

**NOBLE
MEMBERS OF THE CORPORATION MEETING/FY21 ANNUAL MEETING
VIA ZOOM VIDEO CONFERENCE
SEPTEMBER 16, 2021**

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

1) CALL TO ORDER: Amy Lannon called the meeting to order at 10:00

2) APPROVAL OF MINUTES: Jenny Benedict made a motion to approve the March 18, 2021 Minutes, Catherine McDonald seconded the motion. Motion carried by majority vote.

3) TREASURER'S REPORT: Myron Schirer-Suter was not in attendance. Ron stated the budget report is covered in the budget presentation.

4) MANAGERS' REPORT:

Ron Gagnon –

Personnel Update – Restaffing the Office: On July 12th began with 60% of the staff in office. Paula and I continue to be in the office full time, with George in the mornings. All staff is on Mondays, and the rest of staff work an alternating schedule between office and remote the rest of the week. We have increased the office cleaning to daily, with a focus on high-touch areas.

Meeting Room Equipment Upgrade - Upgraded our meeting room A/V system to provide for hybrid and in-person Zoom meetings in May. Expected to use by now, but with the increased Delta cases that is on hold, continuing with Zoom only.

ECCF Grant –Working with the Essex County Community Foundation to secure funds to upgrade Internet connectivity in three NOBLE libraries – Lynn, Peabody and Salem. The grant was approved, waiting for paperwork. The equipment cost is \$15,565 to replace the routers and switches in the libraries. This would provide greater bandwidth speeds of 1 gig (1,000 Mbps), current equipment is limited to 100 Mbps. The grant would also cover a year's cost of the higher gigabit bandwidth at a total of \$7,560 total for the three locations. Funding would come from the Mass. Technology Collaborative.

Accounting Software – Paula continues working on migrating our bookkeeping software to QuickBooks, which is the widely-used standard today. Also will have multiple user licenses so more people can access the data. We are working with an outside consultant to migrate the data.

Working Groups – We received a number of volunteers for our three working groups and Amy appointed them last month. ERDWG met yesterday afternoon, others will be meeting soon. The Sustainability Subcommittee continues to meet regularly and is planning an informative program for all next month.

New Directors - We recently had Welcome meetings for new NOBLE library directors. An in-person meeting with Kim Grad, new Marblehead director, a Zoom meeting with the interim director at Phillips Andover, Shawna Egan, in-person meeting with Greg McClay, new Winthrop director. Elizabeth provided additional training to Kim and Greg after the Welcomes. Danvers has hired a new director, Noelle Boc, assistant director at the Tewksbury library and we have an in-person meeting with her next week. Alyce Deveau at Swampscott is retiring in October with an outdoor reception a week from Friday, the 24th, and Jen Inglis has resigned in Lynnfield.

State Budget – The FY22 state budget was signed by the governor on July 16th. State Aid to Public Libraries (7000-9501) was the focus of the Legislative Agenda this year and received the requested \$13,000,000, an increase of \$1,000,000 over FY21.

Library Technology and Resource Sharing (7000-9506), network and database funding, received the \$4,518,373 that was requested, a 3% increase.

State Aid to Regional Libraries (7000-9401), received \$13,516,000 which is \$624,520 more than the amount requested. This line funds the Mass. Library System and the Library for the Commonwealth.

The Commissioners finalized their FY23 Legislative Agenda at their meeting earlier this month. The biggest requested increase is for State Aid to Public Libraries, seeking \$3 million on the current \$13 million. A 5% increase is requested for line item 9506, which provides funding for the networks.

MBLC Grants and Reports – received a total of \$283,854 in telecomm, resource sharing, network infrastructure, and LEA Econtent grants. The required reports were filed with MBLC. Meeting at the end of the month with network administrators and MBLC to go over the FY22 fund allocations.

Ecard Verification – Working with the other networks and MBLC investigating online borrower card application and verification services. The services provide an online application form inserted into the library's website that the vendor then verifies based on a variety of sources, and can issue a valid card upon successful verification, rather than have a form forwarded to staff for further work which is the current method.

Based on discussions with one vendor, the annual cost to NOBLE would be about \$10,000. There would be startup costs of about \$12,000. The MBLC has grant funding that could be used if adopted on a statewide basis. Not included in the budget.

Building and Office Lease – The building our office is in has been sold to Abiomed, and they will take over our space. Our lease expires August 2023. Talked to a realtor and will be a process during FY23 with the cost effecting FY24 budget.

Melrose Building Grant -- The MBLC awarded a provisional construction grant to the Melrose Public Library in the amount of \$7,993,290 through its Massachusetts Public Library Construction Program (MPLCP). Melrose has until January 10, 2022 to secure local match funding and accept the award.

Elizabeth Thomsen –

Training – Reviewed past training sessions held since March. Readers Advisory Roundtable, ListMaker, Gmail, OverDrive, Custom Catalog Header/Footer Links and adding Carousels. Began training with the designated contact reps. Met with Discussion Groups. Began visiting libraries over the summer doing training and will continue as libraries request.

Meetings -
EBSCO Day via Zoom
Tech Expo 2021 via Zoom

Ron mentioned Cheri Coe, director at Montserrat retired and Eileen Fitzgerald is the interim director. Also welcomed Abby Porter, interim director at Lynnfield Public Library.

Martha Driscoll –

Cloud Hosting Investigation - Been investigating cloud hosting for the applications that we currently run on in-house Linux servers, Dashboard, ListMaker, Ezproxy. Advantages of cloud hosting include no hardware to maintain, automatic rebuild of virtual servers, network and power redundancy, and significant security expertise at the cloud hosting company.

Bug Squashing Week (Sep 20-24) -The community will hold a bug squashing event next week to fix, comment on, and signoff bugs listed in the community bug registry, Launchpad. Michele Morgan is on the release team and organizes bugs and keeps important ones in front of the developers.

Evergreen Staff Users Automated Email - A quarterly email will go out on October 1st listing the staff members who have Evergreen logins. The listing also includes the permission groups that the staff belong to as well as whether the staff person has signed an employee confidentiality agreement. For data security please let us know if staff members should be removed or have their permissions changed. This listing can also be viewed at any time on the Dashboard by clicking the Info tab and then selecting the Staff sub-tab.

ARIS - Annual stats were posted early in July on the dashboard.

Ron added there was a discussion in the spring to eliminate group log in accounts and shared circulation accounts as it's a security risk, and move to individual accounts. When a staff member has left they have left they could still log in. Also library staff sign a confidentiality policy.

5) VOTE TO ELECT CLERK:

President Amy Lannon reported the Executive Board has nominated Theresa Hurley for clerk, which is a one-year term. Brian Courtemanche made a motion to approve the nomination, Linda Gardener Walsh seconded the motion. The motion carried by unanimous vote.

6) PRESENTATION OF PROPOSED FY23 NOBLE BUDGET:

Ron Gagnon did a budget presentation, highlights below.

Office Move –

- Building was sold to Abiomed and our lease is not being renewed at the end of current term in August 2023. After 29 years here, we will be moving to traditional office space vs our current flex space. Sign new lease in FY 2023 for FY 2024.
- Can reduce space needed without server room and possible eliminate conference room, just maintain larger meeting room
- Office space has more reasonable rates and more availability
- Save on electric and other costs, won't need generator and HVAC for server room
- Park has become a medical tech hub, with Abiomed, Medtronic, Millipore needing lab and tech space.
- Needed flex space for servers:
 - Multi-phase power, UPS, generator, dedicated 24/7/365 HVAC

Remote Hosting –

- Focuses staff time on service, not hardware
 - Hardware failures and operating system upgrades
- Reduces HVAC and utility costs
- Eliminates hardware investments – \$100k needed in near future
- Ongoing commitment to outside vendor for Evergreen and other servers
- Using Google or Amazon cloud
- Offers redundant servers, power and internet providers for consistent service
- Over 40 years of onsite hosting
- Evergreen complicated, many servers
- Requires intermediary containerization
- Not a straightforward do it ourselves project, would be a commitment
- Vendors bring experience and another level of backup support for NOBLE staff
- NOBLE staff will still support libraries

Remote, Other Servers –

- NOBLE will also house our smaller services remotely
 - List Maker
 - Digital Heritage
 - Statistics Dashboard
 - NOBLE Web site
- Managed by NOBLE
- Many providers to choose, lower cost

CARES Act PPP Funds -

- Received \$184,300 in Payroll Protection Plan funding FY20/21
- Use to bridge transition cost to remote hosting, will cover nearly 3 years

Not Hosting Library Websites in FY2023 -

- Started 25 years ago to give libraries a simple presence on the web
- Needs, technology now more sophisticated
- Web hosting a widely available commodity, and cost comparable to NOBLE, maybe less
- Provide easy control panels, better management tools, automatic software updates, better security 24/7 support
- Stop hosting on June 30, 2022
- Will share our research and help with transfer
- Loss of \$9,000 in income, 1% of assessment

Telecommunications -

- Replace 11 year old library routers and main switches in FY22, they are nearing end of support.
- Will double available bandwidth
- Grant project for gateway cities will begin soon with Lynn, Peabody and Salem

Assessment -

- Bottom line and main assessments up 1.8% from FY22. Recommended by Executive Board.

Assessments Formula -

- 75% divided equally
- 12.5% on 3 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 -

- Applied to NOBLE's FY22 budget
- State funding met or exceeded MBLC request
- NOBLE Funding: \$210,488 for resource sharing and telecomm, 1% decrease
- \$39,444 for LEA Ebook collection
- \$21,922 for infrastructure, which can be rolled over to subsequent fiscal years

MBLC Funding FY22

- Line 7000-9506 up 3% for FY22; applied to NOBLE's FY23 budget
- Won't know figures until after our budget vote; assuming near level funding
- Distributed through formula, depends on other networks' data
- Showed two graphs:
 - State Funding from FY2001-FY2022
 - 17 Year Rate Comparison CPI Increase vs NOBLE, FY2006-FY2023; NOBLE well below

Capital Account Balances -

- Capital \$911,481
 - Added 18,902 from FY21 budget, spent on credit card security, phone system, a/v system upgrade
- Contingency – \$750,000 recommended 6 months
- MBLC Infrastructure – \$54,687
 - Added FY21 MBLC subsidy of \$21,922
 - No spending FY21

Jenny Benedict asked about forward thinking of the capital funds, and what a comfortable balance would be to maintain in capital.

Ron explained the telecommunications equipment in the libraries and at NOBLE will need to be replaced. Still in process of reviewing three quotes for remote hosting, all outfits active in Evergreen community. The quotes range widely, looking at middle quote, \$65,000 a year. Still have to see if there will be a savings, the remote hosting is still unknown and new office space costs. Will need the capital funds going forward, at this point can't pinpoint an ideal balance to maintain.

Amy Lannon – Moving from being server host to remote host long term is an unknown. Is the capital fund funded by turn backs from previous fiscal years, how is the balance increased?

Ron explained in the past, funds were appropriated from the operating budget. Occasional opportunity to add to it. We received \$30,000 from the dissolution of MassLNC. Been built up slowly over the decades. Last move the landlord covered our moving costs, that is an expense we will have to incur the next move.

Amy suggested in the future to have Executive Board work with Ron to look at what the long term capital plan will be, maybe create a subcommittee. Suggested working towards a long term capital plan for future planning and have the membership involved by creating a working committee and receive reports from Ron and the Executive Board.

Ron explained capital is seen as a cushion. The MBLC funding is a variable and can't be guaranteed year to year what we would receive. Last year for example, we weren't expecting any funds due to the pandemic and recession involved with it. Had initially allocated the PPP funds towards the FY22 budget. Fortunately, we did receive MBLC funding, otherwise we would be looking at the capital funds to maintain services, which would have been close to \$200,000. It's a cushion for maintaining stable costs in the event of a short term crisis. The contingency fund is a raining day fund for an emergency. Once the upcoming projects are complete and are costs are established, we can definitely look and see where we are at with the capital funds.

EBSCO –

- Contract expires June 30, 2022 –will work with ERDWG
- 5% increase as a placeholder
- FY22 base charge \$5025 for 11 databases:
 - Academic Search™ Elite, Business Source® Premier, ERIC®, Health Source®: Consumer Edition, Health Source®: Nursing/Academic Edition, MasterFILE™ Premier, MEDLINE®, Middle Search® Plus, Newspaper Source™, Primary Search®, Professional Development Collection
- Required for all, but BHCC and SSU, get through MCCLPHEI
- Additional EBSCO database options and services available through NOBLE at reduced rate

PC Support Onsite Service –

- Holding current rates for FY23, same since FY19
- Rates
 - \$120.50 per PC/laptop
 - \$295 annual fee
 - 7% surcharge for PC Management
- 13 Libraries Participate

OverDrive -

- Also keeping FY23 budget the same as FY20, FY21, & FY22
- Some variation in assessments tied to usage metrics
- 21.4% growth in overall NOBLE OverDrive circulation in FY21:
 - 24.8% increase in ebooks(vs.24.2% in FY20)
 - 5.2% increase in audiobks (22.5%)
 - 34.7% increase in magazines (69.5%)
- Showed two graphs:
 - Circulation Growth by Format, FY13-FY21
 - Unique User Growth FY12-FY21
- Advantage Plus –option to purchase titles with local funds to meet local needs, curate welcome page with local interest items (programs, summer reading titles) 21 of 25 libraries participate
- Magazines – Revamped collection with better titles, now 3,000 total
- Reciprocal Lending Agreement –share with other networks, broadening choices
- Libby App
 - Simpler, more friendly access
 - Usage animations in the app
 - Significant promotion
 - Helps to drive usage
- FY23 Budget Proposal; Recommended by Executive Board
 - \$233,200 proposed shared FY23 OverDrive Assessment
 - Unchanged from FY20, FY21 & FY22
 - On a par with other Mass. consortia on a per public library basis
- Graph of FY21 Network and Advantage Plus Spending across the eight consortia
- FY22 OD Budget Breakout
 - Simultaneous Use Subscriptions:
 - Audiobooks \$17,250.00
 - Magazines \$25,000.00
 - Subscription Subtotal \$42,250.00

- Selection:
 - New Titles (Bestsellers) \$60,000.00
 - New Titles (Other) \$10,000.00
 - Holds \$91,950.00
 - Copy Renewals \$29,000.00
 - Selection Subtotal \$190,950.00
 - Total \$233,200.00
- Plus \$12,000 annual platform cost paid by MBLC
- In FY21:
 - \$253,054 Advantage libraries
 - \$39,444 MBLC LEA
 - \$500 Grant
- 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.
 - Same as FY21 and FY22
- Low Cost Per Circulation
 - Cost per circ. in FY21: 95.7¢
 - Down from \$1.25 in FY20; includes platform costs, all materials
 - Little or no labor cost for preparation and management
- **Budget Process and Schedule**
 - Budget reviewed and recommended by Executive Board on September 8
 - Presented for your consideration today
 - Voted at our next Members Meeting on October 21, 10 am, via Zoom

7) VOTE TO RESCIND THE TEMPORARY PANDEMIC CHANGE TO STANDARD OVERDUE AND BILLING POLICY: Ron Gagnon

A year ago, the Members voted to implement a temporary pandemic change to standard overdue and billing policy. The Standard policy provides for a uniform schedule of overdue notices, including blocking the user and sending a bill at 42 days overdue. The Temporary policy prevented long overdue blocks from being implemented, and previously blocked borrowers were also unblocked during the pandemic.

With libraries now opened, Executive Board recommended that libraries resume the Standard OverDue and Billing Policy. Previously blocked patrons will be sent a reminder and reblocked. Ongoing, there will be a schedule and a phase in process over a span of a couple months to bring patrons up to current.

Amy Lannon asked for a motion to rescind the Temporary Pandemic Change to Standard OverDue and Billing Policy. Noelle Boc made the motion, Jenny Benedict seconded the motion.

Noelle Boc commented having come from MVLC, they just did the same thing, created a schedule and posted on social media.

Kim Grad asked when the schedule will start. Ron stated can start whenever ready, was thinking October, Michele Morgan recommended doing over a period of 9 weeks. Kim Grad made a motion to start on October 4th, Nicole Langley second the motion. The motion carries by unanimous vote.

The motion carries by unanimous vote to rescind the temporary pandemic change to the Standard Overdue and billing policy, and reinstate the Policy. The schedule beginning October 4, 2021.

September 16, 2021

8) FALL TRAINING AND MEETING SCHEDULE UPDATE: Elizabeth Thomsen

- Working groups and discussion groups almost finished setting up initial meetings
- NOBLE scheduling meetings and training through December, all online
- Roundtables scheduled:
 - Circ Roundtables
 - Tech Services Roundtable
 - OverDrive Advantage Roundtable
- The schedule is on the NOBLE Staff Information System calendar, sessions will be posted shortly.

A new session will be training for directors on Google Workspace management for communication, continuity and compliance with public records requirements.

9) OVERDRIVE UPDATE: Elizabeth Thomsen

- LEA funds: In FY21 we received \$33,000+ in funds that we used mostly for special projects: Support our students, picture books videos, Changing Workplace, doubling the size of our Spanish collection and adding a Portuguese collection, followed by an additional \$6,000+ which we used for Rediscovering New England (travel, local history, local authors.)
- FY22 LEA Bonus of \$33,156 primarily on renewing titles and adding more copies to popular titles that had expired. Largest share of the money went to Adult ebooks but we included ebooks and audiobooks for all ages.
- Beth Willis and I attended OverDrive's online Digipalooza conference.
- OverDrive Update session in August, included screenshots of Libby update: [OverDrive Update Presentation](#)
- MBLC is working to have a law like the Maryland law in Massachusetts to expand the availability of ebooks to libraries. ALA and MLA are supporting the effort. Links below:
[Maryland Library E-book Bill Becomes Law](#)
[DPLA signs agreement with Amazon Publishing to make their ebooks available to U.S. libraries](#)

10) NEW BUSINESS: None

11) ADJOURNMENT: Jenny Benedict made a motion to adjourn, Catherine McDonald seconded the motion. The meeting adjourned at 12:00

Respectfully Submitted,

Theresa Hurley
Secretary



View Registered for NOBLE Members Meeting/Annual Meeting

Upcoming Meetings

NOBLE Members Meeting/Annual Meeting

When: Thursday September 16, 2021 10:00 AM to 12:00 PM
Where: Zoom
Meeting Facilitated by: Ron Gagnon ☒

[View Meeting](#)

Registered

#	Name	Library
1	Allison Babin ☒	Beverly Public Library
2	Noelle Boc (she/her) ☒	Danvers - Peabody Institute Library
3	Brian Courtemanche ☒	Endicott College - Diane M. Halle Library
4	Jenny Benedict ☒	Gloucester - Sawyer Free Library
5	Theresa Hurley ☒	Lynn Public Library
6	Abby Porter (she/her) ☒	Lynnfield Public Library
7	Kimberly Grad ☒	Marblehead - Abbot Public Library
8	Diane Wall (she, her) ☒	Melrose Public Library
9	Linda Gardener ☒	Melrose Public Library
10	Lyena Chavez ☒	Merrimack College - McQuade Library
11	Elizabeth Thomsen ☒	NOBLE Staff
12	Paula Cartolaro ☒	NOBLE Staff
13	Martha Driscoll ☒	NOBLE Staff
14	Cate Merlin (She/Her) ☒	Peabody - Peabody Institute Library
15	Amy Lannon (she/her) ☒	Reading Public Library
16	Tara Mansfield ☒	Salem Public Library
17	Elizabeth McKeigue (she/her) ☒	Salem State University Frederick E. Berry Library
18	Alan Thibeault ☒	Saugus Public Library
19	Nicole Langley ☒	Stoneham Public Library
20	Catherine McDonald ☒	Wakefield - Beebe Memorial Library
21	Greg McClay ☒	Winthrop Public Library and Museum