

## **NOBLE Executive Board Meeting via zoom**

**October 12, 2022**

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

### **1. Call to Order/Welcome**

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

### **2. Approval of Minutes**

Catherine made the motion to approve the minutes, seconded by Brian. All in favor.

### **3. Treasurer's Report**

Myron noted that the wages give an idea of where the spending for the year should be and the total operating budget spending was at 27%, so there is nothing out of the ordinary and NOBLE is on a regular spending pattern.

### **4. Executive Director's Report**

#### **Lease Update**

Ron reported that he is continuing to pursue the new lease at 5 Cherry Hill Drive as discussed last month. After a few initial adjustments with the owner, their proposed lease was submitted to NOBLE's attorney for review. Everything the attorney proposed was accepted except one thing, which would have been difficult to enforce anyway. The last part of the lease involves a revised floor plan and Ron is scheduled to meet with the landlord on Thursday to discuss what changes will be needed to subdivide the space for offices, meeting room, etc. Ron noted that the lease is set to begin on December 1<sup>st</sup>.

Ron reported that he reached out to the local electrical firm that sold and installed the generator to see about a secondary market for selling the generator. NOBLE plans to have this all accomplished by the end of the calendar year.

#### **MBLC FY23 Funding**

Ron reported that NOBLE hosted the Network Administrators hybrid meeting with five attendees in person, along with two MBLC staff in person, and three attending remotely. The quarterly meeting is primarily to discuss the FY23 subsidy allocations. Overall, NOBLE will be receiving \$5,080 more than projected in NOBLE's FY2024 budget, which is slightly underestimated to prevent shortfalls.

Ron noted that the amounts allocated by the MBLC are based on a series of formulas using data supplied to the MBLC by the networks, so there is always a bit of variability. NOBLE will have a \$1,275 decrease in Resource Sharing from last year due to longer term formula changes, an increase of \$2,696 in Telecom, an increase in Infrastructure of \$52, and LEA OverDrive funding will increase by \$917.52.

#### **Hybrid Meeting Technology**

Ron reported that NOBLE has made some improvements to their hybrid meeting technology after hosting hybrid meetings with the Tech Services Librarians and the Network Administrators. NOBLE is making more creative use of technology, merging the existing audio and video components with owls to improve the audio on both sides and making it easier for in person attendees to see folks attending remotely. Ron noted that one of the owls had fuzzy video and a replacement was on the way.

#### **MOBIUS and Hosting**

Ron reported that CW MARS has followed NOBLE's lead and moved to MOBIUS cloud hosting this past weekend, and noted that it seemed to be going well. MOBIUS operates Evergreen and Innovative systems, and they will be moving their Innovative system to FOLIO.

## **Audit**

Ron reported that the audit is still underway and that the field work is mostly done. Ron and Paula are reviewing drafts of the financial statements. Bob Guimond hopes to wrap things up by the middle of next month.

## **MBLC Reports**

Ron reported that he filed NOBLE's Interim Cybersecurity Grant report with the MBLC last week for the \$25,000 grant. NOBLE staff met virtually with the cybersecurity consultant and jointly with MOBIUS and the consultant, but have heard no results and have not expended any funds yet. This part of the grant project accounts for half the funds.

The other half of the grant is a contribution toward the library firewall conversion and switch replacement project. All libraries have been upgraded, but the NOBLE office has not yet been scheduled. This half of the grant has been spent. Ron noted that Apogee is installing the first firmware update to the routers between Monday and Tuesday from 12:00am-4:00am.

Ron noted that similar to public libraries, NOBLE files a large MBLC network statistical report and the data submission is due on December 15th.

## **Libraries on the Move**

NOBLE staff members have made visits to Melrose, Marblehead, and Gloucester to consult on move planning. George and Tom have been busy aiding Melrose and Marblehead with technical reconnections over the past month or two.

Melrose opened in their temporary location in mid-September. Marblehead and Gloucester are currently closed, with Marblehead to reopen on Monday, October 17th and Gloucester set to reopen on Monday, October 24th.

Linda reported that Melrose's move went smoother than expected. She noted things are up and running, patrons are finding the new location, and that there were no complaints so far. The heat was turned on today and that may be a bit of an issue, but things are coming along.

## **Added Content Tab**

Ron reported that in preparation for moving to the new staff catalog in the client, NOBLE staff met virtually with Equinox to discuss and request a quote for adding a new tab for Added Content. The new tab would include NoveList Select, which is difficult to access in the new staff catalog currently. This limitation is a step back from the current staff catalog, impedes reader's advisory service, and is a blocker from moving to the new catalog interface for libraries.

## **Cybersecurity Insurance**

Ron reported that there is also a change to cybersecurity liability insurance that was not in the distributed report. NOBLE's current coverage due for renewal at the end of September was set to increase over 50%, from \$3,100 to over \$4,900 per year. NOBLE's insurance agency contacted other companies for quotes and came back with six quotes ranging from \$2,400 to \$10,700 for the year. The insurance agency recommended the second lowest quote from Houston Casualty for just under \$3,000 for the year. Ron noted that the larger number was included in the budget because that was the information they had at the time.

## **5. Vote to Recommend FY24 Action Plan**

*Motion:* Move to accept the FY24 Action Plan.

Discussion:

Ron reported that NOBLE is still working off their 5 year strategic plan and noted that it is always challenging to plan that far in advance. He noted that taking advantage of opportunities that arise impacts planning and scheduling.

NOBLE completed moving to the cloud in FY22 instead of FY23, which will allow them to move their headquarters earlier than anticipated. The telecom equipment upgrade was originally planned for FY23 was worked on during FY22 because of the grant and change in vendors. NOBLE also moved up the changeover to QuickBooks to last year.

NOBLE's FY2024 Action Plan was distributed. Ron noted that he will highlight the newer additions to the plan that tend to fall towards the bottom of the list.

The first goal is to provide high-quality services to our member libraries, staff, and users. Ron noted that NOBLE is going to look into customer relationship software. NOBLE currently tracks this information in different places, and are investigating whether having the information all in one place would be better. NOBLE also plans to revise and update job descriptions, and this has been accelerated due to the evolution of services. In addition, NOBLE plans to investigate and compile a report of the cost and benefits of implementing a commercial ticketing system to track issues and requests from libraries.

The second goal for FY2024 is to sustain strong member relations and community among participating libraries. Ron noted that NOBLE plans to investigate, report, and recommend implementation of a commercial registration system for meetings and training sessions. Ron noted that NOBLE currently uses a homegrown registration system designed by Suzanne that works well, but it requires specialized knowledge. For sustainability and resiliency, it would be better to have a system that is not tied to one person.

NOBLE plans to investigate, report, and recommend implementation of a courseware system to support training efforts. Ron noted that Elizabeth has been recording sessions and has lots of material, and there currently is no centralized place for these trainings. Lastly, Martha plans to hold a session covering patron authentication using EZProxy and SIP2 for libraries.

The third goal for FY2024 is to enhance the library management system and related technology. Ron highlighted that NOBLE plans to investigate implementation of a fully functional SMS text notifications in Evergreen. Ron noted that Evergreen currently uses email to text notification. NOBLE plans to develop a robust cybersecurity plan and conduct a cybersecurity session for library staff. NOBLE also plans to conduct an update session on the Commonwealth Catalog. Ron noted that some of these things may be completed sooner rather than later.

Ron reported that NOBLE also plans to investigate open-source discovery services for the catalog such as Aspen and VuFind that are compatible with Evergreen. NOBLE also plans to work on database cleanup and investigate and recommend a de-duplication service for the bibliographic database.

The fourth goal for FY2024 is to enhance access to management data. NOBLE plans to provide catalog searching and usage statistics using a web analytics platform to libraries via the NOBLE Statistics Dashboard. They also plan to investigate a tool such as Metabase to query the Evergreen database for interactive circulation statistics.

The fifth goal for FY2024 is to provide strong fiscal stewardship. NOBLE plans to finish the QuickBooks migration from a local server to the cloud. Ron noted NOBLE plans to develop a capital and financial plan for FY24 and beyond once the migration of services to the cloud and moving to a new space is completed.

The sixth goal for FY2024 is to improve accessibility and inclusivity in NOBLE services and assist libraries in improving accessibility and inclusivity. NOBLE plans to work with the Evergreen community to evaluate the

accessibility of the ILS and advocate for improvements as needed. NOBLE also plans to test and report on the Web Content Accessibility Guidelines (WCAG) of the website and Staff Information System, complete implementation of Quipu online registration and renewal services in eight languages in addition to English, and investigate and test methodology for a collection diversity audit of the bibliographic database.

Amy asked Ron what he was most excited about. Ron noted that as a cataloger he is excited about the de-duplication, seeing how the diversity audit goes, and seeing how NOBLE can better bring together data and make it more useful.

Amy asked if any other directors were doing a diversity audit. Linda noted that Melrose was undergoing an audit. Brian noted that Endicott's campus is putting lots of effort towards belonging and equity. He noted that Reverend Gail Cantor is a great resource and that if libraries need help with their DEI efforts, or even just want to bounce ideas off of someone who does this for a living, he would be happy to connect them with Gail. Amy thanked Brian for sharing the great people he works with.

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

## **6. Vote to Recommend Revision to Standard Overdue and Billing Policy**

*Motion: Move to recommend to Members Meeting the revision to the Standard Overdue and Billing Policy.*

Discussion:

Ron reported that a Circulation Librarian had asked for clarification about the policy about when the block could be overwritten, and they have been working on revising the policy for the better part of a year. One interpretation went through the process with the Resource Sharing Working Group and the Members, but there was not a consensus in the 11-4 vote. It was sent back to Executive Board for discussion. Allison and Nicole worked on the policy, and Allison continued once Nicole had moved on.

Ron noted that the Resource Sharing Working Group had new members this year including administrators Jim Riordan, Alan Thibeault, and Allison. Allison shared a draft of suggested language that attempts to offer a collaborative solution rather than a penal solution for patrons with long overdue materials. Allison noted that the revised language allows staff to work with the patron at the point of contact, rather than after the fact. The language offers clarity and offers a procedure to set the patron up for success.

Allison noted that as part of this work, Michele had pulled reports on long overdue items and the average amount that patrons with long overdue items owed was under \$50 in every community, with the exception of Gloucester. Allison questioned whether libraries wanted to have such a harsh punishment when the amounts owed were relatively low. She noted that there are only 11 patrons in the network who owe more than \$500.

*The proposed language: A long overdue block will be placed on the patron's record at 42 days after the due date. The block will prevent patrons from self-checkout/renew/holds. The block can be overridden by authorized staff in a library that is willing to check out its own materials, provided the patron is informed about the long overdue item(s), agrees to enter into an interactive process with the library to resolve their account, and a note is inserted into the patron's record accordingly.*

Allison noted that it is meant to offer a pathway to still be able to offer customer service in that moment and provide access. She noted that doing this would promote good will and will result in materials being returned.

Ron reported that the new language went through the new Resource Sharing Group and they approved and recommended the language.

Catherine noted that she had read over the new language, and though she doesn't cover the desk that often, she tried to imagine what situation this would put her in. Catherine asked the Wakefield staff who work the desks and they universally loved it and the flexibility it provides, and fully support the change.

Amy thanked Allison for all her work and noted that she likes the proposed changes and the flexibility. The next step would be to recommend this wording to Members next week.

Tara asked if the academic libraries were on board with the proposed changes and noted that Salem patrons often borrow materials from Salem State University. Ron did not recall a specific discussion, but noted that Tom Neenan, Salem State's Access Services Coordinator, is on the Resource Sharing Working Group and was at the meeting and did not have a problem with it.

Linda asked if there will be a standard note that will be inserted into the patron's record. Allison noted that Beverly makes notes about payment plans, and she was not sure if there would be a standard note.

Amy noted that examples of wording for the patron record could be distributed, but would not need to be part of the policy. Suggested language could be emailed to libraries. Ron noted that NOBLE could send out suggested language and that Elizabeth would be conducting training sessions with the circ contacts.

Amy noted that how staff make notes falls under DEI work and that the wording should be intentional. Staff should consider how that wording comes across to someone else. She noted checking ourselves and our wording for internal biases is important. The notes should be worded to help our patrons and to provide better services.

Elizabeth noted that she agrees and that she has seen notes over the years that reflect the frustration that sometimes happens at the circulation desk. She noted that Evergreen is a professional system and having samples would be helpful.

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

## **7. Vote to Recommend Revised Borrowers Card Policy Language for eCard Project**

*Motion: Move to recommend revised Borrowers Card Policy language for eCard project.*

### **Discussion:**

Ron reported that NOBLE is preparing for the implementation of the eCard project with 75% of the funding provided by the MBLC. The service will be rolled out at one network at a time. CW Mars has already implemented the eCard registration service and it is working well. The account renewal service will be rolled out in the second phase.

Ron noted that once the service is implemented, the language in the Borrower's Card policy would need to be updated and the old registration form would need to be removed. There needs to be agreement that recipients of the eCards will be able to place holds, in addition to accessing electronic resources. Ron noted that allowing eCard users to place holds offers a pathway to getting the patron inside the library, and when they pick up the hold they can upgrade the card.

A draft of the proposed language changes to the Borrower's Card Policy was distributed. Amy noted that the changes were italicized and included two paragraphs on page 3, along with other small changes. She noted that some additional changes may be needed along the line.

Amy noted that she supports eCard patrons being able to place holds and thanked Ron and the NOBLE staff for their efforts working on the policy.

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

**8. New Business**

Brian noted that on Friday, October 28<sup>th</sup> Jeff Belanger will be at Endicott College. The event is free and open to everyone. A copy of the flier was shared in the chat. Brian noted that the event will be family friendly.

**9. Adjournment**

Brian made the motion to adjourn at 3:03pm.