

NOBLE Executive Board Meeting via zoom

August 10, 2022

Present: Ron Gagnon, Amy Lannon, Brian Courtemanche, Allison Babin, Linda C.W. Gardener, Theresa Hurley, Tara Mansfield, Cate Merlin, Catherine McDonald, and Myron Schirer-Suter.

1. Call to Order/Welcome

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

2. Approval of Minutes

Linda noted that at the top of page 2 MOBL's should be MBLC's and that the same paragraph from page 3 was duplicated on page 4. Myron made the motion to approve the minutes with the changes, seconded by Allison. All in favor.

3. Treasurer's Report

Myron reported that at the end of the year, NOBLE was 92% under budget overall. A few line items were above, but as a whole, NOBLE was under budget. Myron noted that the distributed report was not the final report, and that a letter had been signed with the auditor to begin the process of the year-end report.

4. Executive Director's Report

Audit

Ron reported that Paula was working with Bob Guimond to collect the information he requested for the FY22 audit. Selected libraries were asked to verify their outstanding balances as part of the audit.

Contracts and Bills

Ron stated that Paula was working the FY23 contracts, which were sent out to member libraries in late June. Most of the contracts have come back and Paula has sent out the first bills of the fiscal year.

Evergreen Annual Conference

The Evergreen Annual Conference was held online in June and two NOBLE staff members gave presentations. Michele Morgan did a pre-conference half-day session on information sources about Evergreen and on boarding people into the Evergreen community. Elizabeth Thomsen gave a presentation titled "Batches, Baskets, Buckets, Bookbags, and Carousels." Seven NOBLE staff members attended the conference. Next year, they are hoping to have the conference in person and CW MARS plans to host the event in Worcester in late April 2023. Details will be shared with member libraries if they would like to attend.

Apogee Maintenance

Ron reported that Apogee had taken over monitoring the telecom systems and equipment on July 1, 2022 from New Era. There were no issues with the changeover. Apogee will provide the same services and NOBLE will get messages about monitoring and failures, and then they will follow up with Comcast. The Cape network and OCLN have switched over as well. New Era had become increasingly less responsive and had difficulty implementing the internet upgrades at Lynn, Salem, and Peabody.

Public Library Firewall Upgrade

Ron reported that Apogee is working on upgrading the rest of the libraries that get service from NOBLE, as well as the central site. The contract was signed before the end of the fiscal year and the equipment has all been set up and configured. Saugus volunteered to be a test library and the upgrade is scheduled for Friday. Ron

reported that Martha is coordinating the schedule with Apogee and the libraries, and noted that the new firewall and replacing the routers will provide much greater security and will improve bandwidth. The current equipment is limited to 100mbps and the current standard from Comcast is 300mbps, so libraries should see triple the bandwidth once the equipment is installed. Ron noted that the old Cisco routers were end of life and needed to be replaced.

Temporary Sites

Ron reported that NOBLE is also busy working on Melrose and Marblehead's moves to temporary locations. Both libraries are moving to old elementary school buildings with similar layouts. Ron noted that the telecom transfer for Melrose and Marblehead is the most complicated part, and that Comcast had completed site visits at the temporary locations and the wiring was already in place. New equipment will be installed at the temporary locations, and the transfer requires NOBLE coordinating canceling the old circuit and installing a new circuit. Ron reported that Melrose is scheduled to move on Friday. Marblehead's schedule is more fluid, and is anticipated for September.

Ron noted that Gloucester is also moving, but is on their City network. They will be moving to a downtown second floor location.

Annual Report and Action Plan Report

Ron reported that he has been working on the Annual Report and the Action Plan report, which are almost complete. Those will be coming out soon.

MBLC Funding Requests and Reports

Ron reported that NOBLE is also working on reports for MBLC for the 9506 line item. These funds support resource sharing, telecommunications, and infrastructure costs. Each requires a brief report on the spending and an update on the expected costs in the coming year. There is also a report for the LEA funds used for Overdrive. Data about check numbers, circulation, and Overdrive usage is being collected for the reports.

Ron noted that MBLC received a 5% increase in FY23, which is good news for networks and libraries. Final numbers will not be available until late September, but NOBLE is expecting the same amount or more than the subsidies received the previous year. There will be a meeting of Network Administrators at NOBLE in late September.

EBSCO Changes

Ron reported that the EBSCO contract was renewed in July for three years. NOBLE's authentication method was unique in the past, which was thought to be better for statistics. The authentication method caused issues when there were changes or updates, so NOBLE is switching over to the simpler library barcode authentication. Information has been sent out and Elizabeth has scheduled trainings for libraries. Academic libraries go through proxy servers, so they will not need to make changes.

In anticipation of the renewal, the proposed authentication changes were discussed with ERDWG. The past statistics were able to differentiate whether the users were in the library or remote, which did not seem to be important information for libraries.

Trainings and Meetings

Ron reported that training is continuing through the summer via Zoom and Elizabeth is offering multiple sessions due to fluctuating staff levels due to vacations.

In the fall there will be a series of hybrid roundtables where libraries can bring their own things to discuss. The Circulation Roundtable will be held on September 20th, Technical Services Roundtable on September 28th, and World Languages Roundtable will be held on October 13th.

Exploring the Feasibility of Loading Student Records from Schools

Ron reported that there was one thing to add that was not included in the distributed materials. NOBLE has been working with Everett and Lynn to explore the feasibility of loading student records from the public school system to create non-circulating library cards in Evergreen to allow access to electronic resources. NOBLE loads student records from colleges on a regular basis.

Initially, students would not get a barcode and would use their student ID number. Students would be able to upgrade their cards by visiting the library. There are some issues to resolve around duplicate accounts.

Amy asked if this was something that came up in the Working Groups and if there were other specific issues that the Working Groups are working on. Ron noted that student record initiative was a NOBLE project. Amy noted that Nicole Langley was working on the long overdue billing considerations with Allison, and wondered how that would continue.

Ron reported that he did not think there were any other issues hanging from the Working Groups. He noted that the ERDWG is mostly the same people. Collection and Resource Sharing have quite a few new members. Ron noted that Resource Sharing has two administrators including Jim Riordan, the Assistant Director at Salem and Alan from Saugus who may offer different perspectives in the working groups. Ron noted that there may be some catalog design issues carrying over in ERDWG.

5. FY23 Meeting Schedule

Motion: Move to approve the FY23 Executive and Members meeting schedule as presented.

Discussion:

Amy noted that Members have a September meeting, but don't meet in December, January, and February for winter break. MLA may conflict, but they will change the dates if needed.

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

6. Board Liaisons to Working Groups

Ron reported that the Bylaws section 4.11 require an Executive Board liaison to any Working Group or ad-hoc group. Currently ERDWG has Myron as liaison. Allison volunteered to be the Executive Board liaison to the Resource Sharing Group and will bring the long overdue issue there.

Ron noted that Elizabeth will propose that the Collection group focus on doing a weeding session. Catherine reported that she was the liaison to the Collection Management Working Group last year, and nothing happened so there was nothing to report. Catherine said there should be more momentum this year and volunteered to be the liaison again.

7. Overdrive Allocations

Motion: Move to approve the FY23 shared Overdrive category allocations as presented.

Discussion:

Ron noted that the Board had a tradition of looking over the Overdrive allocations each year. The biggest change is in the simultaneous use category for the Kovels' collection.

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

8. Ecard Languages

Ron reported that the networks are ramping up for the Ecard project which will be funded with federal money and is expected to begin in October. Phil McNulty from Minuteman is spearheading the project and filed the LSTA application. There is a one-time cost per language fee and the translation will be automated through Google translate. The results will need to be reviewed by people who speak the languages, and this responsibility will be shared among the networks.

The standard Ecard registration comes with English language plus one other, and additional languages are \$500. The MBLC is willing to underwrite the additional languages as part of their DEI efforts. Paul Kissman has provided a chart with the most popular languages in the state as a starting point.

Amy asked if Chinese meant Cantonese or Mandarin. The answer was not immediately available. Allison suggested adding Albanian, which is one of the top four languages spoken in Beverly. Myron noted that there were many Albanian-speakers in his neighborhood.

Amy asked when the decision needs to be made. Ron noted that it could wait for next month. Allison asked if the languages are capped at eight. Ron noted that the grant says English plus seven, but NOBLE could spend their own money if there were additional languages. Ron offered to poll the libraries to see if there were other languages that should be considered.

Brian noted that international students would also benefit from the additional languages. They are not tax payers, but they are paying students. Myron noted that Gordon has many Korean students, but the student records are loaded into Evergreen so the students are automatically registered for library accounts.

Amy made a request to table the issue until more information was gathered from other libraries.

9. Staffing and Lease Update

Ron reported that NOBLE's lease is up in August 2023 and he had been talking to a commercial real estate agent. NOBLE staff is 60% in person and 40% remote, with everyone in on Mondays. Elizabeth and Martha have a set schedule with Elizabeth in the office on Tuesday and Thursday and Martha in the office on Wednesday and Friday. The rest of the staff alternate from week to week. Paula and Ron are in every day. This schedule seems to work and will be the basis for new space consideration.

Ron noted that the local area works well with access to 128, Route 1, and Route 95. Office parks right off the highway tend to be more expensive, but further back costs less. Moving sooner rather than later seems to be an option because a representative of Abiomed had offered incentives for an early move approximately a year ago.

A chart was distributed that proposed a space that was 1/3 smaller than the current location. The meeting room and offices would be the same size, the kitchen would be smaller, and there is no longer a need for a server room or extra hallways. Specialized power and HVAC requirements were no longer needed due to the remote hosting of services.

Ron noted that when NOBLE first moved to Danvers, there were security concerns and space considerations because staff would report to the office outside of normal hours for outages and backups. Reporting to the

office outside of normal hours is no longer necessary, so bathrooms outside of the office space are an option. These types of office spaces often have rental fees that include heating, parking lot maintenance, and cleaning.

Ron noted that the biggest change would be that the bullpen space would be discontinued. Staff would have their own offices, which is helpful for pandemic related concerns and because Zoom meetings are the standard now and can be easily interrupted in the open areas.

Amy thanked Ron for his careful planning. Ron noted that moving will be less stressful this time because everything is in the cloud, so there will not be technical disruptions from moving servers.

10. New Business

Allison asked if there was a space needing to be filled on Executive Board with Nicole leaving. Amy said that there could be, because the Board can have up to one more spot for at-large members. If the Board has recommendations for new members, they can email Amy.

11. Adjournment

Brian made the motion to adjourn at 2:57pm.