

**NOBLE
MEMBERS OF THE CORPORATION MEETING
AT NOBLE
SEPTEMBER 19, 2019**

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

CALL TO ORDER: Kathryn Geoffrion Scannell called the meeting to order at 10:05. Introductions were done.

APPROVAL OF MINUTES: Linda Gardener made a motion to approve Minutes from the June 6, 2019, meeting; Nicole Langley seconded the motion. Motion carried unanimously.

TREASURER'S REPORT: Myron Schirer-Suter reported as of August 31, 2019. The budget reflects the new fiscal year figures.

LIBRARY LSTA GRANT APPLICATION PROGRAM; KATE BUTLER, MBLC:

Kate Butler did a presentation on LSTA grants available to libraries and distributed a handout. Libraries can apply for a grant even if it's a past grant program. If libraries have a particular need or program in mind, reach out to MBLC staff. To be eligible for a grant the library has to have Strategic Plan on file with the MBLC. Strategic Plans are due October 1st.

LSTA grant funds range from \$5,000-\$15,000, preservation grants can go up to \$30,000. Two mini grants available that do not require a Strategic Plan; Summer Learning Grant, grant opening is October 15th. Funds range from \$500-\$2,000 for special summer reading project next summer. Opioid forum in November, attendees will be eligible to apply for a mini- grant relating to opioid use in their community.

MANAGERS' REPORT:

Ron Gagnon –

Summer Updates –

- Launched new web client release on our Evergreen system.
- Renegotiated our Comcast lines for increased bandwidth
- Renewed Telecomm Maintenance Contract for 3 Years
- Installed upgrades for central site equipment
- Filed reports and funding requests with MBLC
- Worked on transferring and closing out MassLNC
- Worked on FY21 budget to maintain level costs despite losing a Member

Cummings Grant –

Submitted a Letter of Interest for a \$100,000 Cummings Foundation Grant. They are making available grants to 100 non-profits in the local area in 2020. We applied to expand our OverDrive collection with the addition of foreign language materials which are currently extremely few. The grant would come in \$25,000 installments over four years. We will hear if we are cleared to file a full application by November, 275 applicants will proceed to the next step. 738 letters of interest were received by the foundation.

ALA Conference –

- Ron and Elizabeth attended the ALA Annual Conference in June in Washington, D.C. They met with our EBSCO regional VP and regional sales manager, Equinox president and other executives, and OverDrive executives.
- The Evergreen community, spearheaded by the Outreach Committee of which I am a member, coordinated an open source session moderated by Elizabeth. It had the largest attendance ever by far, standing room only, in part because it also reached out to Koha users.
- From the exhibits, looking at a new recommended barcode scanner which Georgia PINES uses that can scan the back of a patron's license and automatically input the patron data into Evergreen.

EBSCO –

- Had a meeting at EBSCO's Ipswich headquarters to revisit and hopefully streamline EBSCO authentication and statistics.
- NOBLE Day at EBSCO will be held Thursday, October 10th at EBSCO in Ipswich.

Telecomm -

- In June we renewed a 3-year telecommunications equipment and monitoring contract with New Era, formerly FTG. Some equipment was missing from our prior contract, so while the rates stayed about the same, the bill is higher due to the addition of missing equipment. Also the process discovered an end-of-life central site switch, which was replaced in July with MBLC Infrastructure funds.

MassLNC –

- Is now out of official business, the work is being transferred to the Evergreen Community Development Initiative operated by Evergreen Indiana. We are working to close the books. Ron was the MassLNC treasurer for the final year, and will continue to be until after an audit and state and federal filings.
- NOBLE will continue to support and participate in the Evergreen Indiana initiative, and will save over \$40,000. More money going into development rather than overhead. The Indiana initiative has hired someone who has been very active in the Evergreen community.

Working Groups –

- Executive Board approved Resource Sharing, Electronic Resources and Database, and Collection Management working groups for FY20. The Security and Authentication Working Group only drew two interested participants, so we will not be convening that group, but will keep those names in mind as a mini-focus group.

Elizabeth Thomsen –

- **EBSCO –**
 - Working with libraries to update and standardize links. It's difficult to check remote access when you are in your library, reach out to NOBLE staff to check the links.
 - NOBLE will now provide the SSL certificates for proxy servers.
 - NOBLE Day at EBSCO is October 10th, 9:30-3:15, 45 people are registered. Registration is on SIS calendar, as well is the schedule.
- **Census 2020: Issues and Opportunities for Libraries** session at NOBLE on October 24th. Philip D'Agati, U.S. Census Partnership Specialist, will be discussing ways libraries can support the census process.
- **Social Media and Marketing Roundtable –** October 29th. Focus will be on ways NOBLE and libraries can share/coordinate efforts to promote services, features, etc.
- **MLS Weeding Sessions –** MLS is holding weeding sessions, one will be hosted at NOBLE on November 19th.
- **Discussion Groups -** Inclusive Libraries met on Tuesday, Young Adult group is planning a meeting.

Martha Driscoll –

- **Web Server –** working on bringing up the new web server, which will have more recent versions of software including PHP and MySQL. Some libraries have seen warning messages in WordPress about the version of PHP being outdated. Should come on line in next week or two. No disruption to libraries web sites.

PRESENTATION OF FY21 NOBLE BUDGET AND ASSESSMENTS:

Ron Gagnon emailed the budget to directors prior to the meeting for their review. Did PowerPoint presentation, overview below:

Great News –

- 51% increase in state funding for MBLC network line item, 7000-9506
- Ongoing savings from MassLNC dissolution
- Surplus from prior year

More News

- Losing another community college to HELM
- FY21 budget balanced even with loss of member, no increase in total assessment of remaining libraries
- Spending reduced 3%, amount assessed down 3.76%

Level Total Assessment

- No increase to total basic assessment
- Actual assessments depend on formula
 - 75% divided equally
 - 12.5% on three-year average circulation
 - 12.5% on active users or FTE enrollment
- Using FY20 distribution formula, not recalculated

Change in Assessments

- Treating library telecomm as an a la carte cost
- One-third of libraries provide their own connectivity
- Not getting of telecomm business
- Assessments change from -2.8% to +1.6%

Cost Changes Vary

- Full member libraries providing own telecomm see a decrease of \$1,100
- Single location libraries with NOBLE connectivity increase \$594
- Branch costs lowered, telecomm portion recalculated

Telecomm Caveats

- Good time to make the change, 85% of lines covered by MBLC, up to \$1,500 each (\$200 increase)
- However, should MBLC funding fall, telecomm costs to libraries will rise – a pass-through
- Covers line and local equipment maintenance and monitoring

Doubling Bandwidth

- Increasing download speed on NOBLE lines to 150 Mbps from 75 Mbps
- Finally meeting, exceeding, ALA and FCC recommendations for locations under 50,000 population
- Only 14% cost increase for 100% more capacity

State Funding Increase

- MBLC line 7000-9506 has a 51% increase for FY20
- Projected increase for NOBLE, \$11,000 for telecomm and resource sharing
- Formula-driven
- Likely at least \$4000 more in infrastructure (25% increase)

State Funding Increase

- Will know numbers at September 24th meeting.
- Substantial part of increase going to a shared OverDrive eBook program, no details yet
- NOBLE applies FY20 funds to FY21 budget (telecomm and res. sharing)

State Funding Varies

- Graph with Annual line 9506 funding from 2001-2020. In 2001 was just under \$4,500,000, dipped down to under \$500,000 in 2003. Ups and downs and back up to around \$4,500,000 level in FY20.

Savings from Move

- Rent savings from last year's move
- FY21 savings \$13,500 compared to former location's lease
- Lower utility costs, \$2,500 less FY19 over FY18

MassLNC Ends

- MassLNC cooperative for Evergreen development and support ends
- Project Manager left in November
- Development cooperative assumed by Evergreen Indiana
- Saving us almost \$45,000 in FY20
- More money going into development

Coping, Correcting Cataloging Cuts

- Moved from OCLC to SkyRiver in FY18 saving \$34,000 but learning curve
- Cut one part-time professional cataloger in FY18, saving \$21,000
- Evolving MARC record situations, variable sources, quality, coding.
- 16,000 record backlog

Cataloging Remedies

- Restored the part-time professional cataloger mid-way in FY19
- MassLNC FY20 money shifted to a retrocon project to catch up cataloging
- More sophisticated algorithms to sort new records, to upgrade or not

Other Budget Points

- New Network Security line – trial of Cisco Umbrella, cloud defense against security threats, approximately \$20,000 per year
- Taking over the cost of SSL proxy certificates for all library proxies.

15-Year Rate of Increase

- Graph showing NOBLE increases very much lower than Boston CPI

Website Hosting

- No increase, still \$500 per year
- Includes Jetpack automatic security and backup – costs \$99/year
 - Daily backups, one-click restores, spam filtering, 30-day archive, daily scans for malware and threats
 - Only main site

Capital Account Balances

- Capital Balance is \$900,000
With added \$14,479 in FY20 budget
Same as last year
- Contingency \$750,000 (same as last year)
- MBLC Infrastructure \$9,969
Will get approx. \$20,000 this year
Balance last year, zero

Capital Accounts in FY19

- Used Capital for server room HVAC, \$10,650
- Used Infrastructure for central switch replacement, \$6,415
- Moving some additional funds to equities and bonds for better returns.

Encore

- Remember to contact your state representative and state senator to explain the need for state funding and thank them
- Attend legislative events
- Invite them to library events
- Great results from increased advocacy

PC Support

- Proposing an increase of \$3 per PC per year and \$5 per server for FY21
- Net impact 2.4% increase
- No increase last year
- Due to increases in personnel costs, particularly insurance and payroll taxes

OverDrive

- Budget to be discussed next month at Executive and Members Meetings
- Likely MBLC initiative forthcoming from additional state funding

Process and Schedule

- Budget reviewed and recommended by Executive Board on September 11
- Presented for your consideration today
- Voted at our next Members Meeting on October 17, 10 am, here at NOBLE

EVERGREEN UPDATE:

Ron Gagnon –

- In June we loaded release 3.2 switching over to the web client.
- Implemented autorenewal. Twelve libraries have implemented auto-renewal over the past three months: six libraries in early July: Danvers, Endicott, Montserrat and Salem State on July 1, Saugus on July 8 and Stoneham on July 15. Beverly implemented on August 1st. Gloucester, Wakefield and Winthrop, started August 14th and Gordon and Swampscott have started more recently. Auto-renewal only applies to your materials in your building, and applies the same rules as all renewals – no holds and within the maximum number of renewals you have set.

Elizabeth Thomsen –

- **P's and Q's sessions** were held after the web client was implemented. The discussions weren't all about bugs or issues, some were layout or design. One thing that was realized while rolling out the preferred name feature, is the patrons' legal name was more prominent on the upper screen than preferred name. Christine was able to change the layout on the screen.
- **Barcode scanner:** Testing a scanner to read name, address, and birthdate from driver's license. Michele is working on making this work better with existing screens. Will be demonstrating the scanner at the Circ Roundtable.
- **Mobile App:** Working with developer on app, completed Alpha about to move to Beta
- **New Cool Tool:** Customize the header and footer links for the catalog in your subdomain. Saugus did beta testing. Almost ready to roll out to everyone.
- **Preferred names:** Completing work to use the preferred name on notices, need to promote to patrons, looking for a coordinated effort (Social Media and Marketing roundtable coming up)

Martha Driscoll –

- The upgrade to Evergreen release 3.2.4 was done on June 10th. This upgrade brought the web client to Evergreen and removed support for the Windows-based XUL client.
- An upgrade to Evergreen release 3.2.8 was done on Aug 25th. This release contained bug fixes.
- We have been seeing problems with Evergreen unexpectedly restarting and tech services losing templates while cataloging. The following steps were taken to help resolve these issues:
 - The Evergreen community is recommending a new software package for WebSockets. WebSockets is a part of Evergreen that allows a web browser to talk to the server with a persistent connection.
 - Installed the new WebSockets software package on September 13th which is more stable than the previous package.
 - This version of WebSockets resolved the problem with disappearing templates in Tech Services
 - Hopefully it also resolves the problem with Evergreen restarts. We are continuing to monitor.
- Bug squashing week last week - Michele and Christine participated. There was a lot of activity from the community with 10 bug fixes being committed.

OVERDRIVE UPDATE:

Elizabeth Thomsen –

- **Magazine subscription:** renewed subscription with 75 titles, simultaneous access and unlimited.
- **OverDrive Advantage** – two thirds of our libraries participate, will be contacting the libraries that aren't participating and see if interested. To join libraries just have to purchase 3 titles, no requirement to purchase a certain amount many titles.

NEW BUSINESS:

Nicole Langley attended the New Leadership and Management session with MLA. Found it very helpful, but encourages directors to take advantage of the opportunity if they can.

ADJOURNMENT: Alex Lent made a motion to adjourn; Diane Wallace seconded the motion. The meeting adjourned at 11:40.

Respectfully Submitted,

Theresa Hurley
Secretary

