Michele has been very active in the Evergreen developer's community. Ron stated that is is a real honor for her as well as for NOBLE

Bookkeeping Transfer to QuickBooks

Ron stated that NOBLE had migrated their accounting system data to QuickBooks at the end of December and are close to completing the changeover after verifying the data. It is a multi-user version hosted at NOBLE. NOBLE worked with Out Of The Box technologies to migrate the data from their old single-user system, AccountEdge. Ron stated that the change puts them in a better place for resiliency with a widely known software package with more access points and wider offsite storage.

Value of NOBLE Infographic

Ron stated that he worked with Database Support Analyst, Christine Morgan, to distill some of the noteworthy points of the Value of NOBLE document into a two-page infographic that was distributed and posted on the Staff Information System.

Ebook Legislation

Ron reported that he submitted written testimony in support of H.4120, *An Act Modernizing Library Access to Electronic Books and Digital Audiobooks* (Rep. Ruth Basler of Newton) in advance of the November 19th hearing. The intent of the bill is to prevent embargoes, such as preventing libraries from purchasing and circulating eBooks until after 90 days of original release and to assure that books offered to the public are also available to libraries of all types.

The bill is being redrafted in light of New York and Maryland actions to focus on contract law issues and consumer protection and not copyright issues.

MBLC Funding

Ron reported that 50% of NOBLE's FY22 state funds ($139,149.62) were received on November 29th. .

Telecom- $18,924.50, Resource Sharing-$86,830, Network Infrastructure-$10,802, LEA Content-$16,593.12, Overdrive Platform Fee-$6,000.

The Governor's FY23 budget provided for increases in two items, the MBLC administration and Library Technology and Resource sharing.

ECCF Upgrades

Ron conferred with New Era on the installation of new hardware in Lynn, Peabody and Salem to upgrade throughput from 100Mbps to 1,000 Mbps capacity. Implementation of the upgrades has been delayed due to staffing issues. Ron reported that the Salem install may happen next week.

Trainings and Meetings

Ron stated that Elizabeth is planning for the spring schedule of meetings and trainings. Tomorrow's scheduled Annual Holds Meeting has 43 registered.   The Director's Roundtable has been reinstated, via Zoom, on the 4th Friday of the month along with the usual collection of roundtables. Ron stated that NOBLE is considering a hybrid format for the spring roundtables.

Disaster Plan Updated

Ron reported that the link was sent to Board members and NOBLE staff.

NYT Group Purchase

Ron reported that Lisa Taranto, Head of Tech Services at Marblehead, worked with the New York Times online rep. to get a group pricing for NOBLE public libraries interested in the subscription. If all libraries were onboard, the cost would fall from $2,251 to $1,000 per library per year. Only nine of the seventeen libraries were interested, so the discount did not go through.

Welcome Packet

Ron stated that he is working on the Welcome packet, which is one of NOBLE's FY22 objectives.

5. Vote to Approve Clarification to Standard Overdue Billing Policy

Motion: Recommend to the membership to clarify the Standard Overdue and Billing Policy by replacing the third sentence in the second paragraph with "the block can be overridden by staff in a library if deemed appropriate, only if the long overdue items and the items to be checked out belong solely to that library.

Discussion: An unclear passage in the Standard Overdue and Billing Policy was brought to NOBLE staff for clarification. Ron brought it to the Resource Sharing Working Group for input. The current language in the second paragraph: *A long overdue block will be placed on the patron's record 42 days after the due date. The block will prevent patrons from self-checkout/renew/holds. The block can be overridden by staff in the library if deemed appropriate for that library's materials only.*

The question was whether both the long overdues, and the item to be checked out, needed to belong to that library seeking to loan. The consensus was that that was the case.

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

6. **Vote to Approve Trial Year of Linked Data Service to be Funded from Capital $10,975**

Motion: Move to authorize a one-year trial of the NovelList Linked Data service to be funded from a $10,975 transfer from capital.

Discussion: Ron reported that the Linked Data service would make NOBLE libraries' holdings visible in a Google search increasing our libraries' visibility. The EBSCO service would put copies of the MARC records in a specific place that Google knows to search. Elizabeth gave a demonstration where results would display in a panel on the screen and users can link from the Google search directly to our catalog to place a hold.

Ron noted that this is supported by ERDWG and would require funds transfer for one year so that we can gauge usefulness and include money in the annual budget.

Myron asked Ron if adding academic libraries would be an additional cost. Ron responded that he believed so because it would increase the number of records.

Amy stated that it makes sense and wise to build into the budget

Brian stated that it would be good exposure for academics in terms of admissions.

Myron asked Elizabeth if eBooks not in overdrive could be included. Elizabeth responded that in theory it could be included and linked to NOBLE catalog but it is an implementation thing where it is being discussed.

Catherine noted that it is a form of access and will give us an idea if it is sustainable.

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

7. Ecard Registration and Verification Update Discussion

Discussion: An RFP for automated ecard registration and verification for borrowers was put out by networks serving public libraries, in conjunction with the MBLC. Quipu and Patron Point responded to the RFP for services that would verify the applicant's identity and address, create a record in Evergreen and issue a barcode number immediately upon verification to allow access to electronic resources. NOBLE has received pricing for the service:

Ecard setup $9,000-MBLC to cover 66-75%

Ecard annual $6,615-MBLC increase 9506 to partially offset

Erenew setup $8,400

Erenew annual $4,500

Ron noted some philosophical discussions that are needed:

How stringent is the verification?

Which library services are immediately provided?

Renewal service for expired accounts?

Is card expiration still a valuable process?

Ron stated that there are three one-hour demonstration sessions, February 17 at 2pm, March 15 at 11am and March 30 at 2pm.

Nicole asked Ron if this was similar to what BPL does with an Ecard? Ron stated that the BPL process is not automated and someone from BPL is on the committee that is looking into this.

8. Evergreen Cloud Hosting Update

Ron stated that Martha has been working with MOBIUS to set up an instance of the NOBLE system on the Google Cloud. They have organized all of the customizations into a system that will allow them to build and upgrade NOBLE's Evergreen instance using automated scripts. Ron stated that staff are now in the process of testing their tools like ListMaker and Dashboard and familiarizing themselves with the Mobius hosting setup. Ron reported that staff had a meeting last week regarding MOBIUS' next step of building application servers. NOBLE is planning for an April cutover where the data will be indexed and available in advance. NOBLE will need to close their database to changes, allow the database at MOBIUS to catch up and then change DNS to point to MOBIUS. Ron stated that cutover downtime will be due to IP address transfer and that DNS is the wildcard because of the time it could take to update. Ron noted that the cutover should be pretty quick noting that the domain name change could take some time.

Martha explained that MOBIUS has a database built and they have a copy of our database and our database is continuously talking to their database to send updates. Martha stated that they are now working on building the application servers and customizations. Martha reported that they have been great to work with and they are very responsive.

Ron reported that they are testing two other web site hosting services to replace other servers, Blue Host for WordPress and DigitalOcean for the Statistics Dashboard, etc.

9. EBSCO Renewal Update

Ron stated that he presented the Electronic Resources and Database Working Group a seven page report on EBSCO use in NOBLE and comparative contract pricing. The usage part of the report showed recent trends and the use of titles exclusive to EBSCO- 16 of the top 25 most used titles in their EBSCO collection are exclusive to EBSCO and not available in other databases.

Comparative pricing from the New York State contract showed that NOBLE is getting an approximate 84% discount.

ERDWG recommended that NOBLE seek pricing to continue their existing slate of EBSCO services. Ron has reached out to Mike James, the Sales Director for the Northeast U.S. and Canada, for a pricing proposal for the next three fiscal years.

10. New Business

Brian stated that the Sustainability Committee is going to have a meeting to potentially sunset the committee. There hasn't been much traction. There will be another meeting to discuss further.

Brian asked if a vote is needed from the Executive Board to dissolve. Amy suggested to look at the original motion and see if it included a time frame for the committee. Brain stated that the next meeting will be on February 22 at 3pm.

11. Adjournment

Nicole made a motion to adjourn at 3:27pm.