

**NOBLE
MEMBERS OF THE CORPORATION MEETING
VIA ZOOM VIDEO CONFERENCE
OCTOBER 21, 2021**

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

1) CALL TO ORDER: Amy Lannon called the meeting to order at 10:10, introductions were done.

2) APPROVAL OF MINUTES: Linda Gardener made a motion to approve the September 16, 2021 Minutes, Nicole Langley seconded the motion. Motion carried.

3) TREASURER'S REPORT: In Myron's absence, Ron reported. Auditor has made four site visits and has provided drafts that are being reviewed. There will be some line item adjustments at the end of the audit.

4) MANAGERS' REPORT:

Ron Gagnon –

ECCF – Received the \$23,125 grant funds from the Essex County Community Foundation to upgrade Internet connectivity in Lynn, Peabody and Salem. The funding will provide new firewall routers and switches, and funding for a year's gigabit Internet connectivity from Comcast. Gigabit service is the level recommended by the FCC and ALA for cities of 50,000+ population. Once this is completed we will upgrade the other public library sites with connectivity provided by NOBLE, from 100 Mbps to 300 Mbps, funding from NOBLE capital for equipment.

Cyber Security – Martha and I participated in the Mass. Municipal Association's Cybersecurity Summit online earlier this month. The sessions were useful in identifying the resources available in case of attack at multiple levels of government. Speakers from Homeland Security, the FBI, and the Federal Cybersecurity & Infrastructure Security Agency (CISA). Strong passwords and multifactor authentication were the consistent recommendations.

We also participated in a meeting among network administrators and systems librarians with the MBLC on Monday about funding of security initiatives.

Investments - Researching companies to assist with financial investments for nonprofits. Participated in a Zoom meeting on the investment services offered by the Essex County Community Foundation. They invest funds for over 200 donors, as well as about 25 non-profit organizations. They have a choice of funds and formats, and is overseen by a board of investment professionals. Will follow up with them for more information. Also been in contact with a Boston investment firm recommended by another non-profit, and another firm used by a major area nonprofit has also been provided me. Will be working on this with Executive Board over the coming months.

Sustainability Presentation – On Tuesday morning, 27 participants from NOBLE libraries participated in the kickoff presentation of our Sustainability effort, the committee is chaired by Brian Courtemanche. The speaker was Dr. Mari Butler, a professor at Endicott College who teaches in their Environmental Sciences Program. There was a good amount of give and take on the issues and what we can do.

Elizabeth Thomsen –

Working Groups – Electronic Resources and Database Working Group, Resource Sharing, and Collection Management have all met. Chris Amorosi from Danvers is the new chair of ERDWG, and Greg McClay is the new chair for Collection Management, and Meaghan Kinton from Wakefield continues as chair of Resource Sharing.

Discussion Groups - Library Programming, and Young Adult Services have met. The Social Media and Marketing group is meeting next week.

Training Sessions – Held four training sessions, 3 roundtables; Circ (public and academic), OverDrive Advantage.

Martha Driscoll -

In the process of reinstating long overdue blocks and bills. A survey went out to see if libraries want to forgive these items and mark them missing or remove them from the database. Michele worked out a schedule for reinstating the bills over an 8-9 week period to minimize the impact on library staff. .

Security and patron privacy remains a high priority in NOBLE, especially since the recent cyber-attack at the Boston Public Library. We are sending quarterly emails to directors to confirm Evergreen accounts for staff. Let us know when a library staff member's Evergreen privileges should be revoked or changed. We have also mandated that shared logins are not secure and cannot be used any longer.

Attended the Mass Municipal Cybersecurity Summit on October 7. Going through the resources for increasing cybersecurity within an organization to see what can be applied to NOBLE.

5) PRESENTATION AND VOTE TO APPROVE FY23 ACTIONPLAN:

Amy Lannon stated the Executive Board has reviewed and recommends the Plan for approval. The Action Plan is a requirement of the Mass Board of Library Commissioners and needs to be filed soon.

Ron Gagnon emailed the Action Plan to directors prior to today's meeting. Much of the plan revolves around operational sustainability. He reviewed key points below:

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

- A. Provide continuing, advanced training to NOBLE staff on a new statistical software package such as Metabase.
- B. Provide training on Matomo to NOBLE staff to better utilize the search statistics available through Evergreen.

E-M. Pertain to the office move.

N-P. Design a database system to provide access to information on library staff, positions, and roles in NOBLE, permissions, etc. to better serve libraries and assist in managing access to systems.

Q-S. Training for staff on remote cloud hosting of Evergreen, NOBLE's Website, and Digital Heritage.

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

A-N. Continue to offer meetings, discussions, and training. Document and streamline NOBLE services, update policy manual.

3. Enhance the library management system and related technology.

- A. Implement the new Bootstrap Evergreen catalog, in consultation with the Electronic Resources and Database Working Group. (Bootstrap is a collection of tools for creating web applications.)
- B-C. EBSCO contract will be discussed for renewal. If renewed, reimplement access to EBSCO databases and resources, raise public awareness of resources provided to facilitate and grow usage. Load MARC records
- F. Load new Evergreen releases.
- K-M. Upgrade public libraries Internet access for the sites we provide access to.
- N. Implement fully functional SMS text notifications in Evergreen
- P. Implement "Did You Mean..." technology in the Evergreen catalog and lobby the Evergreen community for improvements as appropriate
- S-T. Sorting by geographic proximity in the catalog.
- U-V. Online library card registration and verification in cooperation with other networks.
- W-X. Strengthen system security.

4. Enhance access to management data.

A-E. Improve access to management statistics through automated reports, an improved custom reports interface and automated ongoing accessibility of current data. Advocate for improved data reporting from partner vendors and privacy of user data.

5. Provide strong fiscal stewardship.

- F. Provide QuickBooks training to Administrative Assistant, Executive Director, appropriate staff and Officers.
- H. In light of office relocation, and change to remote server hosting, develop a financial plan for FY24 and beyond.

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

B-C. Evaluate the accessibility of the NOBLE catalog with a focus on the Evergreen Bootstrap catalog and advocate for accessibility improvements. Document compliance with Web Content Accessibility Guidelines (WCAG) 2.0 in the public catalog, staff catalog, the NOBLE public website and the Staff Information System

Nicole Langley thanked Ron and staff for all the work forward facing goals put into the Action Plan. Amy Lannon opened the floor to further discussion, no further discussion ensued.

Amy asked for a motion to approve the FY23 Action Plan. Noelle Boc made a motion, seconded by Theresa Hurley. Motion carries unanimously.

6) VOTE TO APPROVE FY23 NOBLE BUDGET:

The floor was opened for questions, there were none. Amy Lannon asked for a motion to approve the FY23 Budget. Jenny Benedict made a motion, Brian Courtemanche seconded the motion. Clerk, Theresa Hurley, did a roll call vote of the member libraries present, copy attached. The motion carried by unanimous vote of the 13 libraries present at the meeting.

7) EVERGREEN UPDATE – MANAGEMENT TEAM:

Ron Gagnon -

MOBIUS – Signed a 3 year contract for remote hosting of our Evergreen system in Google Cloud. The contract signing was authorized by Executive Board last week. Switchover likely in April.

Advantages of remote hosting:

- Increases options for relocation in 2023, lower cost with office space vs. flex space
- Don't need staff familiar with hardware **and** software – outsource the hardware. Contract provides backup support on Evergreen for staff. Libraries still contact NOBLE for support.
- Cost nearly same, may be a bit more but worth it for sustainability. Savings will come from lower electric bills, no HVAC investment or maintenance, renting less space, electrical system maintenance.
- Better security and redundancy from cloud hosting, consistent service. More robust servers.
- Staff time spent on installing hardware, support and operating system upgrades, now spent on member support

Elizabeth Thomsen -

Presentation of new features coming in Evergreen Release 3.7:

- “Did You Mean...” Will be implemented and configured
- Finding Nearby Available Items
- Item List in Public Catalog
- Hold Groups - special bucket of patron records. Patron View of Holds Group in My Account
- Expired Staff Accounts can be blocked from logging in
- New setting to allow expired patrons to renew loans
- Staff catalog can save all search results up to 1,000 to a basket without having to page through the results
- Staff client displays publisher information from MARC 260 and 264
- Bootstrap Catalog – It's an open source CSS framework for developing responsive websites. It was developed 10 years ago at a team at Twitter. We will test it and see when to implement as the public catalog. All the public catalog screens are being rewritten in Bootstrap.

Release 3.8 –

- Acquisitions, Holdings Maintenance, & Item Attributes Editor move to Angular
- More control over using price and acquisition costs to determine item value
- Consolidate Patron Notes, Alerts, and Messages
- Carousels on the public catalog home page will now be 80% page width by default rather than 40%
- New interface for libraries to maintain their own open hours information
- Upload images from cataloging

Martha Driscoll –

MOBIUS – Martha and Ron discussed the migration with MOBIUS. We will load Release 3.7 in January and give the database to them after we load it. They need about a month to test and migrate our data. Go live around April 1st with remote hosting. There will be some down time, but will pick a date that is least disruptive. Libraries shouldn't notice any down time.

Simultaneously we will be moving our website and library websites. Elizabeth added we will assist libraries in migrating their websites to a new host and will send out information. Ron added working on clean up before migrate to MOBIUS.

We have contracted with Jason Stephenson from CW/MARS to fix some bugs related to item Inventory. These include duplicate entries in the table which result in the display of the incorrect inventory date in the client and the ability for non-owning libraries to update inventory dates for items that they scan during check-in with the "update inventory" check-in modifier turned on. Jason's fixes will allow for multiple inventory dates for reporting purposes, but ensure that the client only displays the latest inventory date for an item.

Ron added this work is being paid from NOBLE's operational budget, and the contract is with Jason directly, not CW/MARS.

8) NEW BUSINESS: None.

Jen Inglis asked which libraries are still charging fines, she is trying to get Swampscott to go fine free. Salem and Winthrop are, Lynn charges fines just for videos but may stop that also. Elizabeth stated we could send her the numbers for NOBLE.

9) ADJOURNMENT: Brian Courtemanche made a motion to adjourn, Jen Inglis seconded the motion. The meeting adjourned at 11:25.

Respectfully Submitted,

Theresa Hurley
Secretary

MEMBER LIBRARY	VOTING REPRESENTATIVE	YES	NO	ABSTAIN	NOT PRESENT
Beverly -	Allison Babin	x			
	Meghan Karasin (A)				
Bunker Hill -	Oscar Lanza-Galindo				x
Danvers -	Noelle Boc	x			
	Jennifer McGeorge (A)				
Endicott -	Brian Courtemanche	x			
	Bridget Cunio (A)				
Everett -	Matt Lattanzi				x
	Trisha To (A)				
Gloucester -	Jenny Benedict	x			
	Beth Pocock (A)				
Gordon -	Myron Schirer-Suter				x
	Alec Li (A)				
Lynn -	Theresa Hurley	x			
	Paula Joyal (A)				
Lynnfield -	Abby Porter				x
Marblehead -	Kimberly Grad				x
	Morgan Yeo (A)				
Melrose -	Linda C.W. Gardener	x			
	Diane Wall (A)				
Merrimack -	Lyena Chavez				x
	Frances Nilsson (A)				
Peabody -	Cate Merlin				x
	Alysa Hayden (A)				
Phillips -	Shawna Egan				x
	Mchael Blake (A)				
Reading -	Amy Lannon	x			
	Michelle Filleul (A)				
Revere -	Diana Durban Luongo				x
	Rhea Heaven (A)				
	Ross Croghan (A)				
Salem -	Tara Mansfield	x			
	Brian Hodgdon (A)				
Salem State -	Elizabeth McKeigue				x
	Nancy George (A)				
	Thomas Neenan (A)				
Saugus -	Alan Thibeault	x			
	Mary O'Connell (A)				
Stoneham -	Nicole Langlely	x			
	Angela Binda (A)				
Swampscott -	Jennifer Inglis	x			
	Susan Conner (A)				
Wakefield -	Catherine McDonald	x			
	Jaclyn Powers (A)				
	Alyssa Staples (A)				
Winthrop -	Greg McClay	x			
	Mary Lou Osborne (A)				
TOTAL COUNTS		13	0	0	10
*A = Denotes Alternate					

NOBLE Members Meeting

When: Thursday October 21, 2021 10:00 AM to 12:00 PM

Where: via Zoom

#	Name	Library
1	Allison Babin	Beverly Public Library
2	Noelle Boc	Danvers - Peabody Institute Library
3	Brian Courtemanche	Endicott College - Diane M. Halle Library
4	Jenny Benedict	Gloucester - Sawyer Free Library
5	Myron Schirer-Suter	Gordon College - Jenks Library (unable to attend)
6	Theresa Hurley	Lynn Public Library
7	Linda Gardener	Melrose Public Library
8	Paula Cartolaro	NOBLE Staff
9	Elizabeth Thomsen	NOBLE Staff
10	Martha Driscoll	NOBLE Staff
11	Amy Lannon	Reading Public Library
12	Tara Mansfield	Salem Public Library
13	Alan Thibeault	Saugus Public Library
14	Nicole Langley	Stoneham Public Library
15	Jen Inglis	Swampscott Public Library
16	Catherine McDonald	Wakefield - Beebe Memorial Library
17	Greg McClay	Winthrop Public Library and Museum