

**NOBLE  
MEMBERS OF THE CORPORATION MEETING  
AT NOBLE  
SEPTEMBER 20, 2018**

**PRESENT:** Sixteen libraries were represented at the meeting, attendance sheet attached.

**CALL TO ORDER:** In Linda Gardener's absence, vice president Kathryn Geoffrion-Scannell presided over the meeting and called the meeting to order at 10:10. Introductions were done.

**APPROVAL OF MINUTES:** Alan Thibeault made a motion to approve Minutes from the June 14, 2018 meeting; Nancy Ryan seconded the motion. Motion carried unanimously.

**TREASURER'S REPORT:** Myron Schirer-Suter presented the report as of August 31, 2018. The audit will begin soon.

**MANAGERS' REPORT:**

**Ron Gagnon –**

- **Move Update** – Had some funds to put into furnishing and technology, will be wrapping that up. Outstanding issue is the generator not connected yet due to National Grid lockout. Heat is connected. Electric bills are running 15% lower than last year in the old space.
- **Personnel Updates** – Executive Board approved two personnel changes. The administrative assistant is now full time after 23 years. In reality Paula was only a few hours short of the full time hours, and was fully benefited, therefore the additional cost is small. Also authorized was restoring the second part time professional cataloger to address a backlog from last year's staff reduction.
- **MBLC** – hired a consulting firm, Sasaki, to do analysis of libraries in networks. They came up with three different models: Seasonal, which is CLAMS, Peer to Peer, like NOBLE and Minuteman, where all the members are approximately equal, and Resource, like MVLC and CW MARS, where the members depend on a limited number of magnet libraries. There is one major flaw; Gloucester was counted as an MVLC member library. It is acknowledged as clerical error, the MBLC is going through the procurement process to have the consultant correct this.
- **MassLNC** – NOBLE continues our partnership with MassLNC to support Evergreen development. NOBLE representatives to MassLNC board for this fiscal year are once again Brian Courtemanche and Diane Wallace, Ron is ex officio.
- **Database Clean Up** – Two academic members informed us that NOBLE's Overdue Cleanup Policy passed in June, 2017, doesn't work for their tracking of prior students' still owing fines or materials. Sending a survey to academic members to see what tweaks need to be made to that policy. In the meantime, temporarily stopped the purging process.

**Elizabeth Thomsen –**

- **ALA Annual Conference** –
  - Participated in a panel discussion "Tech Gurus Optional", sponsored by the Evergreen community, with colleagues from Bibliomation and SC LENDS. Topic was how to run and support an open source system.
  - OverDrive consultation and presentations
  - Meeting with NoveList Select on the redesign
  - Attended EBSCO, LearningExpress and FOLIO events
  - Participated in Evergreen Student Success meeting online
- **Meeting Room** – the new meeting/training room is working out well for different setups. For hands on training, there are four rolling tables that have 2 computer stations on them and are easily set up for training sessions.
- **Library Visits** – Visited Stoneham, Lynnfield, Peabody, and Phillips. Beth Willis visited Salem, Endicott, Wakefield, Salem State, Winthrop, and Beverly. Christine also visited Salem, which is adding acquisitions, and Salem State is reviewing their workflow between acquisitions and cataloging.
- **Local History Roundtable** - scheduled for October 2<sup>nd</sup>.
- **Upcoming Meetings** -Social Media Roundtable, Google Apps, Introducing Evergreen Client: Buckets, Tech Services and Circulation contacts training, Advanced List Maker sessions, Understanding Evergreen catalog.

**Martha Driscoll –**

- **Meeting Registration** – Suzanne Paterno is working on a meeting registration application that will allow library staff to sign up for meetings and cancel themselves. Email reminders will notify participants of the upcoming meetings and a wait-list feature will automatically offer a spot to a waitlisted participant if a seat becomes available
- **Web Site Hosting** –
  - Encouraging all NOBLE libraries that have their web site hosted with us, to convert to SSL, https, the secure encrypted protocol. In the past would purchase SSL certificates, but found a site called LetsEncrypt that provides free SSL certificates. Installed a certificate for every website we host, will send an email out to everyone with instructions on how to convert over. In WordPress a couple of settings will need to be changed and some clean up with images will need to be done.
  - NOBLE will provide premium JetPack to all hosted sites which provides security, cloud backup and recovery, and daily backups.
  - LetsEncrypt certificates do not work with EZproxy because of the high number of targets in a typical instance. Certificates for EZproxy, which cost about \$80 per year, are still required to provide secure SSL connections to SSL enabled databases.

Ron added JetPack has automatic backup and antivirus also.

**PRESENTATION OF FY20 BUDGET:**

Ron did a PowerPoint presentation of the FY 2020 budget. Executive Board reviewed and recommended the budget at their September 12<sup>th</sup> meeting. It is presented to Members for consideration today, with a vote at the October Members Meeting.

**FY 20: Great News -**

- 34% increase from state funding for MBLC line item, 7000-9506
- Ongoing rent savings from move
- Greater surplus from prior year
- No increase in basic assessment

**Level Total Assessment -**

- No increase to total basic assessment
- Actual Assessments depend on formula
  - 75% divided equally
  - 12.5% on 3-year average circulation
  - 12.5% on active users or FTE enrollment
- Results range from +1.7% to -1.6%

**State Funding Increase -**

- MBLC line 7000-9506 has a 34% increase for FY 19
- Projected increase for NOBLE \$39,500 for telecomm and resource sharing FY19
- Formula-driven
- Applied \$31,250 to FY20 just in case of 9C cuts

**Rent Move Savings –**

- Saving \$24,000+ in FY19
  - Lower rate (same as 2011)
  - Less square footage
  - Two months free rent
- Saving \$14,000+ in FY20
- Also 5% savings in common area charges due to smaller size

**Larger Surplus -**

- Surplus from FY 18 applied to FY20 budget
- More than double FY17, \$113,221

- One-time savings include a free rent in June, July and August
- Evergreen maintenance now billed time instead of annual contract. NOBLE staff and MassLNC have more expertise.

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#### **Coping, Correcting Cataloging Cuts -**

- Moved from OCLC to SkyRiver, saving \$34,000 but transitional learning curve
- Cut part-time professional cataloger, saving \$21,000
- Productivity loss during move and planning
- 16,000 record backlog

#### **Cataloging Remedies -**

- Restoring the part-time professional cataloger
- May need capital for a retrospective project, still investigating options.

#### **Website Hosting -**

- No increase, \$500/year
- Includes Jetpack automatic security and back up - \$99/year
  - Daily backups, one-click restores, spam filtering, 30-day archive, daily scans for malware and threats
  - Only main site

#### **Capital -**

- Invested some capital in new UPS, meeting room technology, and furniture
- Capital balance \$900,000
- Contingency \$750,000
- MBLC Infrastructure \$0 (will get replenished during the year, approximately \$13,000)

#### **Encore -**

- Contact your state representative and state senator to explain the need for state funding
- Attend legislative events
- Invite them to library events
- Good results from increased advocacy

#### **OverDrive and PC Support -**

- To be discussed at next month's Executive and Members meeting

#### **OVERDRIVE UPDATE: MAGAZINES, ADVANTAGE PLUS, RLA**

- **Reciprocal Lending Agreement or RLA –**

##### **Ron Gagnon:**

- Is the sharing among Massachusetts networks that allows users of any network to access the OverDrive collections of other participating networks. MVLC and Metro Boston aren't participating yet, but will be in the coming months. There has been a push for a statewide OverDrive collection, but the publishers did not want that, so this program is a compromise to a statewide program.

- It's resource sharing, it's not merging into one search or one big collection. Users can visit another network's OverDrive site, places holds and borrow. Your NOBLE card will allow you access to the other participating networks. Items borrowed from other networks do not count against NOBLE's lending limit.

- Started as a pilot project last fall with SAILS, Old Colony, and Minuteman and it went well. Since MLA in May, it has been open to other networks.

- Mass. Library System is involved in RLA also. They did not renew their Axis 360 and are switching to OverDrive. They serve the MassCat libraries. In return for participating in RLA, MLS will underwrite the OverDrive annual platform costs of the participating networks. NOBLE's cost is \$12,000 a year. Executive Board voted to keep the \$12,000 in the OverDrive materials budget, this will fund more than half of the cost of our new magazine collection.

##### **Elizabeth Thomsen -**

- Looking into what statistics our libraries will want to see on the dashboard. On NOBLE side, will see all libraries, and add a chart with borrowing by specific network. On library side, see what else your patron did with their cards. i.e. visited other networks and record of the transactions and

Alex Lent asked who gets credit for the loan and where it would go on the ARIS. Elizabeth explained that is not known, can give you the number of items patrons check out and details of the transaction. Ron added that NOBLE is on the email list from MBLC, and Martha receives information on the numbers that go on the ARIS.

Myron Schirer-Suter asked whether we know how much the usage has gone up, and how large the collection is that can be accessed. Elizabeth explained there is usage for August on the dashboard. A lot of it could be staff testing as we just began participation. OverDrive did an analysis on the first three collections, with Minuteman being the largest.

Since this was new, and a pilot project it was opened with no limitations or infrastructure. One limitation OverDrive implemented is not to have magazines be borrowed. Elizabeth showed how patrons can log into the other networks OverDrive collections.

- **Magazines – Ron Gagnon:**

- Executive Board approved spending the \$12,000 MLS is reimbursing us for platform fees, for the purchase of magazines. This will fund more than half of the cost for the first year, with the remainder coming from the OverDrive assessment. NOBLE has a collection of 48 titles. If usage is good, it will be continued.
- About half of our libraries are committed to other magazine products such as RBDigital and Flipster, but there was interest from directors. Given the low price and exposure from other networks, ease of use, no new platform to learn, it was decided to proceed. Usage is unlimited and does not count against other OverDrive use limits.

Amy Lannon asked how much of the budget is going towards the purchase of magazines. Ron explained magazines are purchased in packages of 25, NOBLE bought two packages, which is \$22,500 per year. The day the order was submitted, we received an email that OverDrive was having a one day promotion the next day that purchases would be discount 5%. Ron contacted OverDrive and we were able to take advantage of the savings, which was \$1,125. To fund the costs, \$12,000 came from the reimbursed platform fee funds, and the balance from the overall OverDrive assessment.

**Elizabeth Thomsen:**

- Showed our OverDrive site with the magazines. Can't search the text except for the issue you are looking at, no printing features.
- Been live since Saturday, with over 300 checkouts. Magazines displayed in the order of new issues.
- Diane asked if will be on Facebook page. Elizabeth stated yes, and each issue is a title and has its own URL.
- Elizabeth stated she believes with RBDigital, when you check something out, you keep it. Alex Lent added that it appears to be a feature, but its electronic usage and not circulation; you don't get to count that as circulation on ARIS. He paid \$7,000 last year for Zinio and got 70 uses.

Melissa Robinson asked if could purchase extra magazines. Elizabeth explained you can't through OverDrive Advantage, but could make a contribution and NOBLE place the order and the titles would be available to all of NOBLE patrons.

- **OverDrive Advantage Plus – Elizabeth Thomsen**

- Allows libraries to order books directly from OverDrive. Libraries would have their own account and will get invoiced and pay OverDrive directly, don't go through NOBLE. The copies are available to all NOBLE with your patrons having holds priority.
- Libraries can curate their main page. Showed Melrose's OverDrive page, they have Advantage. When a patron logs in to OverDrive, they are recognized as your patron and see your site.

- No cost to join Advantage other than purchasing three books.

Stacy asked if a title could be added that own copyrights to. Elizabeth said if it can be added to OverDrive platform then you could curate.

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**EVERGREEN UPDATE:**

**Ron Gagnon –**

Loaded release 3.0 in July, this release is the beginning of rollout of the new web staff client. More information coming in the fall and training next spring.

**Elizabeth Thomsen –** Will be sending out information about moving to the web client. It will be important for library staff gets training on using buckets, which is important in the List Maker, and a good opportunity for people to learn the basics of how the web client works.

**NEW BUSINESS:**

None reported.

Diane Wallace asked if there was a way for patrons to make donations through credit cards. Paula stated that was an option with Stripe, but the library wouldn't receive the donation until the quarterly reimbursement is done. Martha stated that it could most likely be done with Evergreen.

**ADJOURNMENT:**

Diane Wallace made a motion to adjourn; Nancy Ryan seconded the motion. The meeting adjourned at 12:05

Respectfully Submitted,

Diane Wallace  
Clerk/Secretary

