

**NOBLE
MEMBERS OF THE CORPORATION MEETING
VIA ZOOM VIDEO CONFERENCE
SEPTEMBER 17, 2020**

PRESENT: Sixteen libraries were represented at the meeting by authorized voting representatives.

1) CALL TO ORDER: President Diane Wallace called the meeting to order at 10:05. Introductions were done.

2) APPROVAL OF MINUTES: Amy Lannon made a motion to approve the June 4, 2020 Minutes, Catherine McDonald seconded the motion, two abstentions. Motion carried by majority vote.

3) TREASURER'S REPORT: Myron Schirer-Suter reported on the budget as of August 31, 2020, which reflects the FY21 budget. Audit has not begun yet, so some line items may be adjusted.

4) MANAGERS' REPORT:

Ron Gagnon –

- **Library Operations** – NOBLE staff continues to support libraries by reconfiguring systems and settings in light of the evolution of government and governing body requirements for library operation.
 - Wrote patches to meet the evolving staffing, customer service and outreach demands.
 - Helped libraries add electronic resources and seen OverDrive use and other services skyrocket.
 - Assisted libraries with local projects, such as weeding, reorganizing collections, and revising hosted websites.

Some networks have laid low and referred libraries to canned vendor training. We have done far more live training, consulting and discussion roundtables than before the pandemic. We consider ourselves not only the technology partner for our libraries, but also a partner to maintain the profile and role of our libraries in this challenging time. Have posted regularly on social media and provide ways to generate social media materials for our libraries and have been represented on local radio and in local newspapers.

- **Zoom Meetings** – hosted 80 meetings and training sessions with over 1,100 total participants. The sessions include 27 training sessions with 567 attendees, 21 roundtables with 294 participants and many individual library consultations. Our largest session, Phase One Customer Service, had 109 attendees.
- **Resource Sharing** – almost all libraries have restored full resource sharing. On Monday, the Commonwealth Catalog will be reactivated, and NOBLE along with all the other networks will be participating. Only one NOBLE library indicated they won't be able to participate.
- **Evergreen Release 3.6** - Our Technical Support Analyst, Michele Morgan, is one of the four-person 3.6 Release Team for the upcoming Evergreen release due out in October. Usually there are only one or two people overseeing the release, and usually the same small handful of people. This is an effort to expand the pool of Evergreen community people with release management experience. Michele is also keeping an eye on improvements that are of particular interest to us. Release 3.6 will contain the new Course Materials Module. NOBLE contributed funds to the development for this module, which will better handle electronic resources. We expect to load this release shortly after the new year.
- **FOLIO** - On July 9th, Ron, Elizabeth and Martha had a custom 3 hour demonstration done by two of the leaders in EBSCO's FOLIO development. While FOLIO's focus is still academic libraries, they are looking to expand to public libraries as well. EBSCO is promoting FOLIO and is one of the remote hosting options. FOLIO has come a long way, and is being more widely implemented though it is still in development.
- **Audit** – Auditor Bob Guimond has been contracted for our annual financial statements and to prepare Federal and state filings. He has been reviewing our information, site visits have not yet begun.
- **Working Groups** – Executive Board authorized two working groups for FY21, the Electronic Resources and Database Working Group, and the Resource Sharing Working Group. ERDWG met yesterday afternoon and Resource Sharing will meet on Monday afternoon.

Elizabeth Thomsen –

- **Training** – Did a lot of group training sessions and individual library consultation sessions on the catalog, NoveList Select, NoveList Plus, Gmail, Google Drive, and G Suite programs, OverDrive, We all got a lot of experience, which will drive how we move forward with training this year and beyond. This format has allowed some library staff who may not be able to attend in person training at NOBLE, to receive training. Areas to improve on:

- Work on more structure to build in more hands-on experience

- Have sessions available in screencasts

- Integrate some vendor training

OverDrive – held some sessions for NOBLE’s public users, which Elizabeth attended

Structure – working on better ways to organize training into specific named (or numbered) classes that are offered on a regular basis.

Registration – Was using Zoom registration, but will be going back to NOBLE’s own registration system. This will allow everyone to see how many people have registered for a class and who they are. We will be able to automatically generate statistics so we can see, and directors can see, who attended any of the sessions of a particular class.

Reminder can do individualized training just for your staff.

- **List Maker** – which is not part of Evergreen and was developed collaboratively by NOBLE staff, with the coding and queries being created by Suzanne Paterno. There was a new release in July which added support for electronic resources by the date they were added. New release coming soon that will create and update record and copy buckets, and create code for automatically updating Bookshelves

Martha Driscoll –

- Evergreen Update - release 3.4 was loaded on August 10. We had a few technical glitches but were resolved. Evergreen 3.5 is the next release and it is in general release. We have loaded it on the training system and will be working toward loading that on production. No date has been set yet. Release 3.6 will be coming out later this fall and the community has scheduled a bug squashing week next week.
- New Era, our networking vendor, used some vulnerability testing software to scan our network. They provided a lengthy report that I am going through. At first glance, the issues appear to be warnings that operating system versions on the older servers are out of date.
- ARIS statistics were compiled and posted at the beginning of July.
- George has begun visiting libraries to update software, move computers etc.
- Some directors have asked about ways to provide support while social distancing when patrons are in the library. NOBLE has a 1000-seat license for Remote Administrator. This software allows staff to remote control a patron PC to assist with troubleshooting or instruction. There is also a chat window for the library staff person and patron to communicate. I have offered this to libraries who want to assist patrons while maintaining distance. If you are interested, I can send installation instructions and the license number to activate the program.
- Loading patron records for academic libraries. Try to get the records loaded shortly after receiving the files.

5) PRESENTATION OF FY22 NOBLE OPERATING BUDGET, OVERDRIVE AND PC SUPPROT BUDGETS AND ASSESSMENTS: Ron Gagnon presented the FY22 budget, highlights of presentation:

A) OPERATING BUDGET -

Reduced Funding and Assessments

- Bottom line and assessments remain the same as implemented for FY21
- The implemented FY21 budget is 0.8% lower than the budget voted by membership in November, 2019, level continued for FY22

Assessment Formula

- 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, not recalculated, plus break for self-provided telecomm

MBLC Funding FY21

- Funding completely unknown – no FY21 state budget
- Waiting on revenues and Federal funds
- Significant decrease likely
- Applied to FY22 budget
- Won't know until after our budget vote

MBLC Funding FY20

- Near record year for funding in FY20
- \$212,550 for resource sharing and telecomm
- Applied to FY21 budget
- New \$33,519 for ebook collection

CARES Act PPP Funds

- Received \$184,300 in Payroll Protection Plan funding in FY20
- Increases surplus transferred to FY22
- SBA forgivable loan via our bank
- Forgiveness under way

Filling the Gap

- Included MBLC funding for FY2022 only 18% of what we received in FY2020, \$38,174
- Hopefully not an 82% cut
- If worse cut, could be made up from capital funds
- Adjusted next August by Executive Board

No Significant Changes

- Small operating increases in
 - Building maintenance – possible COVID needs
 - Insurance (liability, cyberliability, retirement, health, workers comp.)
 - Contractual lease increase
 - Server maintenance and upgrades – aging, renew maintenance contracts
- Assumes normal travel, meetings, etc.
- May need A/V technology for hybrid meetings

Correcting Cataloging Cuts

- Moved from OCLC to SkyRiver in FY18, saving \$34,000 but learning curve
- Evolving MARC record situations, variable sources, quality, coding
- FY20 outsourced project cleared 16,000 record backlog caused by part-time cataloging staff reduction, since restored
- Using more sophisticated algorithms to sort new records, to upgrade or not, now current

MassLNC Ended

- Evergreen development cooperative assumed by Evergreen Indiana
- Saved us almost \$45,000 in FY20, plus almost \$30,000 returned funds to capital
- More money going into development
- Also working with Evergreen community
 - Contributed directly to Course Materials module and credit card security upgrade

Graph showing 15 Year Rate of Increase, CPI vs NOBLE, and NOBLE increase much lower.

Capital Account Balances

- Capital \$910,348
 - \$10,000 better than last year
 - Rec'd \$30,000 from MassLNC dissolution
- Contingency \$750,000
 - Same as last year, recommended 6 months
- MBLC Infrastructure \$ 32,765
 - Up from zero in FY19

Capital Account Activity

- Used Capital in FY20 for
 - Evergreen catalog app., \$4,800
 - To level FY21 assessments, \$10,333
- In FY21
 - Improvements to Evergreen credit card security, \$5,000 (appropriated last month)

B) WEBSITE HOSTING –

- Optional service for our libraries, no increase, still \$500/yr.
- Includes Jetpack automatic security and backup – costs \$99/yr
 - Daily backups, one-click restores, spam filtering, 30-day archive, daily scans for malware and threats on main site only
- 17 libraries' websites plus MLS

C) PC SUPPORT ONSITE SERVICE –

- An optional service for libraries, holding current rates for FY22, been the same since FY19. Likely to have small deficit. The program has built up reserves over the years, any deficit will come from that
- Rates:
 - \$120.50 per PC
 - Base \$295
 - 7% surcharge for Envisionware
- 13 libraries participate

D) OVERDRIVE –

- FY22 budget the same as FY20 and FY21. Some variation in assessments tied to usage metrics

Continuing Popularity

- 25% growth in overall NOBLE OverDrive circulation in FY20:
 - 24.2% increase in ebooks (vs.23%)
 - 22.5% increase in audiobooks (44.7%)
 - 69.5% increase in magazines

Pandemic Popularity (March 1st through August)

- Ebooks up 73% over same FY19 months
- Audiobooks up 23% over FY19
- Magazines up 100% (double)
- 60% of FY20 combined book spending happened in last 3 ½ months of FY20. Many Advantage libraries used funds to add to the collection

Chart showing circulation growth by format past 7 years

User Growth

- 23,773 unique NOBLE users in FY20, up 17.3%. Chart showing increase the past 8 years

Changing Landscape

- Advantage Plus – option to purchase titles with local funds, curate welcome page with local interest items (programs, summer reading titles) 21 of 25 libraries participate
- Magazines – Revamped collection with better titles, 50 total
- Reciprocal Lending Agreement – share with other networks, broadening choices. Chart showing copies in collection in each network

Libby App

- Simpler, more friendly access. Usage of animations in the app
- Significant promotion, helps to drive usage

FY22 Budget Proposal

Proposed \$233,200 shared OverDrive assessment recommended by Executive Board

- Unchanged from FY20 and FY21
- On a par with other Mass. consortia on a per public library basis

Budget Breakout -

- \$203,200 OverDrive books in weekly purchases throughout the fiscal year
- \$ 30,000 OverDrive magazines
- MBLC \$12,000 for platform fee

FY21 also had

- \$220,699 from Advantage NOBLE libraries
- \$ 33,519 from MBLC

Updated Formula

- First subtract use of the library's Advantage items in NOBLE from the library's total usage.
- Then usual formula is applied
 - 50% based on last year's assessment
 - 50% on last year's usage
- 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 tighter range
- Variations due to usage, Advantage spending

Low Cost Per Circulation

- Cost per circ. in FY20: \$1.25
- Up from 84¢ in FY19
 - Includes platform costs, all materials
- Heavy spending late in fiscal year – \$194,921 (88.3%) of Advantage funds in last 3.5 months
- Little or no labor cost for preparation and management

Budget Process and Schedule

- Budget reviewed and recommended by Executive Board on September 9
- Presented for your consideration today
- Voted at our next Members Meeting on October 15, 10 am, via Zoom

6) VOTE TO APPROVE TEMPORARY CHANGES TO THE STANDARD OVERDUE AND BILLING POLICY: Ron Gagnon –

NOBLE has a Standard Overdue and Billing Policy last updated two years ago, which mandates the following notices for all libraries:

- *email notice to patrons two days prior to the item due date;*
- *overdue notice at 14 days overdue (email if available, print if not), public libraries only;*
- *long overdue/bill notice in email and print at 42 days overdue;*
- *email reminder at six months overdue.*

A long overdue block will be placed on the patron's record at 42 days after the due date.

Since the pandemic, patrons with long overdue items are blocked, but billing of long overdue items was suspended on March 15th. This in turn creates the following issues for patrons:

- Borrowers can't clear their account via credit card since they have not been billed. The curbside process often has no option for payment.
- Blocked borrowers can't use curbside which requires placing holds.
- Borrowers may have forgotten about or misplaced items borrowed in January, or may not be able to get to library to return.

The normal process for six week overdue items is:

1. Change the item's status to Long overdue
2. Bill the patron the cost of the item
3. Add a Long Overdue block to the patron record preventing circulation functions.

On March 15th, 1 and 2 were suspended, but #3 was not. The patron block has a separate process from the billing process. A total of 4,573 users have been blocked since July 1st, covering the pre-pandemic extended loan periods as well as the beginnings of curbside long overdues. 13,585 items were involved as of September 1st.

Vice president Amy Lannon, summarized the Executive Board's recommendation for temporary changes to the Standard Overdue and Billing Policy at their September 9th meeting, as follows:

The Executive Board voted to recommend that NOBLE unblock all patron accounts and send out a modified long-overdue notice to remind users that our first priority is their access and our second priority is the return of all materials so that other users may borrow them. Member libraries can customize these notices to reflect their return locations and times, or other content to encourage prompt return of materials. Overdue items will remain on the user's accounts, but there would be no blocks for long-overdue items until further action is taken by the Executive Board or the Members' vote.

The NOBLE Executive Board understands that a few users may abuse this exception to our standard lending policy. However, we also feel that our communities' stress, anxiety, and trauma warrant understanding and compassion.

Nicole Langley made a motion to approve Executive Board's temporary changes to the Standard Overdue and Billing Policy as recommended above. Linda Gardener seconded the motion. Motion carried by unanimous vote.

7) OVERDRIVE UPATE: Elizabeth Thomsen

Presentation on the funding of OverDrive titles:

- NOBLE Budget - weekly spending on holds, new titles (bestsellers and other titles), and copy renewals.
- OverDrive Advantage Libraries – libraries had funds available to add to the collection to try to keep up with demand during library closure
- Grant Funds –
 - \$33,519 in MBLC LEA Content grant
 - \$500 grant from Community Champions Program sponsored by Constellation, a utility company. This was facilitated by Myron Schirer-Suter, the funds were used to purchase children's Sign Language video books.

8) **NEW BUSINESS:** None

9) **ADJOURNMENT:** Linda Gardner made a motion to adjourn. The meeting adjourned at 12:00.

Respectfully Submitted,

Theresa Hurley
Secretary



Members Meeting
9-17-20

	Registrants	Email Address	Registration Date
<input type="checkbox"/>	Linda Gardener	lwgardener@noblenet.org	Sep 17, 2020 10:05 AM
<input type="checkbox"/>	Brian Courtemanche	bcourtem@endicott.edu	Sep 17, 2020 09:59 AM
<input type="checkbox"/>	Myron Schirer-Suter	myron.schirer-suter@gordon.edu	Sep 17, 2020 09:58 AM
<input type="checkbox"/>	Oscar Lanza-Galindo	oscar.lanzagalindo@bhos.edu	Sep 17, 2020 09:57 AM
<input type="checkbox"/>	Amy Lannon	lannon@noblenet.org	Sep 17, 2020 09:57 AM
<input type="checkbox"/>	Martha Driscoll	driscoll@noblenet.org	Sep 17, 2020 09:51 AM
<input type="checkbox"/>	Nicole Langley	langley@noblenet.org	Sep 17, 2020 09:47 AM
<input type="checkbox"/>	Theresa Hurley	Hurley@noblenet.org	Sep 17, 2020 09:22 AM
<input type="checkbox"/>	Elizabeth McKeigue	emckeigue@salemstate.edu	Sep 17, 2020 09:02 AM
<input type="checkbox"/>	Catherine McDonald	cmcdonald@noblenet.org	Sep 16, 2020 07:47 PM
<input type="checkbox"/>	Jenny Benedict	jbenedict@sawyerfreelibrary.org	Sep 16, 2020 07:32 PM
<input type="checkbox"/>	Alan Thibault	athibault@noblenet.org	Sep 16, 2020 02:06 PM
<input type="checkbox"/>	Alyce Deveau	Deveau@noblenet.org	Sep 16, 2020 01:39 PM
<input type="checkbox"/>	Paula Carlolaro	paula@noblenet.org	Sep 15, 2020 12:18 PM
<input type="checkbox"/>	Jennifer Inglis	jinglis@noblenet.org	Sep 15, 2020 11:41 AM
<input type="checkbox"/>	Gate Merlin	merlin@noblenet.org	Sep 13, 2020 02:19 PM
<input type="checkbox"/>	Diane Wallace	wallace@noblenet.org	Sep 13, 2020 02:17 PM
<input type="checkbox"/>	Tara Mansfield	manstfeld@noblenet.org	Sep 11, 2020 02:13 PM
<input type="checkbox"/>			