

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

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

**CALL TO ORDER:** Vice President Diane Wallace called the meeting to order at 10:10. Introductions were done.

**APPROVAL OF MINUTES:** Motion to approve Minutes from the September 19, 2019, meeting made by Deborah Kelsey; Amy Lannon seconded the motion. Motion carried unanimously.

**TREASURER'S REPORT:** In Myron Schirer-Suter's absence, Ron Gagnon reported as of October 31, 2019. Spending is on target. The audit is complete, Executive Board reviewed the financial statements, and approved the federal and state filings. The documents were emailed to directors last week.

**MANAGERS' REPORT:**

**Ron Gagnon** –

- **MBLC Grants** – Contracts received and signed for resource sharing, telecommunications, and network infrastructure funds. Payments are disbursed in two installments; first one when contract is processed, and the second in the spring. Will be receiving \$600 more in telecommunications, and \$9000 more in resource sharing than included in the budget. To be eligible for funding this fiscal year, networks were required to post a "How to Get a Library Card" page on the network's public website, which was reviewed by Executive Board, and is also available for libraries to post.
- **MBLC LEA OverDrive Grant** - We will be receiving just under \$28,000 in new funding this fiscal year to enhance our shared OverDrive collection under the LEA, Library Ebook and Audiobook program. We plan to devote the funding to building up our collection of standard titles and classics.
- **MassLNC** – Received just under \$30,000 with the dissolution of MassLNC. The funding is the remainder of the budgeted project manager expenses from the time she left last November. Executive Board voted to put the funds into our capital fund.
- **Single Sign-On** – Continue to research single sign-on to electronic resources and Evergreen system for users, especially for our academic members. OpenAthens was investigated, but ongoing costs were too expensive. Many colleges use LDAP for most of their electronic resources through EZproxy, so we are now refocusing on what we can do with LDAP and access to Evergreen.
- **Cummings Grant** – Ron submitted a Letter of Interest in September and NOBLE has been invited to apply for one of 125 grants to be awarded by Cummings Foundation in June 2020. We are one of 323 invitees selected from 738 Letters of Inquiry submitted for the Cummings \$20 Million Grant Program. Our application is due by January 17th, with the decisions be mailed in mid-May. Our project would acquire OverDrive ebook and audiobook titles in non-English languages that are common in our service area, focusing on Spanish and Portuguese in the first year. The grant would be for \$100,000 disbursed over 4 years at \$25,000 each year.
- **Value of NOBLE** – Continue working on updating this document.

**Elizabeth Thomsen** –

- **NOBLE Day at EBSCO** – An all-day event was held at EBSCO in Ipswich, 48 library staff attended as well Elizabeth, Ron, and Michele. EBSCO staff did presentations and demos on EBSCO's accessibility initiatives, EBSCO services that are part of NOBLE's core package, as well as some of the opt-in services available, including LibraryAware. This is a product used to create library promotional material and managing library booklists. NOBLE has an office subscription, and we are arranging some demo/training for libraries that have subscribed, as well as for libraries that are interested.  
As a follow-up, working with libraries individually on updating their links and options for EBSCO services.
- **Roundtables/Meetings** –
  - The following roundtables were held: Circulation Roundtable, WordPress Roundtable, Reference Roundtable, Readers Advisory Roundtable, which became a discussion group, YA Librarians Discussion Group, Inclusive Libraries Discussion Group.
  - Presentation and discussion of the 2020 Census with Philip D'Agati, Senior Partnership Specialist from the Census Bureau.

- Social Media and Marketing Roundtable, also became a discussion group. Katie Nelson from Beverly and Abby Porter from Lynnfield, are the coordinators. We want to work together to share promotional, holiday and seasonal material.
- Coming Up: Two large group sessions; G Suite on December 3<sup>rd</sup> and List Maker on December 12<sup>th</sup>.
- MLS held two sessions in our meeting room. One on weeding and diversity in collections. In connection with the weeding one, Elizabeth did two half-hour online sessions on using the List Maker for weeding reports. Working on doing the same with some diversity information using NovelList.
- **Working Groups** – have all met. Collection Management is planning the NOBLE Book Awards for best books of the decade. Also planning a session on May 6<sup>th</sup> that libraries will come to do short presentations on some of the electronic resources and databases they have.
- **Online sessions** – Scheduling half-hour online sessions on a variety of topics, including segmented versions of two hour sessions. The online sessions will be recorded, and we will now be using Zoom instead of Google meet for these sessions.
- **Cataloging Backlog** – Contracted with Backstage Library Works to help with our cataloging backlog. First file has been received and is being loaded, and the second file will be sent to them this week.
- **NOBLE Catalog App** – Is now available in the Android and IOS stores. Would like library staff to download it and get familiar with it first. Doing a soft launch, don't want to post on social media or tell patrons yet, but want staff to know in case patrons do find it and approach library staff. In January will announce and promote it. This was developed by a CW/MARS patron who is a developer, who created the app for himself.

#### **Martha Driscoll –**

- **System Security** – Working with Ron and New Era to arrange a trial of two Cisco security products. One product, called AMP, is an application that is installed on the servers to protect them from intrusion and malicious activity. The other product, called Umbrella, is a cloud-based solution that protects desktop machines from browsing to malicious sites.
- **Comcast** - Upgraded all sites that get internet through NOBLE from 75 Mbps to 150Mbps. Most switches are running at 100Mbps so speed tests are maxing out at 100Mbps. Comcast needed to replace the modem at many sites to a model that is capable of the increased bandwidth.
- **EZproxy** - Updated the EZproxy servers with the latest software. EZproxy now has an option for more detailed log files which could be used with a good statistics package to post that information.
- **Evergreen** - The next Evergreen release will be loaded in early January. Two releases are currently out, 3.3 and 3.4, and we will decide which release will be loaded.

#### **PRESENTATION OF PROPOSED FY21 OVERDRIVE BUDGET AND ASSESSMENTS:**

Ron Gagnon did a PowerPoint presentation on the OverDrive budget. Highlights below:

##### **OverDrive in NOBLE -**

- Moved from an audiobook alternative to a core ebook and audiobook service.
- 351,350 FY19 checkouts to NOBLE users, of which 312,205 were from NOBLE copies, and 39,145 were from partner networks' copies.

##### **Escalating Popularity -**

- 34% growth in overall circulation in FY19 (44.7% increase in audiobooks, 23% in Ebooks)
- Audiobooks circulation in FY19 five times FY13
- Ebooks in FY19 more than double FY14
- Several libraries were up 40+%

##### **User Growth -**

- Cost per unique NOBLE user for FY19 was \$14.59, down from FY18
- 20,259 unique NOBLE users in FY19, up 37%

##### **Collection Use –**

- Checkouts per unique user remained steady at 15.4 for FY19

##### **Changing Landscape -**

- Advantage Plus – option to purchase titles to meet local needs and curate welcome page with local interest items. Purchase 3 titles to start account,] billed directly from OverDrive.
- Magazines – started with 50 last year, 75 this year
- Reciprocal Lending Agreement – share with other networks, broadening choices. Graph showing the number of titles in networks collections, NOBLE has the lowest.

**Libby App –**

- Helped to increase usage with its simpler more friendly access.

**New MBLC Program –**

- New grant program for content, NOBLE receiving approximately \$27,920 in grant funds
- NOBLE devoting funds for standard and classic titles in owned format.

**FY21 Budget Proposal –**

- \$233,200 proposed shared FY21 OverDrive assessment –
  - Unchanged from FY20
  - On par with other Mass. consortia on a per public library basis
  - Recommended by Executive Board

**FY21 Budget Breakout -**

- \$203,200 OverDrive Books (same)
- \$30,000 OverDrive Magazines (same)
- MBLC \$12,000 for platform fee (same)
- MBLC eContent Grant \$27,920 (new)

**Cost Formula Change -**

- Advantage Plus leads us to change
- Nine public and 2 academic libraries put \$49,835 into books of local interest in FY19
- Continuing with old formula would of charged them for using their own books

**Old Formula –**

- Costs distributed via usual formula
  - 50% based on last year's assessment
  - 50% based on last year's usage
- Local Advantage Plus items would be counted in that formula

**Updated Formula -**

- First subtract use of the library's Advantage Plus items in NOBLE from the library's total usage.
- Then usual formula is applied
- Avoids double charge for using own item, plus gives a small break for sharing with other NOBLE libraries

**Variations –**

- Academics see high percentage but low dollar changes due to small amounts
- Publics range from +14% to -21%
- Variations due to formula, usage, Advantage spending

**Low Cost Per Circulation –**

- Low cost per circulation in FY19: 84¢, Includes platform costs, all materials
- Little or no labor cost for preparation and management

**VOTE TO APPROVE FY21 NOBLE BUDGET AND ASSESSMENTS:**

Secretary, Theresa Hurley, took the roll call vote. FY21 Budget and OverDrive Assessments passed by unanimous vote with 19 libraries present. Voting sheet attached.

**VOTE TO APPROVE FY21 ACTION PLAN:**

Ron stated these objectives are the first under the new goals identified from our strategic planning process in the spring. He highlights some points below:

- More training for NOBLE staff to contribute improvements to Evergreen. We do much to improve our members' use of Evergreen, such as the Statistics Dashboard and List Maker, which sit on top of Evergreen. Evergreen's interface software is changing to Angular, and we want to understand that better, both for improvements and troubleshooting. Also update our current statistics packages training.
- With MassLNC, we had regular meetings with our partners at CW MARS. We need to make some efforts to continue those conversations, and perhaps wrap in some other nearby users such as Bibliomation in Connecticut.
- We are now more than a decade into Evergreen, starting with the time we were evaluating and improving the system before launching it 7 1/2 years ago, Memorial Day 2012. Every 10 years we like to evaluate the open source marketplace, particularly FOLIO, which is supported by EBSCO.

- In our telecommunications network, the routers in libraries will be end of life soon, with the last date for security updates being September 28, 2021. Much of the capital funding will come from the MBLC Network Infrastructure grant we receive every year.
- A few accessibility and language initiatives coming from the Inclusive Libraries discussion group.

Brian Courtemanche made a motion to approve the FY21 Action Plan; Deborah Kelsey seconded the motion. Motion carried by unanimous vote.

**VOTE TO APPROVE BORROWERS CARD POLICY REVISION:**

Ron Gagnon explained our Borrowers Card Policy had no language on identification requirements for obtaining a library card. Minuteman Library Network had detailed language, which Ron presented to the Resource Sharing Working Group. Resource Sharing recommended to Executive Board to adopt the language from Minuteman which was inserted into the Policy. The revised policy was emailed to Directors prior to this meeting.

Deborah Kelsey stated that parents are responsible for what their children borrow until they are adults. The policy states the child must be present to get a card, should it be added that the parent assume responsibility of their child's borrowing behavior. Her local policy states that, and questions why we wouldn't do this network wide. Also whether a parent should be granting permission to get a library card.

Anna Langstaff pointed out they go to schools and give out library cards, so parents are not there providing proof of identification. Also when the child goes into 6<sup>th</sup> grade, the parent does not signoff they are getting library card. If you have a 15 or 16 year old, they don't want their parents knowing what they check out.

It was pointed out that this has to do with using the card afterwards, which would fall under the Privacy Policy. This Policy is stating the parent needs to be present to obtain the card. Is that a reasonable requirement when you get to teenagers? Requiring a 16 year old to have a parent present to obtain a library card could result in fewer 16 year olds getting a card. Parents wouldn't want to make the time to go to the library with their 16 year who can walk into a library on their own free will.

Other points made were, can enrollment in a public school be proof of identification and/or residency, i.e. school schedule with applicants name, or a high school student ID.

Some libraries send an application card home that a parent has to sign off on, but do not have to be present. Amy Lannon stated at Reading for 16 years old and under, they have to have a signature on the card, doesn't state the parent has to provide the identity or be present.

Another point made, that would be a decision at the local level, is it more important to be sure to get resources back, or expanding access to kids whose parents may not have the time to come in, or not have a have parent or someone who can come in.

Linda Gardener said in Melrose once kids reach middle school, they are required to have an Aspen account and that is used as proof of residency and so don't require those kids to get a parental signature.

Amy Lannon stated in terms of the NOBLE network Borrowers Card Policy in regard to identification and residency for children and teens who are under 18, suggested adding bullet points with a list of forms of proof of residency, i.e. a parent, student ID or confirmation from a school. Instead of a paragraph, maybe have bullet points for students under 18. The parent states you live here, or provides the above. Or maybe if the child is a minor it's at the discretion of the issuing library.

Linda Gardener asked if there are legalities that should be taken into account as to who a child gets a card. Ron stated not that he's aware of, although didn't do that research.

Cate Merlin said at BPL their policy states if over age 12 you need a photo ID and proof of your residency in Massachusetts, driver licenses or state ID would meet both requirements. Peabody follows the same requirements. The photo ID is a school ID or another ID, and proof of residency is a post card they self-address, gets mailed to them and the child brings it back in a couple of days.

Amy asked Ron if there is an urgency for this, and suggested maybe send back to the working group for further review. Ron stated there is no urgency, and seems to be more of a directors discussion so maybe it should go back to Executive Board. Amy stated there seems to be several points that need to be taken into consideration and draft it so give flexibility at the local level.

Amy Lannon made a motion to table the vote for approval on the Borrowers Card Policy Revision until Executive Board can discuss it further. Jen Inglis seconded the motion. Motion carried by unanimous vote.

**VOTE TO APPROVE NETWORK TRANSFER POLICY REVISIONS:**

Ron reported the Resource Sharing Working Group has been working on policy revisions. The objective was to streamline policies. In this case, the Book Group Request Policy, the Non-NOBLE Library Request Policy, and Uniform Loan Period for Network Transfers Policy are being incorporated into the larger Network Transfer Policy, since they all interact. Below are highlights of some changes:

- There was no recommended loan period for the Book Group Request policy. Resource Sharing Working Group reviewed this, and they confirmed the loan period should be the same as the network transfers. Language was inserted to clarify that issue.
- The period to mark an item missing has been changed from one day to two.
- Incorporated an item in Borrowing Libraries' Responsibilities that they can be required to provide compensation to the loaning library if damage or loss occurs, which is standard in most interlibrary loan policies.
- Language on the process for damaged items was also updated.

Deborah Kelsey made a motion to adopt the Network Transfer Policy, Amy Lannon seconded the motion. The motion carried by unanimous vote. The full policy can be found here [Network Transfer Policy](#)

**VOTE TO DELETE *UNIFORM LOAN PERIOD FOR NETWORK TRANSFERS POLICY, NON-NOBLE LIBRARY REQUEST POLICY AND BOOK GROUP REQUEST POLICY*:** now incorporated into the Network Transfer Policy. Deborah Kelsey made a motion to delete the Uniform Loan Period for Network Transfers, Non-NOBLE Library Request, and Book Group Request Policies. Linda Gardener seconded the motion. Motion carried.

**EVERGREEN/OVERDRIVE UPDATE:**

Elizabeth Thomsen –

OverDrive is changing the way holds are handled. Currently when an item on hold becomes available, it automatically gets checked out to the patron. Patrons no longer will have an option to have books automatically checked out when they are available. Instead, they will get a message telling them the title is available, giving them the option to borrow, deliver later, or cancel the hold. If the patron chooses to deliver later, you retain your place on the list and choose the earliest date you want it. This reduces wasted holds that don't get opened when a patron already has too many titles checked out or it's not a convenient time for them.

**NEW BUSINESS:** None reported.

**ADJOURNMENT:** Linda Gardener made a motion to adjourn; Brian Courtemanche seconded the motion. The meeting adjourned at 12:00.

Respectfully Submitted,

Theresa Hurley  
Secretary

NOBLE MEMBERS OF THE CORPORATION MEETING  
AT NOBLE  
NOVEMBER 21, 2019

LIBRARY

- Beverly
- 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
- NOBLE

anna langley  
[Signature]  
[Signature]  
Deborah Kelsey  
Sherrise Huthy  
Jan Inglis  
Lynna Chavez  
[Signature]  
Cate Mottin  
Amy Lamm  
Lisa Chenevix  
Nancy George  
[Signature]  
Wendy Langley  
Susan Conner  
Catherine McQuinn  
[Signature]  
Ronald A. Meyer  
[Signature]  
Marsha J. Dussell  
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NOBLE MEMBERS OF THE CORPORATION MEETING  
VOTE FOR APPROVAL OF FY '21 BUDGET  
NOVEMBER 21, 2019

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	✓			
	James Riordan (A)	✓			
	Jennifer McGeorge (A)				
Endicott -	Brian Courtemanche	✓			
	Bridget Cunio (A)				
Everett -	Matt Lattanzi				✓
	Kathleen Slipp (A)				
Gloucester -	Deborah Kelsey	✓			
	Beth Pocock (A)				
Gordon -	Myron Schirer-Suter				✓
	Erica Street (A)				
Lynn -	Theresa Hurley	✓			
	Paula Joyal (A)				
Lynnfield -	Jennifer Inglis	✓			
	Patricia Kelly (A)				
	Abby Porter (A)				
Marblehead -	Patricia Rogers				✓
Melrose -	Linda C.W. Gardener	✓			
	Diane Wall (A)				
Merrimack -	Kathryn Geoffrion Scannell	✓			
	Frances Nilsson (A)				
	Lyena Chavez (A)	✓			
Northern Essex CC -	Mike Hearn	✓			
	Laura Mondt (A)				
Peabody -	Cate Merlin	✓			
	Alysa Hayden (A)				
	Gabrielle Toth (A)				
Phillips -	Michael Barker				✓
	Michael Blake (A)				
Reading -	Amy Lannon	✓			
	Michelle Filleul (A)				
	Lorraine Barry (A)				
	Jamie Penney (A)				
Revere -	Kevin Sheehan				✓
Salem -	Tara Mansfield	✓			
	Brian Hodgdon (A)				
Salem State -	Elizabeth McKeigue	✓			
	Nancy George (A)	✓			
Saugus -	Alan Thibeault	✓			
	Mary O'Connell (A)				
Stoneham -	Nicole Langley	✓			
	May Forkin (A)				
	Angela Binda (A)				
	Maureen Saltzman (A)				
Swampscott -	Alyce Deveau	✓			
	Susan Conner (A)	✓			

NOBLE MEMBERS OF THE CORPORATION MEETING  
 VOTE FOR APPROVAL OF FY '21 BUDGET  
 NOVEMBER 21, 2019

MEMBER LIBRARY	VOTING REPRESENTATIVE	YES	NO	ABSTAIN	NOT PRESENT
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>		19			5