

**NOBLE  
MEMBERS OF THE CORPORATION MEETING  
AT NOBLE  
OCTOBER 18, 2018**

**PRESENT:** Thirteen libraries were represented at the meeting by authorized voting representatives, attendance sheet attached.

**CALL TO ORDER:** Linda Gardener called the meeting to order at 10:10. Introductions were done.

**APPROVAL OF MINUTES:** Myron Schirer-Suter made a motion to approve Minutes from the September 20, 2018 meeting; Nancy Ryan seconded the motion. Motion carried unanimously.

**TREASURER'S REPORT:** Myron Schirer-Suter presented the report as of September 30, 2018. The audit has begun.

**MANAGERS' REPORT:**

**Ron Gagnon –**

- **Comcast Update** – The contract for the service to our libraries was up for renewal. It was renewed for two years at a lower cost and bringing the branches up from 25 Mbps, to the same speed as the main libraries, 75 Mbps. The new contract will save \$1,080 per year. MBLC covers a full 80% of the cost.
- **MBLC** – Line item 7000-9506, funding for networks, received a 34% increase. NOBLE will receive 25% increase in telecommunications (\$7,000), 43% increase in resource sharing (\$43,000), and 23% increase in infrastructure (\$3,000) for FY19.
- **MBLC FY 2020 Legislative Agenda** – Passed around a handout. MBLC will be seeking an additional \$443,000 increase in line item 7000-9506, from which the networks receive funding. Focus on improving technology and increasing digital collections. Also seeking \$1.2 million increase in funding for delivery for MLS as well as Library for the Commonwealth, and new bond to support public library construction.
- **Move Update** – Generator still not in service. The piping is done to the generator, meter installed, town inspected and ready for National Grid to come back to turn on gas. This is being held up by the National Grid lockout. Once the gas is turned on, our maintenance vendor will be out to do preventative maintenance and restart. They will also connect the new monitoring system which allows the generator to be monitored within the office and from home.

**Elizabeth Thomsen –**

- **Inclusive Libraries Discussion Group** - Held on September 26<sup>th</sup>. Planning an accessibility event in the spring, and revisiting the concept of using floating as a way to have world languages material more accessible to more libraries.
- **Local History Roundtable** – Held on October 2<sup>nd</sup>. Talked about Digital Heritage sites NOBLE hosts, but also other projects library staff are doing. Also had an outside presenter, Roger Plant, from the Town of Winthrop who does a Winthrop Memorial site
- **OverDrive Advantage** – Working with libraries setting up their accounts. Have been using Google Meet as an option for meeting instead of going to the library.

Stacy DeBole asked about exploring ecards and what it would entail. Elizabeth explained OverDrive has a subscription based service, that for 90 cents they'll assign an OverDrive card from a patron's cell phone. OverDrive also has an option that you can assign a provisional patron status. Discussion continued and will be looked into further.

Kevin Sheehan asked about OpenAthens, if that was the same as the ecard discussion. Ron explained it's a single sign on authentication system that EBSCO is marketing. There will be a session in December.

**Martha Driscoll –**

- **Dashboard** - In September we began breaking out renewal numbers from checkouts on the circulation tab of the dashboard. The summary at the top of the screen now shows the total circulation for the month followed by the subcategories of checkouts, renewals, and web renewals. We also went back to the months of July and August and separated out the renewals for those months as well.



- **Meeting Registration Tool** – Suzanne Paterno completed work on the meeting signup tool. Some of the features are; staff has the ability to remove themselves, also there is a wait list, email reminders, and snow date notifications.

### **PRESENTATION OF FY20 BUDGET: OverDrive and PC Support**

Ron did a PowerPoint presentation of the FY 2020 OverDrive and PC Support budgets. This budget is the recommendation from Executive Board for Members consideration and vote today. Presentation highlights below:

#### **History of OverDrive in NOBLE-**

- Moved from small audiobook collection 10 years ago, to a core audiobook and ebook service today
- Added magazine collection last month

#### **Underfunded –**

- Increased funding by 88% in FY 18.
  - Holds ratio on top 20 titles decreased from 25 to 1 in FY15 to 12 to 1 in FY18
  - Titles with a holds ratio greater than 5 to 1 decreased from 28% in FY16 to 16% in FY18
  - Checkouts per unique user increased from 10 in FY16 to 15.75 in FY18 (increased maximum)

#### **Varied Lending Models –**

- Own (ebooks and audiobooks)
- Annual Lease of Always Available (audiobooks)
- Metered Checkouts (ebooks)

#### **New York Times Adult Bestsellers –**

- Reviewed Varied Prices with Model and Format

#### **Recent Changes –**

- Reciprocal Lending Agreement – share with other networks, broadening choice
- Advantage Plus – option to purchase titles to meet local needs, curate custom welcome page
- Changes to authentication and statistics

#### **Libby App –**

- Simpler more user friendly access, animated help in app, promoted, helps to drive usage

#### **Recent Results in FY 19 –**

- Higher Trend in Circulation – 18.6% growth in FY18
- Unique users up 3.8% in FY18
- Acquiring more popular titles

#### **FY19 Funding-**

- 6.4% increase - \$12,000
- Additional \$12,000 funds made available from RLA Participation (MLS covering network platform fees)
- Added new 48-title magazine collection, \$22,500 (less 5% credit)

#### **Chart showing Growth The Past Year, and Chart with Circ Growth By Format Past five years**

#### **Success of OverDrive –**

- Circulation up for ebooks (doubled) and audiobooks (tripled) since FY13
- FY18 audiobook circ. Up 24%, ebooks up 16.2%

#### **Low Cost Per Circulation –**

- In FY18 \$1.01 (includes platform costs, all materials)

#### **User Growth –**

- Cost per unique user for FY17: \$16
- 14,787 unique users in FY18, up very slightly
- Expect increasing number of users with new Libby app.

#### **FY20 Funding –**

- Executive Board recommends a 10% increase in OverDrive budget, \$21,200
- Cover added cost of magazines and improve books
- Board: More funds needed to improve collection, add more perennial favorites, and reduce hold lists
- Ability to buy more hot titles results in more holds

#### **FY20 Budget Breakdown -**

- \$233,200 proposed FY20 OverDrive assessment
- \$203,200 OverDrive books (up 6.6%)
  - \$30,000 OverDrive magazines
  - \$12,000 MLS covering platform fee

**Cost Formula –**

- Costs distributed via usual formula
  - 50% based on last year's cost
    - 50% on FY18 usage
- Variations due to formula, usage
- Academics see high percentage but low dollar changes due to small amounts
- Publics range from +23.5% to -.02%

**End of Allocation -**

- Board approved ending \$35,000 allocation to libraries with FY20
- Advantage Plus allows libraries to select and pay directly for their ebook purchases and curate their OverDrive screen
- Administrative complexity
- Funds to be used for general collection, suggestions still accepted

**PC Support -**

- Proposing level rates for FY20:
  - \$120.50/PC, \$240/server, 7% surcharge PC management, \$295 base
- Slight increase in NOBLE support for the program, \$1,500, from \$26,000 to \$27,500. Already included in budget presented last month

**VOTE ON FY20 BUDGET:**

In secretary Diane Wallace's absence, Paula Acquaviva did a roll call vote, sheet attached. Fourteen libraries present at the meeting; 12 voted Yes, 1 voter Abstained. Reading's representative was not an authorized voting representative. The FY20 Budget is approved by majority vote.

**MASSLNC UPDATE:**

**Ron Gagnon –**

Reported on changes happening with MassLNC, our Evergreen support, and development partnership.

- Initially founded eight years ago by NOBLE, CW/MARS and MVLC with a LSTA grant to explore open source library systems in Massachusetts, with Kathy Lussier being hired as project coordinator.
- The partnership continued as a mutual support and development partnership. When MVLC left Evergreen and MassLNC two years ago, MassLNC was restructured to be a development partnership and development engine for Evergreen. Several large Evergreen systems – Evergreen Indiana, British Columbia Library Cooperative, Bibliomation in Connecticut and the state of Georgia's Georgia Public Library Service and others, including NOBLE and CW MARS, pooled part or all of their development funds to fund large projects beyond the reach of an individual system and improving the development by virtue of greater input.
- A portion of the non-Mass. partners contributions, 15%, has gone to help fund the overhead of employing Kathy, with NOBLE and CW MARS paying the greater share, also taking advantage of Kathy's expertise in Evergreen and connections with the community, including onsite time about once per week.
- Kathy has been selected as the new executive director at SAILS, which serves the region she formerly served with the Southeast Mass. Regional Library System and includes her hometown.
- MassLNC is unlikely to find a replacement with Kathy's Evergreen knowledge and community connections, nor do we now really need it or want to afford it. Our staffs have developed their own expertise and connections, and funding a full-time MassLNC person is no longer necessary. There are still development commitments for the remainder of this fiscal year. We are exploring having only a part-time person to oversee the development partnership. Likely have a temporary person starting with Kathy's departure at the end of next month until we can hire the part-time replacement. Also, developing a revamped budget, which will reduce the NOBLE and CW MARS financial commitments while increasing the development partners' contribution to overhead?
- In the short term, this will take more time from NOBLE and CW MARS to oversee the temporary staff, the development projects and funding, and find the part-time replacement. In the longer term, it will save NOBLE about \$40,000 annually.
- Another of the development partners, or the Evergreen community itself, could take over the development partnership. Or the partners may object to a higher percentage of their funds going to overhead instead of development and the partnership could collapse, we will be polling the partners soon. In the short term, we need to honor the commitments for at least the remainder of the fiscal

**EVERGREEN UPDATE:**

**Elizabeth Thomsen –**

- **NoveList Select** – There is a new version, Elizabeth did a presentation showing new features:
  - A link called “Reviews & More” which brings you to more information if it has NoveList information. Now displayed as panels, easier to view.
  - Story Elements and About This Book, Reviews and Related Content are now tabs can click on for more information.
  - New version of NoveList Select is available in the public catalog and in the new version of the web client, but not in old version of the client, which will have the old NoveList Select.. There will be three half hour webinars week of October 29th, email will be sent out with more information.
- **Web Client Transition** - Looking at enhancements and bug fixes in Release 3.1 and 3.2, as well as the missed enhancements that are web client only, to try to plan when to train on different aspects of the system. Also looking at operating systems, browsers, browser setup issues, workstation management, templates, etc.
- **Training** - Plans to do training for the NOBLE contacts for each group that were appointed by directors; Circ, tech services/cataloging. First for tech services/cataloging will be five hands-on sessions in meeting room. Will try balance training with sessions here and/or at library.
- **Activity Metric** – Was turned on in September. This lets us define "badges" that give some records extra credit in relevance ranking based on system activity. For example, we can have a badge that gives a score of 1-5 to titles whose attached items have circulated more than 97% of the other records in the system. We can define badges based on holds, ownership and other criteria, and it's highly configurable but we've been running into some basic issues with the underlying math.

**Martha Driscoll –**

- Activity metric math adjusted by Michele
  - bib records get extra credit for various types of activity (widely owned, circs, holds)
  - If an activity metric did not apply, it was ignored and not factored in. A title could earn a score of 5 for being widely owned but not receive any score for circs or holds. The score was 5.
  - Michele found in the code where to set a score of 0 for the metrics that did not apply
  - Now a title that earns a 5 for being widely owned but does not earn a score for circs or holds gets an extra credit score of 1.7, not 5.
  - This code is in place on Evergreen as of this morning
- Web Client preparation
  - our previous load balancer, which balances traffic among 4 Evergreen servers, did not work with the web client
  - built and tested another load balancing software package which is now in place
- Schedule for 3.1
  - significant index changes in 3.1 conflict with NOBLE custom indexes
  - need to make changes to our indexes and we are currently testing this on a development system
  - the upgrade to 3.1 will be scheduled for early January
- Keyword Indexing changes figured out by Suzanne
  - Evergreen uses an XML representation of the MARC record and a stylesheet to parse the record (MODS)
  - This is an abstract way to index MARC records, and is not as simple as saying don't index a specific MARC field and subfield.
  - Suzanne figured out how to alter the indexing to omit some things that have been frustrating, like the physical description (viii pages and Henry VIII) and the link in an online resource record (SSU proxy server is called corvette).
  - These indexing changes require a reindexing of the database which will occur during the 3.1 upgrade in January.

**NEW BUSINESS:** None reported.

**ADJOURNMENT:** The meeting adjourned at 11:40 a.m.

Respectfully Submitted,

Nicole Langley  
Secretary Pro Tem

NOBLE MEMBERS OF THE CORPORATION MEETING  
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LIBRARY

Beverly

*Ana Langley*

Bunker Hill CC

Danvers

Endicott College

Everett

Gloucester

Gordon College

Lynn

Lynnfield

Marblehead

Melrose

Merrimack College

Montserrat

Northern Essex CC

Peabody

Phillips Andover

Reading

Revere

Salem

Salem State University

Saugus

Stoneham

Swampscott

Wakefield

Winthrop

MBLC

NOBLE

*Joseph White*  
*Bob Boyd*  
*Mr. Roberts*

*Marcy Ryan*

*Linda Gaudanez*  
*Lupera Chavez*

*Laura Mundt*

*Jamie Perry*  
*Karin Hopkins*  
*Tommy*

*Carol*  
*Nicole Langley*

*Catherine McLeod*

*Ronald A. Haynes*  
*Martha J. Driscoll*  
*Jim*  
*Linda Acquaviva*

NOBLE MEMBERS OF THE CORPORATION MEETING  
 VOTE FOR APPROVAL OF FY '20 BUDGET  
 OCTOBER 18, 2018

MEMBER LIBRARY	VOTING REPRESENTATIVE	YES	NO	ABSTAIN	NOT PRESENT
Beverly -	Anna Langstaff Allison Babin (A) Laurie Formichella (A)	✓			
Bunker Hill -	Vivica Pierre Andrew McCarthy (A)				✓
Danvers -	Alex Lent Jennifer McGeorge (A) Jim Riordan (A)				✓
Endicott -	Brian Courtemanche Bridget Cunio (A)				✓
Everett -	Stacy DeBole Trish To (A)	✓			
Gloucester -	Deborah Kelsey Beth Pocock (A)	✓			
Gordon -	Myron Schirer-Suter Randy Gowman (A)	✓			
Lynn -	Theresa Hurley Paula Joyal (A)				✓
Lynnfield -	Nancy Ryan Patricia Kelly (A)	✓			
Marblehead -	Patricia Rogers Lydia Gravell (A)				✓
Melrose -	Linda C.W. Gardener Diane Wall (A)	✓			
Merrimack -	Kathryn Geoffrion Scannell Lyena Chavez (A) Francis Nilsson (A)	✓			
Northern Essex CC -	Mike Hearn Laura Mondt (A) Jenny Fielding (A)			✓	
Peabody -	Melissa Robinson Gerri Guyote (A) Kelley Rae Unger (A) Cate Merlin (A)				✓
Phillips -	Michael Barker				✓
Reading -	Amy Lannon Lorraine Barry (A)			✓	
Revere -	Kevin Sheehan	✓			

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MEMBER LIBRARY	VOTING REPRESENTATIVE	YES	NO	ABSTAIN	NOT PRESENT
Salem -	Tara Mansfield				
	Brian Hodgdon (A)	✓			
	Susan Gaudrault (A)				
Salem State -	Elizabeth McKeigue				✓
	Thomas Neenan (A)				
	Nancy George (A)				
Saugus -	Alan Thibeault	✓			
	Mary O'Connell (A)				
Stoneham -	Nicole Langley	✓			
	May Forkin (A)				
Swampscott -	Alyce Deveau				✓
	Susan Conner (A)				
Wakefield -	Catherine McDonald	✓			
	Jaclyn Powers (A)				
	Jeff Klapes (A)				
Winthrop -	Diane Wallace				✓
	Mary Lou Osborne (A)				
<b>*A = Denotes Alternate</b>					
<b>TOTAL COUNTS</b>		2	0	0	