

**NOBLE
MEMBERS OF THE CORPORATION MEETING
VIA ZOOM VIDEO CONFERENCE
MARCH 17, 2022**

PRESENT: Eighteen 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: Noelle Boc made a motion to approve the October 21, 2021 Minutes, Jen Inglis seconded the motion. Motion carried unanimously.

3) TREASURER'S REPORT: In Myron's absence, Ron reported on the budget. We are 2/3 through the fiscal year and spending is on target. There are unspent insurance items that will be paid in April. Professional Services, Consulting, is over budget due to hiring Out of The Box Technology to do the data migration from our current bookkeeping software to QuickBooks. Paula has been working with them and had some training as well. Amy asked about the remote hosting line items. Ron stated haven't received any bills from MOBIUS for Evergreen servers yet, but have received bills for web servers remote hosting.

4) MANAGERS' REPORT:

Ron Gagnon –

EBSCO Renewal – The Electronic Resources and Database Working Group voted to recommend to Executive Board, renewal of our three-year EBSCO contract. EBSCO proposed a 2% increase each year for FY23, 24, and 25. The Board will review this at their next meeting and it will be presented at the Members Annual Meeting on May 19th.

Ron presented a report to the Electronic Resources and Database Working Group on EBSCO use in NOBLE, and comparative contract pricing. The use showed recent trends and title usage exclusive to EBSCO - 16 of the top 25 most used titles in our EBSCO collection are exclusive to EBSCO and not available in other databases. Comparative pricing from the New York State contract showed we are getting an approximate 84% discount over their discount rate, due to our status as reportedly the first customer for EBSCO's online services. ERDWG recommended that we continue with the package of 11 periodical databases, NoveList Readers' Advisory Service, NoveList Select catalog enhancement service, LibraryAware, and Full Text Finder.

Linked Data Service – Executive Board approved \$10,975 from capital funds for a one-year trial of EBSCO's Linked Data Service. The Linked Data service would make NOBLE libraries' book holdings available in a Google search, increasing our libraries' visibility. The trial will begin after the fiscal year and will start with the public libraries' holdings.

Cybersecurity Grant - The MBLC is conducting a grant round for the networks to fund cybersecurity projects. Given that we are in the process of moving our central servers to the cloud next month, and will be replacing library telecomm equipment, we are considering working with a remediation consultant to devise a plan to implement should an attack occur. We are considering this in conjunction with Minuteman. Grant deadline is mid-April.

Course Materials Improvements - In October Executive Board appropriated \$12,000 from capital to fund 18 bug fixes and improvements in the Evergreen course materials module. The work is being done by Catalyte who did the original programming for the module. Some of the fixes have been incorporated into our Evergreen instance and other patches being tested by NOBLE staff.

ECCF Grant Internet Upgrades – In October NOBLE was awarded a grant from the Essex County Community Foundation to upgrade public Internet connectivity at three gateway cities libraries – Lynn, Peabody, and Salem. Getting the equipment installed by New Era has taken much longer than anticipated, with the first site, Salem, finally being up last week on the third attempt. Lynn is being upgraded this morning. Replacement of the router and switch, along with increased Comcast bandwidth, from 100Mbps to 1Gbps, provides Internet bandwidth that is ten times faster. We are looking into equipment replacement at all libraries as the current Cisco equipment is going end of life.

Office HVAC – The HVAC unit that covers the front third of the office, was damaged in the January 29th blizzard. Snow packed into the rooftop unit shorting out all the wiring and electrical components. Replacement for that unit is the landlord’s responsibility, it took a month to get it replaced.

Bookkeeping Transfer to QuickBooks – We migrated our accounting system data to QuickBooks at the end of December. It is not the QuickBooks cloud version, but a multi-user version hosted on a server at NOBLE. Hope to eventually transition to the cloud. Our old single-user system, AccountEdge, was not widely used and the change takes the system off Paula’s computer and makes it more accessible for multi-users. This puts us in a better place for resiliency with a widely-known software package with more access points and wider offsite storage. Also provide improved reporting.

MBLC Annual Statistics -- Annual statistics on circulation, funding, expenses, and services were submitted last week for their annual report on the networks.

MLA Legislative Day -- Will be held on April 7 virtually. It is important to contact your state representative and senator to support library funding. State funding provides about 13% of our operating budget, plus funds for OverDrive, infrastructure, and other special projects. In addition to funding for statewide databases, public library services, delivery, and other services that are funded from MBLC.

Welcomes – Hosted a few Welcome to NOBLE meetings the past few weeks. Directors are encouraged to arrange one for any new staff or staff moving up in your library. They are about an hour and can be done at our office, which includes a tour and meeting staff, or via Zoom. Please contact Ron to set one up.

Elizabeth Thomsen –
Release 3.7 Updates -

There are two versions of the staff catalog: all development is happening on the new version. Both versions have advantages and disadvantages, will be moving to the new version eventually.

Issues resolved with the new catalog:

- Adding the More Details button to search results and showing counts for both NOBLE and your library when the search is done in the NOBLE scope.
- Added some new-catalog only enhancements; the ability to select and add up to 1,000 records to the basket at once, no paging through results, and the ability to add a record to a shared record bucket. New catalog also has search templates, which are a time-saver.

Did You Mean: in this first phase, it only works for single word searches. Offers suggestions based on word similarity.

Item list: checkbox to show only the available copies, geographical sorting from a zip code or address.

Hold Groups: Libraries can set up a group of patrons that can be used for placing batch holds – i.e. members of a book group or fans of a particular author. The staff place a batch hold for all the members of the group in randomized order.

Evergreen Community Development Initiative – a group of mid to large Evergreen consortia pooling funds for larger development projects. NOBLE representatives: Elizabeth, Meaghan Kinton from Wakefield, Chris Morrissey from Melrose, Lyena Chavez from Merrimack. In April the group will be voting on project priorities for development.

Ebook Legislation -

Massachusetts H4120: An Act modernizing library access to electronic books and digital audiobooks
[Trackbill: H4120](#)

Bill proposed by Representative Ruth Balser, focused on prohibiting embargoes or limits on how many copies a library can acquire on the release date. This bill is similar to bills in New York and Maryland, which have faced legal challenges.

The Massachusetts Library Association Legislative Committee, and the Massachusetts and Library Community Stakeholder Working Group recommended the bill be revised to broaden the scope to include other aspects of licensing terms and to rest on contract law rather than copyright.

Martha Driscoll -

Inventory bug fix - Contracted with Jason Stephenson of CW/MARS to fix issues to inventory dates, in particular multiple "last inventory" dates were being stored in the database inaccurately and retrieved incorrectly on reports. Also, libraries were able to update other libraries' item inventory dates using a check-in modifier. This code is currently on the training system and will be moved to production soon.

Michele Morgan named Evergreen Committer - Michele Morgan has been named a code committer by the Evergreen community. An Evergreen committer has the ability to push code that has been tested by the community and signed off into the official Evergreen repository. When a new release is prepared, all committed code is included. Michele is an excellent choice to take on this responsibility because of her ability to thoroughly test new code and her attention to detail.

Cybersecurity - Had another vulnerability scan run by Apogee IT Services at no cost, will be meeting with them later today to go over the scan results. Apogee is a competitor to New Era who did a scan for us last year. Apogee is headed by Paul Cronin, a colleague of ours from Data Comm company.

5) VOTE TO APPROVE CLARIFICATION TO STANDARD OVERDUE AND BILLING POLICY:

Ron reported an unclear passage in the Standard Overdue and Billing Policy was brought to NOBLE for clarification. Ron brought it to the Resource Sharing Working Group for input and the following was recommended. Current language, second paragraph:

A long overdue block will be placed on the patron's record at 42 days after the due date. The block will prevent patrons from self-checkout/renew/holds. The block can be overridden by staff in the library if deemed appropriate for that library's materials only.

The question was whether both all the long overdues, and the item to be checked out, needed to belong to that library seeking to loan. The consensus at our meeting was that was the case.

A proposed replacement third sentence:

The block can be overridden by staff in a library if deemed appropriate, only if the long overdue items and the items to be checked out belong solely to that library.

Executive Board agreed with the RSWG recommendation and recommend to Members to change the Policy as noted.

Motion: Move to clarify the Standard Overdue and Billing Policy by replacing the third sentence in the second paragraph with the language above.

Brian Courtemanche made a motion, Catherine McDonald seconded the motion. The floor opened for discussion. Several libraries expressed concerns. A roll call vote was taken, motion carried:
In favor – Endicott, Everett, Gloucester, Lynn, Lynnfield, Melrose, Reading, Salem, Wakefield, Winthrop
Not in favor – Beverly, Phillips, Saugus, Swampscott

6) ECARD AND ERENEW GRANT PROJECT: Ron Gagnon

NOBLE is working together with the seven other MA networks on a project to provide a uniform and automated online process for borrowers to register for library cards. Instant verified access will be provided by Quipu, a service that will verify the applicant's address and check our database for an existing account. If verified, a card number would be issued, and a record created in Evergreen allowing access to electronic resources. The other service Quipu can provide is online card renewal. A patron will receive notification their card is expiring and can renew it by using the link in the message.

About half of our libraries have an online registration form on their websites, but the application requires staff to verify the address and issue a card number. If the application is submitted after hours, it could take days to provide access. With the proposed system, it would be instantaneous for most users.

For years MBLC has been wanting to streamline and have easier access for patrons to get cards. MBLC will support 75% of the startup costs from federal funds, and increase funding to state line 7000-9506 to cover the ongoing costs. The startup costs for both services are \$17,400, with the MBLC grant NOBLE's cost is \$4,350. The ongoing costs would be \$11,115, with grant funds the cost will be \$3,000.

There's an online demo March 30th, also a video is available about the renewal service. This is a NOBLE wide service, and would be on individual library websites and customized. The proposal will come to Members for a vote at the May 19th meeting.

7) MOVING TO THE CLOUD:

Ron Gagnon –

As part of our sustainability and resiliency initiative, we have been working towards moving functions to the cloud and be more mainstream to easily be supported going forward.

By the end of this fiscal year we will no longer be hosting our own servers for Evergreen, web pages, and Digital Heritage, and moving to cloud hosting. Cloud hosting is more resilient and secure, with many Internet connections, many power sources, and backup servers. There's no single point of failure like at our central site. The servers are constantly updated to prevent cyberattacks, something we are not able to do with our own servers due to downtime and staff time.

In addition, our lease is up August 2023 and not being renewed. It is difficult to find flex space in the area to accommodate a server room and HVAC system. We can look for general office space, which is less costly and more available.

Elizabeth Thomsen – Evaluating web hosting services for NOBLE sites, and Omeka sites in Digital Heritage. Reviewed many and chose BlueHost. Already moved some of our sites there. For libraries whose websites NOBLE hosts, Elizabeth is going to set up an email list for directors so we can provide recommendations and information.

Suggested if libraries are trying to host their library's website, and it's a WordPress site and don't plan to change, then look for a host that offers Managed WordPress. Managed WordPress will do more of the work. WordPress is more secure than NOBLE hosting. Also, libraries who had their website designed should reach out to those companies for recommendations.

Ron added NOBLE will stop hosting library websites as of 6/30/22.

Martha Driscoll – Past couple months working on the migration of our Evergreen system to the Google Cloud managed by MOBIUS. Also, NOBLE's special tools; dashboard, List Maker, and other scripts that run behind the scenes, will be migrated to a virtual server hosted by Digital Ocean.

Working through a checklist to ensure all functionality is accounted for, MOBIUS developed scripts that will copy our data. Cutover date for Evergreen will likely be at the end of March, and done late night or overnight. There will be a few hours of down time to allow data to be copied to the cloud servers, with different services down so MOBIUS can assure they have all the data. The migration of NOBLE tools will be transparent.

Ron added, MOBIUS, which is a large consortia in Missouri, has been doing cloud service for several years, including their own system. Web hosting is going through Google Cloud, it is continuously updating for security patches. For NOBLE staff to manage that will take too much staff time as well as down time. Cloud hosting improves cyber security and throughput, as well as no single point of failure.

8) SPRING TRAINING: Elizabeth Thomsen

- Going to start hosting in-person meetings and hands-on training in our meeting room. All roundtables and discussion group meetings hosted at NOBLE will have a hybrid option so people can attend remotely.

- Hands on training will be offered in two formats: 2-hour sessions in our meeting room, OR 1-hour online session with hands on exercises performed in the week after the session. Priority is scheduling sessions for the designated contacts for tech services, circulation, and Google WorkSpace.
- Two focus group sessions, one for academic and one for public, to discuss Evergreen development, get feedback, and share ideas.
- Will continue online meetings especially for library staff that can't come in person.
- NOBLE's Annual Tech Expo will be in person and hybrid on Tuesday, June 7, starting at 10 AM.

Amy Lannon asked if going to have the May Members meeting in person. Ron said it's on the Executive Board agenda to discuss or have hybrid.

9) NEW BUSINESS: Amy is attending PLA in person in Oregon, and MLA also is in person being held at the Cape end of May.

10) ADJOURNMENT: Linda Gardener made a motion to adjourn. The meeting adjourned at 11:30am.

Respectfully Submitted,

Theresa Hurley
Secretary

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	Name	Library
1	Allison Babin	Beverly Public Library
2	Maura Deedy	Board of Library Commissioners
3	Noelle Boc	Danvers - Peabody Institute Library
4	Brian Courtemanche	Endicott College - Diane M. Halle Library
5	Kevin Sheehan	Everett Public Libraries
6	Jenny Benedict	Gloucester - Sawyer Free Library
7	Theresa Hurley	Lynn Public Library
8	Abby Porter	Lynnfield Public Library
9	Linda Gardener	Melrose Public Library
10	Catherine Robertson	Montserrat College of Art - Paul M. Scott Library
11	Paula Cartolaro	NOBLE Staff
12	Martha Driscoll	NOBLE Staff
13	Elizabeth Thomsen	NOBLE Staff
14	Cate Merlin	Peabody - Peabody Institute Library
15	Shawna Egan	Phillips Academy
16	Amy Lannon	Reading Public Library
17	Tara Mansfield	Salem Public Library
18	Elizabeth McKeigue	Salem State University Frederick E. Berry Library
19	Alan Thibeault	Saugus Public Library
20	Nicole Langley	Stoneham Public Library
21	Jen Inglis	Swampscott Public Library
22	Catherine McDonald	Wakefield - Beebe Memorial Library
23	Greg McClay	Winthrop Public Library and Museum
24	Ron Gagnon	NOBLE Staff