

**NOBLE  
MEMBERS OF THE CORPORATION MEETING  
VIA ZOOM VIDEO CONFERENCE  
MARCH 18, 2021**

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

**1) CALL TO ORDER:** Amy Lannon called the meeting to order at 10:05.

**2) APPROVAL OF MINUTES:** Catherine McDonald made a motion to approve the November 19, 2020 Minutes, Linda Gardener seconded the motion. Motion carried by majority vote.

**3) TREASURER'S REPORT:** Myron Schirer-Suter reported on the budget as of February 28, 2021. Spending is on target.

**4) MANAGERS' REPORT:**

**Ron Gagnon** –

- **System Security** – Staff has been working on patron data security and systems security.
- **Infrastructure** – Working on three infrastructure projects to improve the services we provide and NOBLE's financial security.

**Telephone Upgrade** – Executive Board approved funds to replace our current line-based telephone system with a cloud-based voice-over-IP system. The main reason is that parts for our current system are no longer available should the system fail. We solicited three proposals and decided to go with our current long-time provider, Unitel. The new VOIP system will allow staff working from home to have calls transferred to them, as well as be able to call library staff without using their personal phones. It will also allow staff working remotely to answer the phone if Paula or I are not in the office. Ongoing costs will increase slightly, but this late in the fiscal year it won't have an impact on the overall budget. The line item will be adjusted during the budget process this summer for the upcoming fiscal year.

**AV Equipment Upgrade** – Executive Board approved \$12,452.78 in NOBLE Capital Funds to upgrade the audiovisual equipment in our large meeting room to provide video as well as audio for hybrid training and meetings. There will be a remote-controlled camera at the back of the room that can zoom in on the presenter or zoom out to show the larger room. People in the room will continue to hear the presenter amplified as well as hearing input from those remotely. Likewise, two ceiling microphones will cover the room so that those not present can hear the presenter and the in-person attendees.

During the pandemic, we have been able to reach library staff with Zoom training that were never able to come to NOBLE for training. The new equipment will allow us reach a larger audience by continuing the remote option for library staff that can't attend in person, and for staff that may not feel comfortable attending in-person meetings.

**Network Upgrade Projects** –

Central site - is getting a new 48 port switch for the VOIP telephone system to replace one that will no longer be eligible for maintenance support. The new unit will also increase central site networking capacity.

Upgrade connectivity to the libraries - One of our FY22 objectives is to upgrade telecommunications equipment in libraries that NOBLE provides connectivity to. The routers are over ten years old, and the switches are six years old. The equipment is also seeing the end of support. Also the switches cannot take full advantage of the 150Mbps bandwidth currently provided since the switch capacity is only 100Mbps. We are getting proposals now as there may be some library connectivity grants becoming available through the Essex County Community Foundation.

- **Paycheck Protection Program Loan** – Received full forgiveness on the \$184,300 loan under the Payroll Protection Program. Received the cancelled note marked "Paid" on February 26<sup>th</sup>. This is a credit to Paula, for not only the work on getting the application in early, but also the forgiveness application and documentation needed. She put a lot of time and effort into this, trying to navigate the ever-changing application and then forgiveness process.
- **Investments** – In January Executive Board approved investing more funds into mutual funds for greater returns in light of the minuscule interest rates being paid on bank deposits. The majority of our funds are still in liquid bank deposits at North Shore Bank.
- **meeScan** – At the request of the Peabody library we promoted group purchase pricing on the meeScan app that allows self-checkouts from any smartphone with the app. The app can also be used for self-check stations. The group discounts start at 10%, and one other library besides Peabody will be getting the new software, at an annual cost of just under \$3,000.

- **Health Insurance Increase** – Our Tufts Health insurance renews on April 1<sup>st</sup> and is increasing 10.7% in cost. We budgeted for an increase under the current participation levels.
- **Changing Landlord** – Our building is being sold to Abiomed. They currently occupy 70% of our building, in addition to the large building next door. We will be only one of two remaining non Abiomed tenants in our building. Our lease runs through August 2023, and is binding on the new owner.
- **MBLC Certifies Libraries** – All NOBLE libraries have been certified by the Mass. Board of Library Commissioners for state aid and interlibrary loan. There were two libraries in danger of decertification. The total libraries certified this year was the highest since 1961.
- **MBLC Survey** – Working on the 36-page annual network statistics survey due at the end of the month.
- **MBLC Grant Funds** - Receiving an additional \$6,285 for OverDrive LEA Econtent funds.

### Elizabeth Thomsen –

#### **Meetings and Training** - gave overview of meetings held:

- OverDrive Roundtable
- Local History Roundtable
- Diverse Bookfinder Collection Analysis Tool Demo
- Academic Course Reserves Working/Preview Session
- ECCF Digital Divide Initiative (President and Chief Operating Officer of the Essex County Community Foundation, Stratton Lloyd)
- What's Coming in Release 3.6 (two sessions)
- Making "Most Popular" Lists
- Take and Make Projects Roundtable
- Academic Course Reserves Roundtable
- Annual Holds Session
- Searching for Diversity in NoveList (Two sessions)
- Custom Catalog Header/Footer Links and Carousels Demo
- OverDrive Content Update Session (Two sessions)
- World Languages Roundtable
- Using the List Maker with Language Collections (Two sessions)
- Discussion Groups have met, new Library Programming group

#### **Coming Up:**

- Readers Advisory Roundtable 3/25
- Weeding and Inventory (Two sessions)

### Martha Driscoll –

- **Circulation Anonymization** – This is a process where circulation records are archived after a period of time. The record of the item's circulation is retained but patron information is removed with only the zip code, home library, patron profile, and birth year retained.
- **Evergreen Release 3.6.1 and 3.6.2** - Release 3.6.1 was loaded on the production system on Sunday evening January 10. Release 3.6.2 is currently available. Normally we would load a release in June but this release contains fixes to a security vulnerability so we may try to load this earlier.
- **Feedback Fest February 8-12** - The community works on the bugs listed in Evergreen and organize them. Activities include confirming bugs, testing, write patches, fixing, and signing off so the fixes can be included in the next Evergreen release. Several NOBLE staff members participated.
- **Bug Squashing March 15-19** - The Evergreen community's Bug Squashing Week is going on now. This is a week where members of the community commit time to test, comment on, and fix bugs. NOBLE staff have been participating.
- **Lost Item Purge** - Michele and Suzanne developed scripts to purge lost items that have been lost for 5 years. The scripts have been running since December and so far over 76,000 items have been purged and over 15,000 empty bibs were deleted. Over 54,000 patrons were purged due to their lost items being removed.
- **New Era Vulnerability Scan** - New Era did another security scan of the NOBLE central site network, which highlighted security problems on servers within the internal NOBLE network. The issues focus mainly on out of date software versions which can be remedied by rebuilding the older servers with a more recent Debian operating system. This scan was performed behind the firewall so most issues are not exposed to the outside world.

**5) VOTE TO ELECT VICE-PRESIDENT/PRESIDENT ELECT:**

President Amy Lannon reported the Executive Board nominated Brian Courtemanche to fill the remaining term of the vacant vice president/president elect position through June 30, 2021. Brian's full term will continue through June 30, 2023 as vice president, then as president through June 30, 2025.

Myron Schirer-Suter made a motion to approve the nomination, Catherine McDonald seconded the motion. The motion carried by unanimous vote.

**6) VOTE TO APPROVE LIBRARY SYSTEM ACCOUNTS POLICY:** Ron Gagnon

Protecting patron data in our Evergreen system is in our annual objectives for FY20, FY21 and FY22 and an important part of that includes safeguards on library staff access, particularly former staff. The web staff client can be accessed from anywhere. Hacking and misuse of personal data is a growing danger everywhere with significant trust, public relations and operational ramifications.

The new edition of the ALA's Intellectual Freedom Manual notes:

"In brief, libraries and library workers must act as information fiduciaries, assuring that in every circumstance the library user's information is protected from misuse and unauthorized disclosure, and ensuring that the library itself does not misuse or exploit the library user's information."

NOBLE staff have been working toward the privacy and security objectives over the past few months, and working with Executive Board to strengthen data security. Recommendations have been approved by Executive Board and are now coming to the Membership for consideration and approval. These are the recommendations, which are contained in the Library System Accounts Policy below:

- Eliminating group logins to Evergreen, requiring individual accounts.
- Library employee confidentiality agreement
- Quarterly director review and approval of Evergreen accounts

**Library System Accounts Policy**

For the purpose of security and data privacy, the membership agrees that member libraries will:

- Request individual logins for access to staff functions of the NOBLE library management system. Shared group logins will not be allowed. Only current employees of the library are eligible for access for use in required library duties.
- Require an employee confidentiality agreement using language approved by NOBLE to be signed before system access is provided to the employee, with a copy provided to NOBLE.
- Designate an administrator, if other than the director, to request access for each account, review and approve quarterly the list of active accounts for their library provided by NOBLE, and notify NOBLE immediately when an employee leaves the library's employ, is furloughed, or whose duties no longer require system use in order to close access to the account.

Jenny Benedict asked if the quarterly review was discussed and if the turnover warranted that frequency, would twice a year be enough. Ron stated it wasn't discussed in detail and it varies from library to library. Amy Lannon added, it was felt that annual review was too long, and the academics do have students that work for a semester and leave so for those libraries there is a turnover. Ron added it's not meant to be time consuming. The designated person will get an email to review the accounts, and if no changes then just reply stating that.

Elizabeth McKeigue stated she has students that work a semester, may go on break or gone for the summer, but come back. To keep removing them and add them back would not be ideal. She also has staff that are furloughed, but only for a week. Ron stated when the Board discussed furlough situations, it was more for long term furloughs.

Nicole Langley added she looked at it as it refers to employees who have resigned or are no longer employed at the library.

Myron agreed with Elizabeth. He has students that come back in the fall and wouldn't want them purged out of the system.

Martha stated they can deactivate and reactivate an account for those staff that are gone temporarily.

Amy Lannon asked for a motion to approve the policy with bullet 3 amended as follows:

- Designate an administrator, if other than the director, to request access for each account, review and approve quarterly the list of active accounts for their library provided by NOBLE, and notify NOBLE when an employee leaves the library's employ, is furloughed, or whose duties no longer require system use in order to remove or deactivate the account.

Frances Nilsson made a motion that bullet 3 be amended as written. Elizabeth McKeigue seconded the motion. The motion carried unanimously.

Linda Gardener made to accept the Library System Accounts Policy as amended. Jen Inglis seconded the motion. The motion carried unanimously.

**7) VOTE TO APPROVE ADDITION TO THIRD-PARTY CONFIDENTIALITY AGREEMENT POLICY:**

Ron Gagnon explained this came about because Lynnfield library recently signed up for the Mango language service and forwarded them our Third-Party Confidentiality Agreement which vendors are required to sign before we provide access to patron information for authentication. Nicole Goolishian, head of tech services at Lynnfield, stated Mango's in-house counsel proposed an edit to the agreement as follows:

"Notwithstanding the above, Vendor may disclose Confidential Information to its approved Subprocessors, all of whom have entered into written agreements at least as restrictive as this Agreement."

Executive Board recommends the language be added to the policy, which was originally passed in 2006. The added language is noted in red in the copy of the policy sent with the call to meeting.

Jenny Benedict made a motion to amend the Third Party Confidentiality Agreement Policy as stated. Brian Courtemanche seconded the motion. Motion carried unanimously.

**8) VOTE TO APPROVE ADDITION TO BORROWERS' CARD POLICY:**

Ron Gagnon explained our Borrower's Card Policy doesn't provide details on formatting users' addresses entered into Evergreen. We were contacted by Linda Gardener from Melrose to verify standards, as they were planning to undertake cleanup on their own. The details follow the U.S. Postal Service's Postal Addressing Standards. Below is the wording to be added at the top of page 3 in the policy:

Entry of borrower's address information should comply with the U.S. Postal Service's *Postal Addressing Standards*, including abbreviations. In brief, this includes:

- No punctuation (no commas, periods, etc.)
- Standard street suffix abbreviations, such as Ave Cir Dr Rd Sq St Ter Way
- Standard unit abbreviations, such as Apt, Bldg, Ste (suite), Unit, Rm (room) and Dept
- If a pound sign used, there must be a space between the pound sign and number, # 2
- City names should be spelled out – North Andover, for example, not just N or No.

Example:

John C Smith  
1401 N Common St Apt 2  
North Andover MA 01845-1234

We can do some retro cleanup using automated scripts, but will require local cleanup as well. For libraries wishing to clean up their addresses, we can provide files and assistance, please contact us.

Amy Lannon asked for a motion to amend the Borrowers' Card Policy by inserting standards for inputting addresses as in the proposed revision provided.

Jenny Benedict made a motion to approve, Jen Inglis seconded the motion. Motion carried unanimously.

**9) SUSTAINABILITY COMMITTEE UPDATE:** Brian Courtemanche, Jenny Benedict  
Amy Lannon explained the Executive Board voted to create a Sustainability Ad Hoc Committee as the result of Jenny Benedict's inquiry about how NOBLE can incorporate environmental sustainability in their objectives.

Brian Courtemanche volunteered to be the Executive Board rep on the committee, with Jenny Benedict also serving on the committee. Brian read an opening statement, in summary; "The world is facing unprecedented global ecological challenges and changes. Locally organizations can be pro-active by implementing operational policies and procedures on ecological and environmental sustainability. Areas to be addressed are building efficiency, transportation, materials, and waste."

**Goals of the committee:**

- Research sustainable standards, policies, and procedures that other libraries and library consortia may have in place, some best practices that we can adopt for ourselves.
  - Develop draft policies and procedures for NOBLE.
  - Solicit feedback from Members
  - Recommend policy and procedures to the Membership for approval
- Endicott has an office of sustainability that can provide ideas or a guest speaker.

**Jenny Benedict** – this is very popular in west coast British Columbia, from purchasing items and transportation. Open to other directors who want to join or other staff.

Nicole Langley expressed she would like to join. Catherine McDonald said would contribute in some way. Working on same issues at Wakefield, there is a town counselor she can talk to about ideas, and the town does have a sustainability committee.

Brian put his email in the chat for people who are interested to email him.

Linda Gardener asked if an email will be sent to directors since some are not at the meeting, and is the committee just open to directors?

Ron stated when Executive Board approved the committee and there wasn't any stipulation that limited it to just directors. Brian will send an email to directors, and tell directors to pass it along to their library staff.

**10) OVERDRIVE UPDATE:** Elizabeth Thomsen

Shared a link to a handout from OverDrive Content Session: <http://bit.ly/overdrivecontent> also shared her screen to show highlights:

- OverDrive has changed how they are handling their magazine collections since acquiring RB Digital including Zinio magazine collection. These titles have been added to our collection.
- NOBLE received \$33,000 in LEA econtent grant funds from the MBLC
- NOBLE received an additional \$6,285.38 from the MBLC as part of the LEA project. Most of the funds will be going to Rediscovering New England, ebooks and audiobooks on regional history and travel.
- Looking at changes in settings to put more advantage in Advantage

Amy asked what happens now with the funds NOBLE uses for magazine purchases, does it change? Ron explained last year we paid \$25,000 for the subscription, that same subscription was now listed as \$40,000 with Zinio titles. OverDrive has negotiated with Zinio to keep the price at \$25,000. This will be verified in September.

**11) NEW BUSINESS:** None

**12) ADJOURNMENT:** Jenny Benedict made a motion to adjourn, Frances Nilsson seconded the motion. The meeting adjourned at 11:30 am

Respectfully Submitted,

Secretary Pro Tem

NOBLE Members Meeting

When: Thursday March 18, 2021 10:00 AM to 11:30 AM

Where: Zoom

Meeting Facilitated by: Ron Gagnon

Registered

#	Name	Library
1	Allison Babin	Beverly Public Library
2	Maura Deedy	Board of Library Commissioners
3	Ben Jackmin	Endicott College - Diane M. Halle Library
4	Brian Courtemanche	Endicott College - Diane M. Halle Library
5	Laurie Souza	Endicott College - Diane M. Halle Library
6	Jenny Benedict	Gloucester - Sawyer Free Library
7	Myron Schirer-Suter	Gordon College - Jenks Library
8	Jennifer Inglis	Lynnfield Public Library
9	Linda Gardener	Melrose Public Library
10	Frances Nilsson	Merrimack College - McQuade Library
11	Paula Cartolaro	NOBLE Staff
12	Martha Driscoll	NOBLE Staff
13	Ron Gagnon	NOBLE Staff
14	Elizabeth Thomsen	NOBLE Staff
15	Amy Lannon	Reading Public Library
16	Tara Mansfield	Salem Public Library
17	Elizabeth McKeigue	Salem State University Frederick E. Berry Library
18	Alan Thibeault	Saugus Public Library
19	Nicole Langley	Stoneham Public Library
20	Alyce Deveau	Swampscott Public Library
21	Catherine McDonald	Wakefield - Beebe Memorial Library