

**NOBLE  
MEMBERS OF THE CORPORATION MEETING  
AT NOBLE  
MARCH 21, 2019**

**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:** Alex Lent made a motion to approve Minutes from the November 15, 2018 meeting; Kathryn Geoffrion-Scannell seconded the motion. Motion carried unanimously.

**TREASURER'S REPORT:** Myron Schirer-Suter reported as of February 28, 2019. Spending on target.

**MANAGERS' REPORT:**

**Ron Gagnon –**

- **Conferences** – Ron, Elizabeth and Martha will be attending the Evergreen International Conference April 23 – 26. Elizabeth will be presenting a session on Batches, Buckets and Bookbags. Ron and Elizabeth are planning on the MLA conference in May. Elizabeth will be attending the Computers In Libraries conference next week.
- **ECCF** – Attended the Essex County Community Foundation Institute for Trustees and Executive Directors. Over 300 attendees from local nonprofits. There were sessions on fundraising, financial management, recruiting board members. Mike Hearn and Deborah Kelsey also attended. Attended sessions on accounting and tax updates, fiduciary duties in nonprofits, and liability concerns for directors and officers.
- **Library Legislative Day** – Ron and Elizabeth attended Library Legislative Day at the State House. Ron met with aides to his house rep and senator. Elizabeth, with Diane Wallace, met with Speaker DeLeo. Ron and Elizabeth also attended the Legislative Breakfast in Reading last month. Good turnout, thanks to Amy Lannon and the Reading staff.
- **MBLC Funds** – Receiving an additional \$4,326 in resource sharing. Total for FY19 MBLC resource sharing funds is now \$146,535.
- **EBSCO Renewal** – Current contract expires June 30<sup>th</sup>. Been working with ERDWG providing EBSCO stats and usage. Received renewal proposal from EBSCO, 3 year contract with 2% annual increase. ERDWG unanimously approved renewing with EBSCO. Their recommendation will go to Executive Board at their next meeting, with the vote for approval at our Annual Membership meeting June 6<sup>th</sup>. To recognize our anticipated renewal of our EBSCO contract, and to kick off another three years, we have a NOBLE Day scheduled at EBSCO headquarters in Ipswich on June 13<sup>th</sup>, more details to come.
- **Credit Card Acceptance** – Our credit card processing service, Stripe, has come out with a new version of their user interface, which we need to move to in order to maintain our highest level of PCI security. Jason Stevenson of CW MARS has taken on this task and is working on integrating the new version into Evergreen. We may no longer have a choice to avoid accepting American Express cards, which carry a slightly higher fee structure. We will keep you posted.
- **Tufts Health Insurance** – Our employee health insurance, which renews in April, had a 2% decrease. NOBLE's bottom line will not decrease, as we have an employee rejoining the plan in April who was not on it last year.

**Elizabeth Thomsen –**

- **OverDrive Advantage** – More libraries continue to join, Salem last week. This is the plan where libraries have their own account and place orders directly with OverDrive. Those titles will have holds priority for your patrons. It also lets you curate your OverDrive home page.
- **OverDrive Big Library Reads** - April 1-15 doing Big Library Reads. OverDrive selects a title that all participating OverDrive collections will have free and featured unlimited access to the title. The title is, Homes: A Refugee Story.
- **Discussion Groups** – There are two discussion groups that are active in NOBLE. Young Adult Librarians facilitated by Janina Majeran of Swampscott, and Inclusive Libraries facilitated by Kathryn Geoffrion-Scannell and Amy Lannon.

### **Martha Driscoll –**

- **Windows 10 Upgrades** – George and Tom have been upgrading PC's to Windows 10 for libraries on PC Support Program, which is needed for the upcoming Evergreen web client.
- **Logging Server** – Replaced old logging server with new server that has 4.2 TB of disk space. This server is used for Evergreen backups and daily logs from the 8 evergreen servers.

### **VOTE TO AMEND THE BORROWER'S CARD POLICY:** Ron Gagnon

Three major areas are recommended by Resource Sharing Working Group, and recommendation was approved by Executive Board.

#### **Name Field:**

Implementation guidelines for new name fields coming in Release 3.2 in June. Funded by MassLNC.

1. Optional Preferred Name field – names the patron has identified as their preference
2. Additional name keywords – NOT staff assigned

The “**Issuing Cards**” section, fourth paragraph is amended with bold and underlined text below:

The **primary** name fields must contain the full legal first name, middle initial and last name. **An optional preferred name field may be used, but only for names that the patron has identified as their preference, not for former names or any other type of alternative name information. Additional name keywords may also be added to aid in searching. All elements of name fields are keyword searchable with Release 3.2.** Date of birth must be entered in the proper field in addition to address and telephone number.

#### **Home Library Field:**

Must match community of residence if within NOBLE. If non-NOBLE, indicate as *Non-NOBLE Mass.* or *Non-NOBLE Out of State*. This is for authentication, access to electronic resources.

The “**Issuing Cards**” section, fifth paragraph is amended with bold and underlined text below:

**The home library field for public patrons must match the community of residence for residents of NOBLE communities. If a resident of a non-NOBLE community, the home library field should be set to Non-NOBLE Mass. or Non-NOBLE Out of State as appropriate.** The issuing library will verify the information presented by the patron by a driver's license or other positive identification.

The “**Non-NOBLE Barcodes**” section is amended with bold and underlined text below:

Non-NOBLE public library barcodes will continue to be accepted and entered into the NOBLE database if the user prefers and if they have no other public library card in the database, or they may be issued a public library or generic NOBLE card. In either case, access to electronic resources will still be controlled by residence municipality **via the home library field.**

#### **Local Use Only Cards:**

This new section, in which input was provided by the Inclusive Libraries Group, is optional. The following bolded and underlined text is added:

#### **Local Use Only Cards:**

**Libraries have the option to issue borrowers' cards with the ability to only borrow items owned by the issuing library. Holders can not request or borrow items from other NOBLE libraries or borrow from other NOBLE libraries in person. These cards can be used for local residents lacking a verifiable or permanent residence, and must be coded with the proper permission group.**

**Local use only cards can be used to access the electronic resources of the issuing library, and NOBLE in general, and to use PC management systems.**

Kathryn Geoffrion-Scannell made a motion to amend the Borrower's Card Policy, Diane Wallace seconded the motion. Motion carried by unanimous vote.

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### **DISCUSSION ON IMPLEMENTING AUTORENEW FUNCTION IN EVERGREEN RELEASE 3.2:**

**Ron Gagnon** - Autorenewal is a function that will be available in June's Release 3.2. Some libraries have expressed interested in it, therefore we are having a discussion, this is not a policy presentation.

### **Elizabeth Thomsen –**

Passed around a handout on autorenewal. She explained autorenewal uses an automated process to identify and renew items that are eligible for renewal on or just before their due date, and notifies patrons about items renewed and ones that were due but not eligible for renewal. Reviewed basic rules of circulation and renewal in NOBLE; *How Loan Rules Work*, and *How Renewal Works*.

### **How AutoRenewal Would Work in NOBLE**

Libraries choose whether or not to opt-in to add autorenewal to their library's loan rules.

**If Your Library Opt In** – the autorenewal process will run against your items checked out at your library and renew items that are eligible – no holds and have remaining renewals. It will send a notice telling patrons what actions it has taken - which items were renewed and which were not. There will be no change for network transfers-your items sent to other libraries and other library's items sent to yours. Libraries have in their loan rules with the number of renewals, you can set the number of auto renews.

**If Your Library Does Not Opt In** – nothing changes at your library or for your items.

Deborah Kelsey stated they have complicated loan rules, and her library trustees voted to stop charging fines so this will help with making the process automated with their different loan rules.

Jen Inglis expressed concern about language on notices so patrons know what items will autorenew and which items won't. Would like to be able to customize the notices.

Alan Thibeault expressed same concern, would want the language clear for patrons since some libraries may opt in and others won't. Will the notice explain why or why not an item autorenewed.

Martha stated she believes the notices say which items autorenewed, we will work with libraries to customize the notices so it's clear to patrons.

Kathryn asked how would it affect items that have a hard due date at end of semester. Elizabeth explained if it's not renewable then it won't renew. Martha added if it's an item that can autorenew, it will renew up to the hard due date.

Ron stated we will pursue looking into this further.

### **PRIVACY AND ACCOUNTABILITY DISCUSSION: Ron Gagnon**

Ron did a presentation on Privacy and Confidentiality: Accountability and Best Practices. Content was about every day best practices in your library. Topics discussed below:

- Roots
- Philosophy
- NOBLE Policies:
  - Confidentiality Policy - for staff, details protected information
  - Privacy Policy – for users, all services
  - Legal Request Policy – law enforcement, warrants vs subpoena. National Security Letter.
  - Third Party Confidentiality Agreement – for vendors who access patron data for authentication
- NOBLE, Local Issues
- Best Practices
- Accountability
- Security and Accountability
- Leaks and Ramifications
- Outlook
- Accountability

Deborah Kelsey asked if could have a copy of Ron's presentation as a tool to go over with library staff. Ron stated he will email it to directors.

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### **STRATEGIC PLAN UPDATE: Ron Gagnon**

Working on renewing our five year plan. It will be presented at our next Members meeting in June. There will be a large group meeting on April 30th, 10am – 1pm, to gather input from the Membership.

Registration is online through Staff Information calendar and is limited to three staff members per library. Would like to have all libraries represented, currently only nine libraries are signed up. Facilitator will be Greg Pronevitz.

**EVERGREEN UPDATE:****Elizabeth Thomsen –**

- Working on the training and production systems to get them ready for training library staff for the web client.
- Circ, and tech services training for the web client were held. Gave access to the training system to heads of circ and tech services. Some issues and bugs have been discovered.
- Working on New Item Alerts
- Visiting libraries and doing Google Meets for training.

**Martha Driscoll –**

- Monday, June 10<sup>th</sup>, will be coming up on Release 3.2. Will be loaded Sunday night.
- The Evergreen community held a bug squashing week from March 4<sup>th</sup>-8<sup>th</sup>:
  - Bugs are worked on continuously, but the community holds a bug squashing week a few times per year for an extra push to get things completed.
  - 869 activities (testing comments, sign-offs, patches written, commits)
  - 22 fixes went into the software release
  - Beth, Michele, Christine participated

**MASSLNC UPDATE:****Ron Gagnon –**

MassLNC, the cooperative founded by CW MARS, MVLC and NOBLE to support Evergreen development, will cease to exist as of June 30, and the concept will be taken over by Evergreen Indiana. With the departure of project coordinator Kathy Lussier, to become Executive Director of the SAILS network, we have employed a part-time consultant, Lucien Kress, to oversee the development project. While that part has worked well, more of the administrative tasks have fallen on the two remaining network executive directors, Jeanette Lundgren of CW MARS and me. Remaining contracts and development funds will be transferred to Evergreen Indiana. This decision will save NOBLE money in FY20.

Diane Wallace asked if the MassLNC Idea Site will be accessible. Elizabeth explained a lot of the information is obsolete, when Indiana takes over they will be decide to maintain an Idea Site, but feels confident there will be.

Ron added we will still have seats on the Development Committee.

**NEW BUSINESS:**

Kathryn Geoffrion-Scannell encouraged library staff to register for the Host A Climate Change Workshop on May 30<sup>th</sup> at NOBLE. CJ Wong, Merrimack College librarian, and Madeleine Charney, UMass Amherst librarian will be presenting.

**ADJOURNMENT:**

The meeting adjourned at 12:05.

Respectfully Submitted,

Diane Wallace  
Secretary

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LIBRARY

Beverly	Anna Langley
Bunker Hill CC	
Danvers	as for
Endicott College	Kevin Conantman
Everett	
Gloucester	My
Gordon College	
Lynn	
Lynnfield	Jim Anglin
Marblehead	
Melrose	Mark Gagnier
Merrimack College	HA [Signature]
Montserrat	
Northern Essex CC	Steven Jonardi
Peabody	
Phillips Andover	
Reading	
Revere	
Salem	Sam [Signature]
Salem State University	
Saugus	Colin
Stoneham	
Swampscott	
Wakefield	Catherine McDonald
Winthrop	Donna [Signature]
MBLC	
NOBLE	Ronald A. Gagne D. [Signature] Marta Driscoll Paula Acquaviva