

NORTH OF BOSTON LIBRARY EXCHANGE INC
MEMBERS OF THE CORPORATION ANNUAL MEETING - HYBRID
ABBOT PUBLIC LIBRARY, MARBLEHEAD
MAY 15, 2025

Present: Nineteen Members attended by authorized voting representatives (Attachment A).

1. **Call To Order:** President Brian Courtemanche at 10:04.

2. **Approval of Minutes:**

Motion: Jenny Benedict moved to approve the March 20, 2025 Minutes, Greg McClay second.
Motion carried unanimously.

3. **FY25 President's Report:**

Brian Courtemanche reviewed a summary of the projects and accomplishments for FY2025:

- Approved new mission statement.
- FY26-29 Strategic Plan approved.
- Gordon Conwell Theological Seminary application approved. New Member in over 20 years.
- FY26 Budget approved. Assessment was under the CPI.
- Migrated to EnvisionWare's Cloudnine Reservation service from PC Reservation.
- Moving to Aspen Discovery System.
- Reevaluated the assessment formula for NOBLE libraries.
- Process to review NOBLE policies every two years.
- New Marketing Working Group was established.
- MA Legislative Breakfast was held at Abbot Public Library, Marblehead.
- Approved capital funds to upgrade furniture and equipment for NOBLE staff.

4. **FY25 Treasurer's Report:** Myron Schirer-Suter reported on FY2025 financial activities.
Current Assets as of 4/30/25.

Capital Fund: \$768,070 - Three projects funded through capital:

- Envisionware Cloud9 Upgrade - \$9,405
- Aspen implementation - \$20,025
- Furniture & Equipment to Improve Ergonomics in NOBLE Office - \$21,092

Contingency: \$750,000

At the August Board meeting, the Executive Board will consider increasing the contingency fund to ensure there is enough to keep the network running for six months.

MBLC Network Infrastructure: \$50,427

We plan to use some of these funds before the fiscal year ends for our Evergreen hosting from MOBIUS

Investments: \$1,970,088, an 4.2% increase from July 1, 2024.

NOBLE Accounting Practices:

- NOBLE's annual audit was completed November 11, 2024. The auditor found no significant issues or misstatements. The only deficiencies found with internal controls were ones that are common among small organizations without a certified accountant on staff or enough staff to ensure a high level of segregation of duties. That said, NOBLE's accountant did not express concerns with the network's internal controls.
- NOBLE is now the fiscal sponsor of the Evergreen Collaborative Development Initiative (ECDI). A large part of the audit was focused on ensuring the ECDI revenue was properly accounted for.

FY25 Budget:

The 4/30/2025 budget report showed 78% expended of our total operating budget for the year. The only line with notable overspending is our legal line. We consulted the NOBLE attorney more projects than usual, including:

- Updates to our confidentiality policy and our legal request procedures, both of which referred to laws that have expired.
- Questions about potential legal concerns with adding a NOBLE member with out-of-state campuses.
- Questions about the feasibility of including OverDrive restrictions in our proposed policy for non-certified libraries.
- An update and review to our annual Member Services Agreement.

The network expects to finish off the fiscal year with a small surplus that will be used to offset assessments in FY27.

FY26 Budget:

NOBLE Membership approved a budget in October that represented a modest 3.02% increase in the annual assessment. The FY26 PC Support fees will be \$4 per PC. The OverDrive budget will increase by 5% to help the network keep up with rapidly-growing demand for this collection.

5. FY25 Manager's Report:**Kathy Lussier**

- Two Revised Staff Positions:
 - Gabriel Jayroe, Member Services Support Associate
 - Chris Amorosi, Bibliographic Services Supervisor
- Ergonomics Consulting Project with Upgrades to Furniture and Equipment.
- Beginning Work on New Personnel Handbook.
 - Next step is revised job descriptions and salary survey.
- Year 1 of the new health insurance plan saved approximately \$11,000 for NOBLE. As well as a savings for enrollees.
- New Forms for Onboarding New Staff and Sending Employee Confidentiality Forms. Form for departing staff coming soon.
- Libraries can choose their invoicing schedule for general assessment.
 - Once annually on August 1st.
 - Six times per year every two months starting on August 1st.
 Let Paula know if you want to switch to one annual invoice for your assessment.
- Upcoming Revisions to the Member Services Agreement.
- Exploring ACH Payments for the Coming Year.

Elizabeth Thomsen

- Aspen Discovery June 9th soft launch. Reviewed summary of the project, libraries will have customizations and training.
- NOBLE App Update - our developer made some changes to the IOS and Android interface and added new options.

Anna Sarneso of BHCC asked if there would be a general NOBLE Aspen catalog we go to and will eventually change to our own? Or will we be set up with our own URLs to change to on the soft launch

Elizabeth stated there is a NOBLE consortium wide catalog, but don't point people to it even in the sneak preview mode. Want to point them to your library catalog with your branding and links.

- NOBLE Evergreen Development Projects -
 - Support for Hold Groups in New Staff Catalog
 - Truncated Fields in New Staff Catalog
 - Upcoming Development for the NOBLE app to better integrate with Aspen

Martha Driscoll

- MessageBee SMS Text Messaging To Patrons -
 - 59,000+ messages sent since 7/1/2024
 - 99% success rate
 - Library access to portal February 2025
- CloudNine EnvisionWare Reservation Service -
 - Migrated from PC Reservation.
 - Mike Ahearn has been migrating libraries and training staff.
 - Cloud-based means remote access and no in-house management PC
- Filtering and Erate Pilot Program SafeDNS-
 - Three public libraries will participate in the pilot by trying content filters on public access workstations.
 - Will report back on experience in the fall.
 - If successful, NOBLE will be eligible for e-rate discounts on Comcast lines for libraries that choose to participate.
- Quipu eCard Service -
 - Receive about 500 registrations per month.
 - Verification code was added to reduce form spam.
 - Verification email updated to reduce confusion.
 - E-Renew service delayed, planned soon after August 11th Evergreen Upgrade.
- System Updates -
 - January Upgrade to Evergreen 3.13.5.
 - With our August 11th Upgrade to 3.15, NOBLE will be moving to one-upgrade-per-year.
 - Evaluating proposals from new network monitoring vendor.

Evergreen Collaborative Initiative Development -

Kathy Lussier

- Strategic Planning Process For FY25, new vision and new mission statements.

Elizabeth Thomsen and Martha Driscoll

- FY25 Development Projects Review
 - Redesigned Record Buckets
 - Improvements / Fixes to Item Templates
 - RESTful API

State and Federal Legislation - Kathy Lussier

- New legislation filed to protect the Freedom to Read and to establish a commission to further discuss pricing for ebooks and eaudio.
- State budget lines are mostly level funded. Amendments filed in the senate to increase budget for the MBLC, MLS and Library Technology and Resource Sharing.
- IMLS and LSTA funding is uncertain at this time.

6. Nominating Committee Report and Election of Officers:

Brian Courtemanche reported the Nominating Committee members; Catherine McDonald, Abigail Porter, and himself, met in the spring to nominate a vice-president/president elect and a clerk. Theresa Hurley was nominated as vice-president/president-elect and Allison Babin as clerk.

Motion: Myron Schier-Suter moved to accept the nominations as presented. Greg McClay second. Open to the floor, none. Vote carried unanimously to elect Theresa Hurley and Allison Babin.

7. Vote To Revise NOBLE Assessment Formula:

Kathy Lussier thanked the ad hoc committee. The formula was presented at the last Members' meeting and is being voted on today. Reviewed the new formula.

The components of the recommended formula are:

- ● Flat fee - 60%
- ● Average circulation - 7%
- ● Active users - 12%
- ● Items added - 9%
- ● Holdings - 9%
- ● Cooperative purchasing value - 3%
- ● Resource sharing credit / fee - 7% of net lends / borrows.

The subcommittee recommends gradually implementing the formula over a period of five years. The new formula will not be implemented until FY27.

Motion: Jenny Benedict moved to accept the revised NOBLE Assessment Formula, Amy Lannon second. No discussion. Motion carried unanimously.

8. Vote To Renew EBSCO Subscription: Kathy Lussier

- NOBLE's 3 year contract was up for renewal. EBSCO proposed a 3 year contract with an annual 2% increase.
- Electronic Resources and Database Working Group recommended moving forward, and the Executive Board approved the 3 year contract.
- As the first consortia to get an EBSCO subscription, NOBLE gets very favorable, discounted pricing.
- Bibliograph pricing will be updated to include five academics that want to be included in the service. Previously it was just the 17 public libraries.
- The EBSCO core package cost is divided equally among libraries that will continue for this year because that was the expectation. The Executive Board will be looking in the coming year at a tiered approach for library costs, because there's a big discrepancy in how much usage it gets.

Motion: Noelle Boc made a motion to renew the 3 year EBSCO contract. Myron Schirer-Suter second. Motion carried unanimously.

9. Vote to Approve Public Libraries in Non-Certified Municipalities Policy:

Kathy Lussier reviewed a draft of the policy, Attachment B.

A discussion ensued. Amy asked for clarification on paragraph 4, 1st sentence "NOBLE libraries vote.." Kathy explained It's not NOBLE libraries that vote. Suggested rewording to say "NOBLE libraries governing bodiless vote..."

Motion: Jenny Benedict made a motion to approve the policy as amended. Greg McClay seconded. Alan Thibeault nah. Motion carried.

10. Vote to Update Associate Member Libraries Policy:

Kathy Lussier reviewed the policy. Attachment C.

Motion: Noelle Boc moved to update the policy. Jonathan Nichols second. No discussion. Motion carried unanimously.

11. Vote to Update Borrower's Card Policy:

Kathy Lussier reviewed the policy. Attachment D.

The Resource Sharing Working Group and Executive Board both recommend the changes. Some changes were to reflect current practice, others were policy changes.

Motion: Jenny Benedict moved to approve the policy, Morgan Yeo second. Motion carried unanimously.

12. Vote to Update Confidentiality Policy and Legal Request Procedures:

Kathy Lussier reviewed the policy. Attachment E.

Motion: Greg McClay moved to update the policy, Myron Schirer-Suter second. No discussion. Motion carried unanimously.

13. Vote to Update G Suite Account Policy:

Kathy Lussier reviewed the policy changes. Attachment F.

Motion: Greg McClay moved to update the policy. Kim Grad second. No discussion. Motion carried unanimously.

14. NOBLE Strategic Initiatives for FY26:

Kathy included a four quarter project breakdown of the FY26 strategic initiatives.

15. New Business: Catherine McDonald presented a gift to Brian Courtemanche as outgoing president, and thanked him for his service.

16. Adjournment: Greg McClay moved to adjourn 12:00.

Secretary,

Abigail Porter

Clerk

ATTACHMENT A

NOBLE Annual Meeting Attendance
Thursday May 15, 2025 10:00 AM to 12:00 PM
Abbot Public Library, Marblehead

	Name	Library
1	Meghan Karasin	Beverly Public Library
2	Anna Sarneso	Bunker Hill Community College Library and Learning Commons
3	Noelle Boc	Danvers - Peabody Institute Library
4	Brian Courtemanche	Endicott College - Diane M. Halle Library
5	Jenny Benedict	Gloucester - Sawyer Free Library
6	Myron Schirer-Suter	Gordon College - Jenks Library
7	Abby Porter	Lynnfield Public Library
8	Kimberly Grad	Marblehead - Abbot Public Library
9	Linda Gardener	Melrose Public Library
10	Lyena Chavez	Merrimack College - McQuade Library
11	Catherine Robertson	Montserrat College of Art - Paul M. Scott Library
12	Martha Driscoll	NOBLE Staff
13	Paula Cartolaro	NOBLE Staff
14	Kathy Lussier	NOBLE Staff
15	Elizabeth Thomsen	NOBLE Staff
16	Morgan Yeo	Peabody - Peabody Institute Library
17	Camille Torres Hoven	Phillips Academy
18	Tara Mansfield	Salem Public Library
19	Nancy George	Salem State University Frederick E. Berry Library
20	Alan Thibeault	Saugus Public Library
21	Rachel Overbeck	Stoneham Public Library
22	Jonathan Nichols	Swampscott Public Library
23	Catherine McDonald	Wakefield - Beebe Memorial Library
24	Greg McClay	Winthrop Public Library and Museum

ATTACHMENT B

DRAFT Public Libraries in Non-Certified Municipalities

Public libraries in non-certified municipalities (hereinafter referred to as non-certified libraries) may continue as a full-voting member of the network. Non-certified libraries will be assessed according to the same formula as libraries in certified municipalities. NOBLE will continue to provide access to all NOBLE services covered under the general assessment, including the library management system, staff support, cataloging services, email, training/consulting, Internet service, etc. Non-certified libraries will also be required to follow all network policies.

The governing body of individual libraries within the network may decide to decline cards of residents from non-certified municipalities by providing written notification of their intent to NOBLE. Residents from non-certified municipalities will not be able to check out or place holds on materials owned by libraries that choose to deny their cards. Libraries choosing to deny requests from non-certified libraries must deny requests from all non-certified libraries.

Network members agree to follow established procedures for registering patrons from non-certified libraries in communities outside NOBLE.

When more than half of NOBLE libraries vote to decline cards of residents from non-certified municipalities, NOBLE will remove OverDrive access for those residents to restrict them from borrowing digital materials from other libraries and from the NOBLE shared collection. These restrictions will be implemented on July 1 of the fiscal year following the library's decertification. Non-certified libraries will have the option to remove their Advantage titles from the shared collection for use in a standalone OverDrive collection or in the platform for a different vendor at the non-certified library's expense. Transfer of Advantage titles is subject to publisher approval.

Non-certified libraries will not be required to pay an OverDrive fee during the period of this restriction. OverDrive access can be restored immediately upon a library's recertification and the payment of a prorated OverDrive fee following the same formula as other NOBLE libraries. Non-certified libraries may submit an appeal to the NOBLE Executive Board to maintain and/or restore access to the OverDrive collection in the event of an extenuating circumstance.

ATTACHMENT C



Associate Member Libraries Draft Revisions - 4/2025

- Must have a collection of fewer than 20,000 items.
- Must agree to enter their collection within 3 years (retrospective conversion at their expense)
- Must enter all current acquisitions.
- Must be a member of the appropriate statewide/regional library system.
- Will not have a vote at Members Meeting but may attend as a non-voting member.
- May participate as a voting member of NOBLE committees and working groups.
- Will have access to circulation and catalog functions.
- Will be eligible for training programs.
- Will not be required to participate in EBSCO group package subscription.
 - If declining this subscription, the associate member library will be ineligible for optional discounted EBSCO subscriptions.

Costs: To be determined annually by the Executive Board.

Revised at the September, 2010, and May, 2023. Meeting of the Members

ATTACHMENT D



Borrower's Card Policy

Any personal NOBLE library card is accepted at any other NOBLE library. Cards of residents of communities decertified by the Mass. Board of Library Commissioners may be declined upon vote of the library's governing body.

The only exceptions are specially issued Teachers Cards from other libraries, local use only cards, institutional cards, non-circulation/electronic access cards and non-academic library cards of out-of-state residents, for which acceptance is a library option to be set in the system. (See below for more information.)

Issuing Cards

A public library patron without a library card can apply and receive one in any NOBLE library. The public library patron will automatically receive proper access to locally-purchased electronic resources appropriate for their community of residence. The potential library user should not be sent back to their "home" library to register.

Identification and Proof of Address Required:

Before creating a new patron record, the individual must present the following:

Current, valid Massachusetts Driver's license or Massachusetts State Identification Card with current address.

OR

one document from Section 1 AND one document from Section 2 below:

1. Proof of identification –current or expired-- (must include name and photo)

- Passport or Passport Card
- Alien Resident Card
- Government issued cards, such as Military ID
- State issued photo ID including welfare, Medicaid or FID card
- University or school ID
- Senior/T.A.P. ID issued by the MBTA

2. Proof of current local address (must include applicant's name)

- Utility bill or tax bill (dated within the last 60 days)
- Lease agreement
- Imprinted bank check or deposit slip
- Official school schedule with applicant's name and address typed on it
- Official letter verifying residency and mailing address dated within last 30 days from a social service provider, temporary employer that provides housing, or a short-term residence
- Postcard mailed to applicant from the library
- eBills

Children and Teens

If an applicant is 17 years and under, parent or legal guardian may provide proof of identification and address with the child present.

Classroom signups are exempt from identification requirements.

Students, faculty and staff may have multiple academic cards if they have more than one affiliation with NOBLE academic institutions. Multiple cards are required to provide full access to each institution's unique collection of electronic resources.

Each borrower's card record is limited to a single active barcode. When a replacement barcode/card is issued, the prior barcode number must be marked inactive at that time. Public patrons are limited to a single public patron account. **In cases where a dependent has multiple caregivers living in different households, library directors may, at their discretion, approve a second public patron account for the dependent. A note should be added to these records to say that the duplicate account was created with the approval of the library director.**

The primary name fields must contain the full legal first name, middle initial and last name. An optional preferred name field may be used, but only for names that the patron has identified as their preference, not for former names or any other type of alternative name information. Additional name keywords may also be added to aid in searching. All elements of name fields are keyword searchable.

Date of birth and telephone number(s) must be entered, in the proper field. Academic libraries are exempt from requirements to enter these fields.

The home library field for public patrons must match the community of residence for residents of NOBLE communities. If a resident of a non-NOBLE community, the home library field should be set to *Non-NOBLE Mass.* or *Non-NOBLE Out of State* as appropriate. The issuing library will verify the information presented by the patron by a driver's license or other positive identification.

Non-Massachusetts public library and community borrowers must be registered with a *Main (Profile) Permission Group* of **Public Patron – out-of-state**.

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

Academic libraries will issue a generic NOBLE library card if a community borrower patron seeking to borrow items does not have a public library type card or may enter a card from another network. The generic NOBLE card is issued in place of a specific public library card and functions identically to a library card issued in that community.

Linking of patron records must not be used for families or other collections of multiple persons.

Non-NOBLE Barcodes

Non-NOBLE public library barcodes ~~can will continue to~~ be accepted and entered into the NOBLE database if the user prefers and if they have no other public library card in the database, or ~~these users~~ may be issued a public library or generic NOBLE card. In either case, access to electronic resources ~~may will~~ still be controlled by residence municipality via the home library field.

Updating Information

College patron records are exclusive to the issuing institution and must not be updated by any other library. Information in the records is linked to semesters, graduation years and financial records in the college offices and must not be changed by other libraries.

Public library cards are shared among all libraries. Libraries learning of verified information changes are expected to update the record accordingly. Any library receiving returned mail without a new address must flag the record so that staff obtain a new, verified address before any additional items are borrowed or renewed, or holds placed or trapped. Libraries discovering

an inaccurate telephone number should likewise flag the record to obtain a correct telephone number in a subsequent contact. Libraries correcting needed information must remove the flag to avoid further unnecessary stops.

Online Card Registration

Borrowers cards will be automatically issued to verified Massachusetts users residing in a certified community to provide access to electronic resources and for placing of holds.

After completing an online registration form, the address and last name of the applicant will be verified by the system. NOBLE's database will also be checked for an existing registration to avoid duplicate accounts. When verified, the data is automatically entered into the NOBLE system and the borrower is issued a barcode corresponding with the library of their community, or NOBLE if outside of NOBLE's service area.

The online cards will provide access to online resources of the community's library for appropriate applicants residing within NOBLE as well as PC reservation systems and other services that require authentication, as well as statewide and NOBLE electronic resources.

Borrowers whose name could not be verified with the entered address will receive a provisional card allowing them access to statewide and NOBLE electronic resources for 14 days, by which time they will need to visit a library to verify their address to continue access. Borrowers whose ~~address appears invalid data could not be verified in other ways~~ address appears invalid, will not receive a barcode but will be directed to visit a NOBLE library.

Non-Circulation/Electronic Access Cards

Libraries may issue patron cards without circulation privileges to provide access to online resources, PC reservation systems and other services that require authentication in cases where it is not practical to also provide lending privileges to the patron.

The non-circulation cards can be issued in cases where proof of address is not available. The patron must be affiliated with the library by claimed affiliation with the library's service area; only one public library patron card is allowed per person.

Holders of non-circulation cards would not be able to check items out of any NOBLE library nor request materials in the web catalog or in person.

To issue non-circulation cards, the library must contact NOBLE to add a non-circulating Permission Group to the system that is coded in the loan rule table to disallow loans. Guidelines for adding these patrons will be maintained by NOBLE, specifying required information. Such cards will expire annually and can be renewed.

Non-circulation cards may be upgraded at any time at the library upon presentation of proof of address. The library will enter the proper information and changing the Permission Group accordingly.

Local Use Only Cards

Libraries have the option to issue borrowers' cards with the ability to only borrow items owned by the issuing library. Holders can not request or borrow items from other NOBLE libraries or borrow from other NOBLE libraries in person. These cards can be used for local residents lacking a verifiable or permanent residence, and must be coded with the proper permission group.

Local use only cards can be used to access the electronic resources of the issuing library, and NOBLE in general, and to use PC management systems.

Teacher Cards

Libraries may issue special cards to preK-12 teachers for materials for classroom use. Issuing libraries may restrict use to their own materials. Issuing libraries may not grant special privileges on other libraries' materials. A school name must be included in the patron record.

Non-classroom loans should be done on a personal card. ~~a teachers' card is a second separate patron record which must be linked to the teacher's personal card.~~

~~Libraries who do not wish to supply items to Teacher Cards can choose to have their materials unavailable to these cards through a system setting.~~

Institutional Cards

Libraries may issue cards to non-library institutions. Issuing libraries may restrict use to their own materials. Issuing libraries may not grant special privileges on other libraries' materials. A contact person must be included in the institutional record.

~~Libraries who do not wish to supply items to Institutional Cards can choose to have their materials unavailable to these cards through a system setting.~~

NOBLE libraries must not distribute library cards nor ~~passwords/PINs~~ to non-NOBLE libraries such as local schools and special libraries.

Using Cards

Any NOBLE library's card, public or academic, may be used for circulation transactions in any NOBLE library. The only exceptions are local teacher cards, local use only cards, institutional cards, non-circulation/electronic access cards, online cards not yet upgraded and cards of non-Massachusetts non-academic borrowers, which are a local option contingent on policies configured into the system.

In addition to presentation of the original library card, other acceptable means of account identification for circulation include:

- *Valid Photo ID*: Accept without any further verification.

• *Barcode in Mobile App, Scanned/Digitized Barcode Image, Verbal Recitation of Barcode, Other Printed/Handwritten Form of Barcode*: Accept without any further verification. ~~additional identity verification. Verification parameters will be determined by each individual library and may include, but not be limited to, having the patron correctly identify date of birth, address, telephone number, password, or other personal information in the patron record.~~

- A minimum of three verification parameters as determined by each individual library that may include, but not be limited to, having the patron correctly identify date of birth, address, telephone number, or other personal information in the patron record.

These recommendations pertain to material being checked out from the home library as well as items owned by other network libraries being retrieved from the hold shelf.

In picking up a hold, it is preferable to use the card for which the hold was placed. Otherwise, there is no preference as to which card should be used, all will provide the correct statistics. However, students, faculty or staff affiliated with a NOBLE institution may receive better privileges if the card matches the institution.

Delinquencies

Libraries should rely on and respect the delinquency statuses maintained automatically by the system. As patron records are shared, and libraries have differing policies for delinquency thresholds, fines, etc., additional manually-input delinquency warnings are unnecessary.

Approved by Members Meeting, November 21, 2013; amended March 19, 2015, June 8, 2017, March 15, 2018, June 14, 2018, March 21, 2019, June 4, 2020, March 18, 2021, May 18, 2023, September 21, 2023.

ATTACHMENT E

Confidentiality Policy - Proposed Revisions March 2025

The libraries of the North Of Boston Library Exchange (NOBLE) recognize and protect the confidentiality of the use of our libraries and commit to preserving the privacy of that information in the NOBLE system.

All staff, circulation and reference procedures and automated systems will treat the identity of borrowers and the profile of an individual's search for information in the way that most protects the patron's confidentiality.

Protected information includes, but is not limited to: borrowing; reserve requests; fine records; records identifying names of users with specific materials, equipment or electronic resources; area of research; the frequency, number or nature of library visits; and all library registration files. After 35 days from the original checkout date, NOBLE libraries maintain no record of those items that have been borrowed and returned unless an overdue charge is outstanding. Access to patron information within the library must be limited to a need-to-know basis, enforced by authorization passwords.

Patrons can access their borrowing record privately by logging into the library catalog. Patrons may obtain their password by using the catalog's password reset feature. Upon positive identification, patrons may also ask library staff to reset the password on their behalf. ~~Patron information will only be released to its owner upon presentation of positive identification. Patrons may obtain a PIN (Personal Identification Number) from their library upon presentation of positive identification to access their borrowing record privately at an Internet-connected computer.~~

Under no circumstances will any information regarding either patron registration or circulation be released to a third party, except as described below.

- No records can be made available to any inquiries, including law enforcement, unless a subpoena or warrant has been served by a court of competent jurisdiction. Records will be made available immediately upon presentation of a valid warrant. Records will be released in response to a subpoena after consultation with legal counsel. The Reforming Intelligence and Securing America Act of 2024 (RISAA) exempts libraries from being subject to a national security letter request from federal officers. ~~Whereas a subpoena or a search warrant under the USA Patriot Act (P.L. 107-56) suspends state statutes,~~

~~confidential patron information will be turned over to federal law enforcement officers if such documents are presented. Library representatives shall not honor requests from federal law enforcement officers unless a subpoena or search warrant is presented pursuant thereto. Only Federal officers can use the Patriot Act to request information.~~

Please refer to the process document on the Staff Information System for procedures.

- The records of minors with their own cards are also considered to be private to those persons. Parents or legal guardians who are responsible for a child's library materials may obtain records pertaining to overdue items.
- Information may be released as minimally necessary to validate patrons using third-party services contracted by a library or NOBLE.

All contractors to whom patron data or access to patron data is provided must execute a document in the format provided by NOBLE specifically citing that the patron data will not be retained nor sold or otherwise distributed or disclosed.

NOBLE recognizes and utilizes Massachusetts General Laws Chapter 78, Section 7, which states: "Library authorities may disclose or exchange information relating to library users for the purposes of inter-library cooperation and coordination, including but not limited to, the purposes of facilitating the sharing of resources among library jurisdictions as authorized by clause (1) of section nineteen E or enforcing the provisions of sections ninety-nine and one hundred of chapter two hundred and sixty-six." Library user information can only be used by the library to contact residents of their own community (public libraries) or persons directly affiliated with their own institution (non-public libraries) for library use only in accord with applicable laws and regulations. Should a library use a contractor for such purposes, the contractor must execute a document in the format provided by NOBLE specifically citing the data will not be retained nor sold or otherwise distributed or disclosed.

This policy is based on the Code of Ethics of the American Library Association, which in Article III states: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted," and Massachusetts General Laws Chapter 78, Section 7, which states, "that part of the records of a public library which reveals the identity and intellectual pursuits of a person using such library shall not be public record as defined by clause twenty-sixth of section seven of chapter four".

All officers, employees, volunteers, contractors and governing authorities of member libraries accept these tenets by virtue of their participation in NOBLE and are hereby instructed to comply with this policy. Member libraries recognize that only through strict adherence to this policy can the public be confident that their privacy is protected. Any failures to observe this policy must be reported to the library director and/or the NOBLE management team.

Approved by Executive Board, March 8, 2006

Approved by Meeting of the Members, March 16, 2006



Confidentiality: Legal Request Procedure Proposed Revisions March 2025

The laws protecting national security interests and authorizing state and federal criminal investigations supersede a librarian's ethical obligation to protect patron privacy rights and state library confidentiality laws.

In general, libraries are only obligated to disclose patron records to law enforcement agents if directed by a court order or other appropriate legal process. Appropriate legal process may be in the form of (i) a search warrant, which authorizes law enforcement officers to conduct a search of a place and seize evidence, (ii) a subpoena, which commands the production of specified evidence in a person's possession within a stated period of time. ~~or (iii) a request (called a national security letter) from a federal agency under the USA Freedom Act.~~

Without appropriate legal process, neither the FBI nor any state or local law enforcement agents have the authority to compel a librarian to cooperate with an investigation or answer questions.

Since data applying to all NOBLE libraries can be accessed through any library workstation, NOBLE counsel has the right to review all court orders and documents and take any actions deemed in the best interest of NOBLE and our libraries.

Warrants:

1. Any staff member approached by a law enforcement officer with a search warrant shall immediately contact the library director, but in no way shall staff interfere with the execution of the warrant.
2. The library director or supervisory designee shall ask to see positive identification from the officer and shall record the agency, officer's name

and identification number.

3. The library director or designee shall contact NOBLE immediately, as well as following any local notification procedures.
4. The library director or designee shall keep a record of all legal requests and of the time or cost associated with compliance with such requests.

The library director or designee shall cooperate with law enforcement personnel and must be present during the execution of a search to ensure that only records identified in the warrant are viewed or scanned.

Subpoenas:

1. Any staff member served with a subpoena for the library or staff in their official capacity shall immediately contact the library director.
2. The library director or designee shall contact NOBLE immediately, as well as following any local notification procedures.
3. NOBLE counsel will examine all subpoenas for any legal defect, including the manner in which it was served on the library, the breadth of its request, its form, or an insufficient showing of good cause made to a court. If a defect exists, NOBLE counsel may advise to file a motion to quash the subpoena or a motion for a protective order. A motion to quash a subpoena is used to nullify or terminate the subpoena, while a motion for a protective order is used to limit the scope of the subpoena or relieve the library from complying with certain terms of the subpoena.
4. The library director or designee shall keep a record of all legal requests and of the time or cost associated with compliance with such requests.

Approved by Executive Board, August 10, 2016

Approved by Members Meeting, September 22, 2016

~~National Security Letter: ¶~~

~~The Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001 (USA PATRIOT Act) became law on October 26, 2001, largely in response to the events of September 11, 2001. This law amended over 15 federal statutes, including the Foreign~~

~~Intelligence Surveillance Act (FISA) and other statutes that govern criminal procedure, computer fraud and abuse, foreign intelligence, wiretapping, immigration, and the privacy of student records. The USA Freedom Act revised certain provisions of the USA PATRIOT Act, particularly by limiting the scope of business records that may be requested, largely in response to the revelations of government documents leaked by Edward Snowden ¶¶~~

~~Nevertheless, these amendments broadly expand the powers of federal law enforcement agencies investigating cases involving foreign intelligence and international terrorism, and grant greater authority to the Federal Bureau of Investigations and other law enforcement agencies to gain access to business records when investigating terrorist activities. Business records could include medical records, educational records and library records either in paper or electronic format. The USA Freedom Act limits the scope of business records to those relevant to an authorized investigation so that an entire library database may not be seized, just individual patron records. ¶¶~~

~~In addition to granting broad powers to law enforcement agencies, the USA PATRIOT Act amendments also impose a "gag order" on all warrants issued under the Foreign Intelligence Surveillance Act (FISA). The "gag order" prevents the library and all library staff from disclosing to any other party, including the patron whose records are the subject of the search warrant, that the library was served with a warrant or that records were produced in accordance with the warrant. The existence of the "gag order" does not mean that libraries and librarians served with such a search warrant cannot consult with their legal counsel concerning the warrant. A library and its employees can still seek legal advice concerning the warrant and request that the library's legal counsel be present during the actual search provided for by the warrant. ¶¶~~

ATTACHMENT F



NOBLE Google Workspace - ~~Suite~~ Account Policy Proposed Revisions March 2025

NOBLE provides Google- ~~WorkspaceG-Suite~~ services to facilitate communication and collaboration among staff employed by NOBLE Member Libraries. This policy applies to the noblenet.org ~~Google WorkspaceG-Suite~~ service.

The term “~~Google WorkspaceG-Suite~~ data” refers to any email, docs, calendars, and other data, created or stored with the ~~Google WorkspaceG-Suite~~ account.

Purpose:

NOBLE provides ~~Google WorkspaceG-Suite~~ accounts to facilitate work-related communication and collaboration. Accounts are not to be used for personal business. Use of NOBLE accounts follows the same professional standards as use of the library telephone and letterhead. Communication coming from NOBLE accounts reflects on our libraries and NOBLE itself. Further, as needed, individual opinions should be separated from those representing the library itself.

Procedure for Requesting Accounts:

The library director or designated staff member may request a NOBLE ~~Google WorkspaceG-Suite~~ account for any paid library employee. ~~via email~~. The library director may request “Special Use” email addresses to be used for managing a particular library service (Patron Outreach, Marketing, etc.) or staff activity (vendor relations, billing, etc.)

Each Director will designate one staff member to serve as the ~~Google WorkspaceG-Suite~~ trainer for the library. When a new account is established, notice is sent to the requestor and trainer with the username and password. Each library is expected to provide basic instruction to the new user. Passwords should not be exchanged with others.

Administrative Responsibilities:

The library director is responsible for notifying NOBLE when a ~~Google WorkspaceG-Suite~~ account holder is no longer employed by the library. Upon notification, the account will be removed. At the request of the library director, NOBLE may reset the password and provide access to the account for up to three months.

NOBLE will not extend access nor provide or continue accounts for former employees.

Deleting accounts includes deleting email and all files in Google applications, including Sheets, Docs, Drive, etc. The library can decide who will inherit the assets and archive

the email before deletion, if desired.

Staff leaving a NOBLE library and moving to a job at another NOBLE member library may not continue using their previously assigned [Google WorkspaceG-Suite](#) Account. The new library director may approve a new account which will have a new username, which NOBLE will associate with the new library.

If a staff member is employed at an additional NOBLE library, the additional library has the option of requesting a new account for that staff member.

NOBLE will suspend [Google WorkspaceG-Suite](#) accounts upon request of the director or designee or, in the case of a library director's account, at the request of the Chair of the Board of Library Trustees or other direct supervisor .

The library director may request access to any of their employees' [Google WorkspaceG-Suite](#) data via email. The password will be changed by NOBLE and given to the library director.

Account holder name changes or other significant changes must be approved by the library director.

Access to any NOBLE [Google WorkspaceG-Suite](#) account can be denied or disabled at the discretion of the Executive Director for cause. In the event that such action is taken, the library director will be immediately notified. The NOBLE President will be notified if such action involves a library director.

Individual email accounts will be established for all NOBLE staff and will be subject to all provisions of this policy.

User Responsibility & Privacy:

Each user is responsible for maintaining the confidentiality of his or her password. Use of [Google WorkspaceG-Suite](#) accounts for illegal purposes, or the inclusion of obscene, abusive, profane, embarrassing, discriminatory, threatening or harassing materials in email is strictly prohibited. Such use will result in immediate termination of the account and referral to the library's administration. The email system must not be used for commercial ventures, religious or political causes, outside organizations, or other non-work-related solicitations.

[Google WorkspaceG-Suite](#) accounts provided by NOBLE are not repositories for archival purposes. The Secretary of State's Office of the Commonwealth has determined that e-mail qualifies as "public records", as defined in Chapter 4, section 7(26) of the Massachusetts General Laws. Library staff are responsible for following local data retention and archival policies; NOBLE can assist with methods to accomplish this task.

There is no assumption of personal privacy for the [Google WorkspaceG-Suite](#) account. Email does not guarantee the privacy and confidentiality of information. Sensitive material transferred via email may be at risk of detection by a third party. Users must exercise caution and care when transferring such material in any form.

Accounts that are not activated for a period of three months after creation date shall be deleted. Accounts that are inactive for three months will be deleted.

Using the NOBLE [Google WorkspaceG-Suite](#) constitutes acceptance of this policy.

Approved at the Meeting of the Members, November 15, 2018

Revised March 21, 2024