

**NOBLE
MEMBERS OF THE CORPORATION MEETING
VIA ZOOM VIDEO CONFERENCE
NOVEMBER 19, 2020**

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

1) CALL TO ORDER: Diane Wallace called the meeting to order at 10:00.

2) APPROVAL OF MINUTES: Brian Courtemanche made a motion to approve the October 15, 2020 Minutes, Catherine McDonald seconded the motion. Diane Wallace and Jenny Benedict abstained. Motion carried by majority vote.

3) TREASURER'S REPORT: Myron Schirer-Suter reported on the budget as of October 31, 2020. The audit is complete; some line items will be adjusted.

4) MANAGERS' REPORT:

Ron Gagnon –

- **Meetings & Training** – continue with online sessions, including weekly Directors' Roundtables. We are working to improve Evergreen, testing and planning for Release 3.6 in January, and improving List Maker and cover carousels for promoting collections.
- **Audit** – is complete as well as the federal and state non-profit filings. Executive Board approved the filings, and all three documents were emailed to all directors last week. Paula works with our CPA on the audit, consulting with myself during the process.
- **Payroll Protection Program Loan Forgiveness** – In the spring NOBLE received \$184,300 from the Payroll Protection Program through the CARES Act. Once the funds are expended, businesses can apply for loan forgiveness. Paula is pulling information together and working with North Shore Bank to get the application submitted. Once submitted, the bank has 60 days to review and submit to SBA, who has 90 days to reply. Interest is deferred until a decision on forgiveness is made, we should meet the criteria for full forgiveness.
- **TIAA Retirement Plans** – Updated our plans with more investment options. Also the Department of Labor regulations provide fiduciary relief to plan sponsors who use certain types of investments as Qualified Default Investment Alternatives (QDIA) for contributions made on behalf of employees who do not make allocation decisions. TIAA-CREF's QDIA Services provides this protection and takes care of all regulatory mailings and we are taking advantage of that option.
- **MBLC Funding** – The House and Senate budgets were released - level funding for MBLC network line item 9506. Support for resource sharing, telecommunications, infrastructure and OverDrive eBooks programs are intact. The MBLC Commissioners approved these allocations at their November 5th meeting. When the budget is signed, the funding process will begin.
- **ECCF Grant** – Our Essex County Community Foundation grant application for \$25,000 for Spanish language ebooks and audiobooks was declined. Ron will continue looking for other opportunities.
- **GuideStar Silver Status** – GuideStar is a website that provides analysis of nonprofits creditability. You achieve increasing levels of transparency, Bronze through Platinum. NOBLE has gone from no review to Silver, which gets us "Donate" button on their website. Two more levels, gold and platinum, which require essay questions as to what you will accomplish to reach those levels. GuideStar also associated with a grant database.
- **Meetings** - attended the MLS Annual Meeting and MBLC Commissioners meeting.
- **Value of NOBLE** – working on updating the annual "Value of NOBLE" document and hope to have that out in the next couple of weeks.

Elizabeth Thomsen –

- **OverDrive** - Salem and Beverly are live with OverDrive's PLC, Public Library Connection, program, which allows students using the OverDrive Sora app (the school equivalent of Libby) to bring in content from NOBLE using their school credentials, without needing to enter a public library card. If you are approached by your school, please let NOBLE staff know. Statistics for these checkouts are now on the NOBLE OverDrive page of the Dashboard, under *Checkouts by Public Library Connection (PLC) Users*.

- **Roundtables & Discussion Groups –**
 - Reported on circulation and reference roundtables that were held. OverDrive and Local History roundtables are scheduled in December.
 - Reported on Social Media and Marketing, and YA Librarians Discussion Groups that were held.
- **Meetings –**
 - Participated in the quarterly Evergreen Student Success group meeting. This is small group of Evergreen Consortia and individual academic libraries, and Elizabeth agreed to be the new facilitator. For the next meeting, plan to invite NOBLE academic libraries to participate, and to have a demonstration and discussion of course reserves, including enhancement ideas.
 - Participated in an Evergreen catalogers group, Ask-a-Cataloger, on Creative Uses for Copy Buckets. Did a presentation based on her Evergreen conference presentation, but had to scale it down since so much of what NOBLE does with buckets, starts or ends with the List Maker. Will be scheduling some NOBLE bucket sessions and updating screencasts
- **Training -**
 - Held sessions on Weeding and Inventory Reports, and OverDrive Advantage Training.
 - Setting up a round of required training specifically for the designated cataloging and circulation contacts. The sessions will walk people through all the cataloging processes that fall under their responsibility, including the less frequently used processes. The sessions will be on the training system and have a hands on approach.
- **Meeting Registration –** improvements to the registration tool were made to streamline access to the Zoom link and handouts, and a reminder link with these will be sent the morning of each session. Also working on a Meeting Dashboard that will list all upcoming meetings in one place, with the option to filter by category, and improved statistics.

Martha Driscoll –

- **New Era Technology** – our telecomm vendor is doing a security scan on our internal network. Had one done in the past, but that was outside our network. The scan is scheduled Friday night and will not affect the network. This scan is behind the firewall and will point out security problems within the internal NOBLE network including the server room and desktop PC's.
- **ComCat** –been working with ComCat and AutoGraphics staff to implement some new development that will store patrons locally in the ComCat database by database ID instead of barcode. This will allow patrons who change their barcode due to a lost card to still access the same record in ComCat. CW/MARS has already implemented this development and actually wrote the code for the Evergreen side. We are testing it this week and will switch over when testing is complete. Staff and patrons will not see any changes to ComCat.

Ron added we are the second network in ComCat to implement the change from barcode to patron ID. Also in regard to New Era, security scan is an added contract to test our network for vulnerability.

5) VOTE TO APPROVE FY22 NOBLE ACTION PLAN: Ron Gagnon

Ron sent out the FY2020 objectives report earlier this week. Given the complete change in operations this year brought us, we were successful in meeting the objectives we could meet under the circumstances, and in supporting our libraries through the changing circumstances and service models.

The Action plan is a great management tool, but also allows NOBLE to apply for LSTA grant funds. Part of the Action Plan is to continue to have the remote option for meeting attendance. The FY22 Action Plan was sent to directors prior to the meeting, key points highlighted below:

Goal 1 – Provide high-quality services to our member libraries, staff and users.

- 1.C. Provide training on Matomo to NOBLE staff. Matomo is an open source web statistics tool.
- 1.F. Replace/upgrade 2016 office telephone system to provide connectivity and answering ability to staff working remotely, capital funding to be approved by Executive Board.

Jenny Benedict asked if a comparative staff salary and benefits study had been done across NOBLE libraries at any time. Ron replied no, but it is done across the networks by MBLC. [The Mass. Board of Library Commissioners collects and posts salary information for various positions in Massachusetts public libraries annually, in sixteen different job areas, including ranges for each.]

Goal 2 – Sustain strong member relations and community among participating libraries.

2.M. Update audiovisual equipment for meeting and conference rooms that would provide for hybrid training and meeting sessions with live and remote attendees able to fully participate, capital funding to be approved by Executive Board.

2.N. Facilitate monthly Directors' Roundtable virtual meetings

2.P. Monitor and participate in the MBLC/MLS statewide database acquisition process.

2.Q. Assist libraries in transitioning to a "new normal" of library services

Goal 3 – Enhance the library management system and related technology.

3.A. Implement Bootstrap Evergreen catalog, new version of the catalog. Work with Electronic Resources and Database Working Group.

3.F. Contribute funds and expertise to the Evergreen Community Development Initiative

3.G. Work with other Evergreen users to develop new or improved software functionality useful to NOBLE libraries.

3.H. Investigate, acquire and install new routers in libraries to replace end-of-life models. Funding from MBLC Infrastructure grant and NOBLE capital.

3.I & J. Work with Electronic Resources and Database Working Group on evaluating needs in the EBSCO online periodical packages, which the contract is expiring. Work with EBSCO for optimal pricing for a renewal package.

3.K. Investigate implementation of fully functional SMS (text) notifications in Evergreen, including ongoing connectivity costs.

3.N. Implement "Did You Mean..." technology in the Evergreen catalog.

3.P. Investigate remote or cloud hosting alternatives for Evergreen servers in light of 2023 lease renewal and age of servers.

Goal 4 – Enhance access to management data.

4.D. Provide catalog searching and usage statistics using Matomo web analytics platform.

4.E. Develop and implement a tool to query the Evergreen database for circulation statistics, including by time ranges.

Goal 5 – Provide strong fiscal stewardship.

5.F. Investigate moving to cloud-based bookkeeping software for security and access outside the office.

Goal 6 – Improve accessibility and inclusivity in NOBLE services and assist libraries in improving accessibility and inclusivity.

6.A. Seek funding to institute, grow and share world language resources in NOBLE libraries.

6.B. Evaluate the accessibility of the NOBLE catalog with a focus on the developing Evergreen Bootstrap catalog

Jenny Benedict asked if there has been discussion on environmental sustainability at the Executive Board level as it relates to NOBLE objectives and action. Ron stated there hasn't. Jenny asked if could request that Executive Board discuss that, and suggested an environmental sustainability policy from NOBLE as a starting point.

Theresa Hurley made a motion to accept the FY2022 Action Plan, Jen Inglis seconded the motion. The motion carried by unanimous vote.

6) IMPROVEMENTS IN EVERGREEN RELEASE 3.6:

Ron Gagnon –

Ron explained we will be doing 3 releases this year to get up to the latest release 3.6, which was out last month. Technical staff has been testing and getting ready to roll it out.

Martha Driscoll -

Release 3.6 will be loaded in early January. Don't have a specific date yet, most likely second the week of January. It is currently on the training system, being testing, checking bugs, updating customization.

Evergreen Release 3.5 was loaded on October 25th. We loaded this release mid-semester so we would be ready to load 3.6 in the winter, which has the course reserves module.

Elizabeth Thomsen –

Showed screenshots of enhancements in 3.6 release:

- Course Reserves Module - This is the first implementation in Evergreen. It's replacing our older Syrup Course Reserves. Beth Willis has been testing it on our training system. She will contact libraries who use course reserves to setup test courses.
- Hopeless Holds – these are holds that the items are Missing, Lost, Long Overdue, etc. There's an interface that lets you find these holds.
- Curbside Pickup – Was created and released in June. Interface to manage curbside pickup appointments. Patron can place a hold or staff places hold for patron. Staff or patrons can schedule appointments. It will be turned on in the training system for libraries to test.
- New Staff Catalog –Staff catalog is being rewritten using Angular, the web development framework that's been adopted for the rest of the staff client.
 - A feature that is available is to set search templates for different search types. If you switch between inputting books and inputting DVDs, you could set separate search templates for each. Feature was from a previous release, 3.4 or 3.5, as an option, but weren't able to implement due to some bugs.
 - Carousels. Adds carousels of covers and titles to the main page of the catalog. Works from automatically created record buckets for new items and most popular items.

7) NEW BUSINESS: Diane Wallace announced she is retiring December 4th. She thanked everyone at NOBLE and the staff at the libraries.

8) ADJOURNMENT: Angela Binda made a motion to adjourn, Catherine McDonald seconded the motion. The meeting adjourned at 11:17 am.

Respectfully Submitted,

Theresa Hurley
Secretary

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VIA ZOOM
NOVEMBER 19, 2020**

LIBRARY

Beverly	Allison Babin
Bunker Hill CC	
Danvers	Alex Lent
Endicott College	Brian Courtemanche
Everett	
Gloucester	Jenny Benedict
Gordon College	Myron Schirer-Suter
Lynn	Theresa Hurley
Lynnfield	Jennifer Inglis
Marblehead	
Melrose	Linda C.W. Gardener
Merrimack College	
Montserrat	
Peabody	
Phillips Andover	
Reading	Amy Lannon
Revere	
Salem	Tara Mansfield
Salem State University	
Saugus	Alan Thibeault
Stoneham	Angela Binda
Swampscott	Susan Conner
Wakefield	Catherine McDonald
Winthrop	Diane Wallace
NOBLE	Ron Gagnon
	Elizabeth Thomsen
	Martha Driscoll
	Paula Cartolaro