

**NOBLE
ANNUAL MEETING - MEMBERS OF THE CORPORATION MEETING
VIA ZOOM VIDEO CONFERENCE
JUNE 4, 2020**

PRESENT: Twenty-two libraries were represented at the meeting by authorized voting representatives.

1) CALL TO ORDER: President Diane Wallace called the meeting to order at 10:10.

2) APPROVAL OF MINUTES: Motion to approve the November 21, 2019 Minutes made by Amy Lannon. Brian Courtemanche seconded the motion. Motion carried unanimously.

3) TREASURER'S REPORT: Myron Schirer-Suter reported on the budget as of May 31, 2020. Spending is on target.

4) MANAGERS' REPORT:

Ron Gagnon –

Been over six months since our last Members Meeting. The way we work, do business and live has changed, and we lost Kathryn, NOBLE's president, due to cutbacks at her college. Just Paula and myself have been working in the office. All other staff are working from home. The best contact method is by email, either via support@noblenet.org, or directly to the individual staff member. For emergency downtime libraries can still call the main NOBLE number 978-777-8844, and if outside of 8:30 am to 5 pm, Monday through Friday, leave a message and technical staff will be alerted.

- **Library Reopening** –
 - We have been planning for the reopening of our libraries for months by developing proposed circulation system plans, participating in planning with the Mass. Library System, the Mass. Board of Library Commissioners and in statewide meetings. While uniformity has benefits, the Evergreen system can accommodate a wide variety of different practices and opening dates among our libraries.
 - During the closings we have extended due dates to prevent incurring overdues or generating notices, and delaying the expiration of borrowers' cards.
 - We hosted a Zoom meeting for the public libraries with over 90 participants yesterday morning to discuss what NOBLE and our Evergreen system can do as library services transition to curbside service. We will be scheduling a special academic meeting as well.
- **Directors Roundtables** - held two Friday morning meetings, next one is tomorrow. A link to the meeting is on SIS Calendar.
- **Evergreen Update** –
 - Been working with Evergreen community members to plan for the new release to be installed this summer.
 - Staff are participating in the planning for the [Evergreen International Online Conference 2020](#) June 9 - 11 which will include presentations by Member Services Manager Elizabeth Thomsen and Technical Support Analyst Michele Morgan. Library staff can participate in the online conference at no cost via Zoom, advance registration is required.
 - Working with Treasure Valley Community College and Linn-Benton Community College in Oregon on their course materials module development. We have contributed \$10,000 to the project for further enhancements beyond which their LSTA grant could provide to complete the work by adding the capability to include eBooks and open educational resources. In addition to the traditional academic use, we believe it will also be useful for temporary collections like summer reading in public libraries. This will replace the aging Syrup module, which was a package outside of core Evergreen and no longer supported.
- **Internet Upgrade** – Doubling our central office Internet connection from 50Mbps to 100Mbps while reducing ongoing costs by 28%. This will provide plenty of capacity for Zoom training and simulcast Zoom meetings in the future when in-person meetings can resume.
- **Optional Services Survey** – Administrative Assistant Paula Cartolaro is in the process of surveying libraries who are interested in optional services such as additional library databases, Wowbrary and PC Support for FY21. We will be issuing renewal contracts later this month for FY21.
- **Public Library Bid** – The Salem Public Library and the City of Salem once again conducted the bid process for NOBLE public libraries. The bid opening was on May 8th. We have not yet heard any updates, and SPL Director Tara Mansfield is following up.
- **NECC** – Working with Northern Essex Community College, providing their data from Evergreen to HELM and providing files of their collections in NOBLE Digital Heritage. They are now live on HELM, the community college network.

- **Payroll Protection Program Funding** – In April we applied and were awarded \$184,300 in the Payroll Protection Program under the Federal CARES Act through the Small Business Administration to maintain staffing during the pandemic. The program provides 8 weeks of personnel funding plus contributions to overhead. Paula has been reading paperwork and tracking spending. Our period ends in a couple of weeks and we are preparing to file the necessary paperwork to apply for loan forgiveness.
- **Level or Lower Assessments** – At their meeting last week, NOBLE's Executive Board voted to transfer \$10,300 from our capital fund to offset assessment increases for FY21. The FY21 bottom was level funded, but a new formula was implemented for libraries providing their own Internet connectivity would receive a credit, and those relying on NOBLE had an approximate 1.5% increase. There was also a small increase in rates for the PC Support program. The transfer from NOBLE capital will eliminate the 1.5% assessment increase while retaining the credit for libraries providing their own connection, and hold the PC Support rates at last year's level.
- **MBLC Funding** – This is a critical time to contact your state legislators to support library funding. While normally largely resolved at this time, everything is still up in the air due to the loss of tax funding from the stay-at-home advisory. Line 7000-9506 provides funding to the networks. 16% of our operating budget, \$280,000, was received from the MBLC this fiscal year. The potential loss of this funding would bring serious consequences to our staffing, services and costs.

Elizabeth Thomsen –

- **Zoom Sessions** - Been hosting sessions since March 16th in various formats; Discussion Groups, Training Sessions, Library Consultation/Training, Roundtables, and Events. These will continue through the summer and beyond.
- **Evergreen International Conference** – is next week and will take place online.
- **Search Formats** –
 - Configured two additional catalog search formats, one for All Electronic items and one for All Physical items. Added the All Electronic to the format list. Also added a Limit to Electronic Resources checkbox in the post-search limiters at the top of the search results page.
 - Worked out a catalog link format that automatically limits to electronic resources, also one that automatically limits to by copy location.
 - Updated the catalog search box code on the Staff Information System to improve the layout, remove Northern Essex, and to conform to our current method of handling catalog formats for consistency in both search experience and statistics.
- **Online Library Card Setup** – 13 libraries have enabled the Evergreen Request a Library Card feature. This creates a basic information form which goes into a pending file on Evergreen. Staff need to check the file to make sure the patron doesn't already have a card, then set up a provisional patron record and send the information to the patron so they can use electronic resources. The card will expire if they don't come in with identification to update the status of the record. The expiration is currently set to two months. Turning on this option adds a Request a Library Card link to the catalog footer, but libraries can also post this link on their website, social media, etc.
- **Configure Catalog Headers and Footers** – Library directors can designate a staff member to use a tool to update the header and footer links in your library's catalog subdomain. The form makes it easy to add, remove or edit links, which could be useful to link to updated information about reopening, as well as to link to upcoming events pages, electronic resources, etc.
- **NOBLE Catalog App** – Developer Ken Cox has done some bug fixes and configuration changes to our app. More information will be sent out about publicizing the app.
- **OverDrive** –
 - Checkouts for March (33,592), April (41,323) and May (43,826).
 - Advantage Libraries spent \$137,838.33 on orders since March 16th.
 - MBLC Grant Funds - received \$16,760 in the 2nd installment of LEA grant funds. The funds were used to purchase classics and standard titles, all ages and genres, no metered access titles.
 - Curation - In March, added collections for School Closed, Staying at Home, Stress and Coping. Used our "other titles" budget to add more books on trending topics, including crafts, cooking, and breadmaking, as well as anything about the plague, Spanish Flu, and anything related to epidemiology. In the past week, we added a collection on Facing Racism and added some missing titles and additional copies.
 - Statistics ; Looking into incorporating more detailed RLA and Advantage statistics on the Dashboard, and looking at other statistics to learn more about patterns of use.

- **List Maker Improvements** - Several new releases to the List Maker, with new features including the ability to filter by multiple statistical categories, the addition of acquisitions data, and a new Count Sheet you can add to the Excel spreadsheet output that provides counts of copies by shelving location, status, and other columns that were selected for your spreadsheet

Martha Driscoll –

- Working on Evergreen settings to accommodate the closures and eventual reopening of the libraries. Michele Morgan has been keeping on top of these settings:
 - Updating library closed dates to extend due dates (currently June 23)
 - Having Evergreen send messages to patrons with updated due dates
 - Extending hold shelf expiration dates
 - Extending patron expiration dates
 - Limiting the pull list to local holds only
 - Disabling holds go home functionality
 - Adding 10-day grace period for fines to accommodate quarantining
- Statistics Dashboard improvements
 - Suzanne Paterno has added links to the List Maker on ARIS reports and Collection Status reports. The links bring you to the List Maker with the settings preconfigured to run a report of those items.
 - Web Catalog statistics were added to a Web tab. We also plan to add Digital Heritage search statistics to this tab.
- Authentication for new databases
 - There was a flurry in March of database acquisitions that required proxy configurations. Most public libraries took advantage of Ancestry.com opening access to home users.
 - Loading of patron records for academics has been given high priority to get patrons access to remote resources.
- Prep for new release and EG enhancements
 - We have been watching a bug that needs to be fixed before we load the next release. This bug has to do with how bills are recorded in the database.
 - The bug fix should be in the next 3.4 update. When it is released we can test it on the training system then schedule the upgrade on production.
- Supporting library staff remote access
 - NOBLE staff are here to help your staff working at home with client permission issues, other questions, and special reports. Staff can be reached at support@noblenet.org.

5) ELECTION OF OFFICERS:

Diane Wallace announced the following nomination for officers; Amy Lannon as vice president/president elect, Myron Schirer-Suter as treasurer, and Theresa Hurley secretary/clerk.

Catherine McDonald made a motion to elect the officers as nominated, Nicole Langley seconded the motion. Motion carried by unanimous vote.

6) VOTE TO APPROVE BORROWERS CARD POLICY REVISIONS:

Ron Gagnon explained the policy was discussed in the fall as part of a requirement by the MBLC for networks to have information on their websites on “how to get a library card”. During the discussion it was realized our policy lacked specific identification requirements. Addition of identification requirements were approved by the Resource Sharing Working Group and Executive Board in the fall, then presented to the November Members Meeting. There was concern about wording of the Children/Teens section on page two, so the policy was remanded to Executive Board.

The Board considered the issue at their January meeting, and made the following changes:

1. **Teens.** The current verbiage in the Borrower’s Card Policy is *“If an applicant is 17 years and under, parent or legal guardian must provide proof of identification and address. The child/teen must be present for a parent or legal guardian to get them a library card.”* Motion was made to change it to *“If an applicant is 17 years and under, parent or legal guardian may provide proof of identification and address with the child present”*. This would address the issue of a parent or legal guardian obtaining a card without the child present and also not require a parent present if the teen has their own driver’s license/ID.
2. **Classroom sign-ups.** Exempt from requirement

The changes voted by Executive Board have been incorporated into the Borrowers Card Policy. The amended policy was emailed to directors prior to this meeting and is presented here for a vote by the Membership.

Allison Babin made a motion to approve the Borrowers Card Policy as amended, Amy Lannon seconded the motion. Motion carried by unanimous vote.

7) VOTE TO APPROVE BORROWERS CARD RETENTION POLICY:

8) VOTE TO APPROVE BIBLIOGRAPHIC RECORD RETENTION POLICY:

9) VOTE TO DELETE RECORD RETENTION POLICY:

10) VOTE TO APPROVE CLAIMS RETURNED POLICY REVISION:

Ron Gagnon addressed agenda items 7-10 as a package discussion. The policies were emailed to directors prior to this meeting for review. Executive Board recommended the policy changes and are presented for Membership vote.

The Resource Sharing Working Group considered the issue of Claims Returned items and their place in the database. Retaining these records indefinitely without the items being available creates a dead end for staff and patrons searching, and a burden for database cleanup projects.

The RSWG recommended that claims returned items should parallel Missing items, since basically that is what they are, and be removed from the database after a year, including removed from the borrower's record and the network. Similarly, the group recommended that Lost and Paid items also be purged after a year, since the matter is resolved but it leaves sufficient time for libraries who want to provide refunds. Libraries are free to delete these items sooner if they wish.

These decisions led us to break out the Borrowers and Bibliographic Record Retention Policy into two separate policies. The two separate retention policies are attached at the end of the Minutes.

The *Claims Returned Policy* language revision is noted below:

Only the library that owns the item can change its status to claims returned. Items in claims returned status will be purged after one year and removed from the borrower's account.

If approved, the old Record Retention Policy is recommended for deletion.

Catherine McDonald made a motion to approve the policies as presented in Items 7-10, Michael Blake seconded the motion. The motion carried by unanimous vote.

11) VOTE TO APPROVE WHISTLEBLOWER POLICY: Ron Gagnon

During the audit and preparation of IRS Form 990, one of the questions on Form 990 is, does the corporation have a Whistleblower Policy. There's no ramification for not having one, but it is good practice to have an approved policy. Ron reached out to our attorney and he forwarded an appropriate policy for our consideration, attached here at the end of the Minutes. Executive Board approved the attorney's policy language and it is recommended to you today for approval.

Myron Schirer-Suter made a motion to approve the Whistleblower Policy, Amy Lannon seconded the motion. The motion carried by unanimous vote.

Amy Lannon stated may be a good time to look over NOBLE's Strategic Plan and see how any of it might change in light of the current circumstances.

Nicole Langley stated she spoke with her Board of Trustees and they are thinking of resending the survey they did to see if get different response from patrons and how if it would affect what they do for the next five years.

12) **NEW BUSINESS:** None

13) ADJOURNMENT: Brian Courtemanche made a motion to adjourn. The meeting adjourned at 11:15.

Respectfully Submitted,

Theresa Hurley
Secretary

NOBLE
MEMBERS OF THE CORPORATION ANNUAL MEETING
HELD VIA ZOOM - JUNE 4, 2020

First Name	Last Name	Email	Registration Time	Library
Ron	Gagnon	gagnon@noblenet.org	5/29/2020 9:02	NOBLE
Allison	Babin	Babin@noblenet.org	5/31/2020 13:14	Beverly Lucius Beebe Memorial Library,
Jeff	Klapas	klapas@noblenet.org	5/31/2020 13:39	Wakefield
Nicole	Langley	langley@noblenet.org	5/31/2020 14:05	Stoneham Public Library
Christina	Condon	condonc@merrimack.edu	5/31/2020 14:34	Merrimack College
catherine	mcdonald	cmcdonald@noblenet.org	5/31/2020 14:48	Lucius Beebe Memorial Library
Paula	Cartolaro	paula@noblenet.org	6/1/2020 8:38	NOBLE
Andrew	McCarthy	ajmccart@bhcc.edu	6/1/2020 9:17	Bunker Hill Community College Library
Martha	Driscoll	driscoll@noblenet.org	6/1/2020 11:23	NOBLE
Tara	Mansfield	mansfield@noblenet.org	6/1/2020 11:44	Salem
Diane	Wallace	wallace@noblenet.org	6/1/2020 14:14	Winthrop
Beth	Pocock	bpocock@sawyerfreelibrary.org	6/1/2020 14:53	Sawyer Free Library
Diane	Wall	dwall@noblenet.org	6/2/2020 9:51	Melrose Phillips Academy Andover Oliver
Michael	Blake	mblake@andover.edu	6/2/2020 14:41	Wendell Holmes Library
Abby	Porter	aporter@noblenet.org	6/3/2020 14:02	Lynnfield Public Library
Frances	Nilsson	nilssonf@merrimack.edu	6/3/2020 16:41	Merrimack College McQuade Library
Elizabeth	McKeigue	emckeigue@salemstate.edu	6/3/2020 17:24	Salem State University
Alan	Thibeault	athibeault@noblenet.org	6/3/2020 21:13	Saugus
Cate	Merlin	merlin@noblenet.org	6/4/2020 8:27	Peabody
Amy	Lannon	lannon@noblenet.org	6/4/2020 8:43	Reading
Alyce	Deveau	deveau@noblenet.org	6/4/2020 9:17	Swampscott
Myron	Schirer-Suter	myron.schirer-suter@gordon.edu	6/4/2020 9:23	Gordon College
Alex	Lent	lent@noblenet.org	6/4/2020 9:57	Danvers
Brian	Courtemanche	bcourtem@endicott.edu	6/4/2020 10:01	Endicott College Diane M. Halle Library
Mike	Barker	mbarker@andover.edu	6/4/2020 10:10	Phillips Academy



Borrowers Card Record Retention Policy

Patron Verification

To keep patron contact information up-to-date, public library borrower records will be verified every three years. Cardholders will be notified of upcoming need for verification thirty days in advance via email and other electronic means, with a follow up fourteen days prior to suspension. Libraries may also generate system reports in advance for other contact efforts, and to renew cards for local officials, faculty, etc.

Libraries must verify the accuracy and completeness of contact information when renewing the account for an additional three years. Information to be verified includes mailing address, telephone number and email address. Libraries may verify information in person or via telephone or email.

Use of the borrowers' card for borrowing materials and for use of electronic resources will be suspended at the anniversary date until the cardholder contacts the library to verify their contact information.

Patron Purge

Cardholders without checkouts who are expired for three years will be purged on a monthly schedule. Cardholders with bills for items will not be purged; borrowers owing only fines/manual charges will be purged.

Libraries can review a list of users due to be purged on a regular basis to renew cards for local officials, faculty, etc.

Academic Library Option

For cardholders owing only fines and/or manual charges, academic libraries may set a threshold amount for total charges over which their Student/Faculty/Staff/Alumni etc. borrowers will not be purged.

Definitions

Bills - A charge for an item that was never returned. (Evergreen- Lost and Long Overdue)

Fines - Charge for an item returned past the due date (Evergreen - Overdue Materials)

Manual Charges - An amount of money a staff member places on a user's record. (Evergreen - Grocery Bills)



Bibliographic Record Retention Policy

Long Overdue and Lost Item Purge

Checked out items will be suppressed from the catalog monthly after having been overdue for a year. The items will remain visible in the staff client catalog. Items will be automatically unsuppressed if returned and checked in.

Items will be removed from the database monthly when they exceed five years overdue. The items will be checked in which triggers the following actions:

- The checkout will be removed from patron record
- The item bill will be cleared from the patron record
- Overdue fines may be assessed according to the owning library's fine policy

Local Option

A library may elect to retain bills for their items on patron records when the items are deleted.

Missing, In Transit, Lost and Paid and Claims Returned Purge

Missing, In Transit, Lost and Paid and Claims Returned items will be purged after one year of being in the status.

Bibliographic Record Purge

Newly created bibliographic records with no attached items will be purged after one week. A bibliographic record will automatically be purged after the last attached item is removed.



NOBLE

NOBLE WHISTLEBLOWER POLICY

The North of Boston Library Exchange (“NOBLE”) requires directors, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of NOBLE, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Reporting Responsibility

This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns internally so that NOBLE can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees and volunteers to report concerns about violations of, or suspected violations of, any rules, standards, laws or regulations that govern NOBLE’s operations.

No Retaliation

It is contrary to the values of NOBLE for anyone to retaliate against any board member, officer, employee or volunteer who in good faith reports an ethics violation, a suspected violation of federal or Massachusetts law, a complaint of discrimination of any kind prohibited by federal or Massachusetts law, a suspected breach of fiduciary duty, suspected fraud, or suspected violation of any regulation governing the operation of NOBLE, including but not limited to the rules and requirements of the Massachusetts Attorney General’s Non-Profit Organizations/Public Charities Division. Anyone who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

Reporting Procedure

NOBLE’s Compliance Officer for purposes of enforcing this policy shall be the Executive Director, who shall promptly investigate all reports. NOBLE has an open-door policy and suggests that employees share their questions, concerns, suggestions or complaints with their supervisor. If you are not comfortable speaking with the Executive Director or your report concerns the Executive Director, you are encouraged to speak with the President of NOBLE, who shall act as Compliance Officer regarding that report. Employees with concerns or complaints may also submit their concerns in writing directly to the Executive Director or to the President.

Compliance Officer

The Compliance Officer is responsible for ensuring that all reports of inappropriate or unlawful conduct covered by this policy are investigated and properly resolved. The Compliance Officer will advise the Executive Board of all complaints and their resolution and will report at least annually to the Executive Board on compliance activity relating to accounting or alleged financial improprieties.

Accounting and Auditing Matters

The Compliance Officer shall immediately notify the Executive Board of any concerns or complaint regarding corporate accounting practices, internal controls or auditing and work with the Board until the matter is resolved.

Acting in Good Faith

Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove both not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation and to comply with any requirements of law pertaining to the investigation.

Handling of Reported Violations

The Compliance Officer will notify the person who submitted the complaint and will acknowledge receipt of the reported violation or suspected violation. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

Policy approved by the Executive Board of Directors on May 27, 2020