

**NOBLE
MEMBERS OF THE CORPORATION MEETING
AT NOBLE
NOVEMBER 15, 2018**

PRESENT: Seventeen libraries were represented at the meeting by authorized voting representatives, attendance sheet attached.

CALL TO ORDER: Linda Gardener called the meeting to order at 10:05. Introductions were done.

APPROVAL OF MINUTES: Brian Courtemanche made a motion to approve Minutes from the October 18, 2018 meeting; Stacy DeBole seconded the motion. Motion carried unanimously.

TREASURER'S REPORT: Myron Schirer-Suter reported as of October 31, 2018. The tax returns filed, audit is complete, and auditor Bob Guimond made his final visit yesterday to post the fiscal year adjustments.

MANAGERS' REPORT:

Ron Gagnon –

- **Contributor of the Month** - Michele Morgan has been selected as the first “Contributor of the Month” for the Evergreen Community. This is a new endeavor by the Evergreen Outreach Committee to recognize people in the community who have gone above and beyond for the Evergreen community.
- **Web Client and Windows** – Recommending all staff PC's using the Evergreen staff client be upgraded to Windows 10 by the summer, which is when we will be moving to the web staff client. Other networks have had some issues with PC's running Windows 7 and we do not want our libraries to experience downtime or issues. An upgrade license cost \$16 from Tech Soup and will be required for each staff workstation. The upgrade will take a couple of hours, and can be done by PC Support staff for libraries on the program.
- **Move Update** – Ordered new conference room chairs. Received reimbursement from the landlord for the server move, and paid the extra charge to move our generator. Gas has been turned on to the generator. Our generator vendor will be here Monday to turn the generator on and do maintenance.
- **Audit** - Guidelines for audits for non-profits are changing, and will need to make some changes for next year. The audit requirements call for more categorization. Need to show administrative costs vs program costs.
- **OverDrive Demographics** – After last month's meeting, a question was raised about the demographics of OverDrive users. Use of OverDrive by decade of birth is available each month on your NOBLE Statistics Dashboard on the Patron page. The table of patron activity by decade includes OverDrive logins. As a generalization, the age of OverDrive users is not that dissimilar from the demographics of library users in general.
- **EBSCO** – Started discussions with Electronic Resources and Database Working Group in regard to our EBSCO contract, which is expiring 6/30/19. A recommendation will come before Executive Board in the spring and then to Members for a vote.

Elizabeth Thomsen –

- **Collection Management Group** – Planning a program to be held at NOBLE on collection assessment reports. Will also discuss other tools and examples of collection management, including weeding and inventory. Launching NOBLE Book Awards. Jim Reardon is the project manager.
- **Training** – been doing NoveList Select webinars using Google Meet. Can also come to your library for a specialized training.
- **Cataloging** –
 - Job posted for a 14 hour cataloger position to assist with cataloging backlog and database cleanup.
 - Suzanne has been working with Elizabeth and her staff on refining query we use to produce reports of records to overlay.
- **OverDrive** -
 - OverDrive Advantage – this program lets libraries have their own account, get billed directly from OverDrive and your patrons have holds priority. Libraries can also curate their own page.
 - Instant Digital Card – can give patrons who want to use OverDrive, a quick way to get started even if don't have library card. Only works through Libby. A charge of \$.90 for successful transaction. There is an interface that shows the patron cards once they are signed up.

Martha Driscoll –

- **Welcome Center Message** – This feature was turned on November 1st where a welcome email is sent to new patrons. The library's web site address is included in the email, and the message can be customized. Currently not sending to academic patrons, felt the academics would want different wording than public patrons. Contact Martha if want different wording or customization. By sending the message it's not only welcoming the patron to your library, but also testing the email address for accuracy. An average of forty emails a day have been sent out.
- **Schedule for 3.1 Install** – Release 3.1 will be installed on the production system overnight on January 8th coming up the morning of January 9th. There should be no down time.
- **Training System** – Rebuilding the training server with a newer operating system. This server has the production database on it, and runs the same Evergreen release as the production system. Evergreen 3.1 will be installed, the server will be up in a few days.

VOTE TO APPROVE FY 20 ACTION PLAN: Ron Gagnon

Ron explained the Action Plan is a good management tool, and is a requirement of MBLC to receive LSTA grant funds. Highlights below:

Goal 1. Training and Facilitation Center

- A. Conduct at least six roundtable meetings.
- E. Hold a Tech Expo in the spring to highlight recent and forth coming changes in library technology.
- I. Work with Member Services staff at CW MARS to develop at least one co-training program to be conducted in each network in lieu of MassLNC conference.
- J. Conduct an Awareness Session on security best practices, continuity and privacy.

Goal 2. Lead with Technology

- F. Test and provide input on the first stages of "Did You Mean" functionality being developed for MassLNC.
- J. Participate in efforts to develop and further refine relevance metrics in the catalog, including activity metrics.
- K. Create a framework for customization and branding of member libraries' catalog pages for local header links to dynamic lists (such as new titles and top holds), logos and colors.

Goal 3. Streamline and simplify user access policies

- B. Work with member libraries to create "How to get a library card" documentation in line with MBLC requirements for NOBLE and library websites.

Goal 4. Improve access to data

- E. Meet with academic library members to determine needs for additional statistics.

Goal 5. Coordinate and promote e-content

- B. Evaluate impact of OverDrive Reciprocal Lending Agreement with other Mass. networks on OverDrive usage and work with Executive Board to make a budget recommendation for FY2020.
- C. Evaluate efficacy of first year of OverDrive Magazines collection; report to membership and factor into FY2021 NOBLE OverDrive budget.

Goal 6. Provide continuity of knowledge and service

- A. Maintain currency of Evergreen software by loading and implementing new features in Release 3.2.
- B. Investigate, load and implement new features in Evergreen Release 3.3.
- F. Complete cleanup of 16,000 record catalog backlog and detail results.

Goal 7. Advocate for Members

- I. Work with CW MARS and MassLNC Development Initiative Partners to complete transition to revamped MassLNC in light of staffing reduction to part-time to best maintain a robust development pool to further Evergreen development.

Diane Wallace made a motion to approve the FY 2020 Action Plan, Stacy DeBole seconded the motion. Motion carried by unanimous vote.

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VOTE TO APPROVE THE RECORD RETENTION POLICY TO REPLACE THE OVERDUE CLEANUP POLICY, THE PATRON RECORD VERIFICATION AND PURGE POLICY, AND THE POLICY ON MISSING ITEMS: Ron Gagnon

Ron explained the working groups have been working on streamlining and updating policies.

Policy changes passed at Members Meeting In June and November of 2017 did not allow some academic members to use the NOBLE system in the way they have been accustomed, which is to track items and funds owed to them by former students. They have requested an option be added to the policy to accommodate their workflow. They prefer to keep the charge details at the library level, rather than the bursar level, so the library gets the funds if finally paid.

The problem falls between the Patron Record Verification policy and the Overdue Cleanup policy. In the latter policy, long overdue items are removed from the database when they exceed five years overdue, and they are checked in as part of that process. The Patron Record Verification and Purge policy requires patrons in expired status, which most students are if not currently enrolled, be purged after being in expired status for three years if they do not have current overdue items. In the current policy situation, a student owing materials is cleared and gone from the NOBLE system after five years. One college had even been adding back deleted students and putting charges on the records, still with very old expiration dates, which are promptly deleted in the next pass.

The issue was discussed with the Resource Sharing Working Group, and they agreed that accommodation should be made for this use case.

In reviewing existing policies, NOBLE staff found three policies that overlapped, the two mentioned and the Policy on Missing Items from 2001. The Record Retention Policy was developed to incorporate all three policies into one. The policies are unchanged except for the addition of two options and additional language on purging records with no items.

There is now functionality in Evergreen to delete the item record for a long overdue item but retain the cost on the patron record. These cards would not be deleted by the expiration process. Language has been inserted as a local option for all libraries under the Long Overdue and Lost Item Purge:

Long Overdue and Lost Item Purge

Local Option

A library may elect to retain bills for their items on patron records when the items are deleted.

The second option for academic libraries, would allow them to retain long-expired patron records owing money beyond bills for overdues at a library-set amount indefinitely. That option has been inserted under Patron Purge:

Patron Purge

Academic Library Option

For patrons owing only fines and/or manual charges, academic libraries may set a threshold amount for total charges over which their Student/Faculty/Staff/Alumni etc. patrons will not be purged.

The new language, the last paragraph, codifies a practice of many years but not a policy, is deleting bibliographic records with no items weekly. These can be old records, occurring from weeding or the deletion of long overdues, or can be newly added records to which items were never attached. As dead ends, these records complicate use of the catalog. Below is the added language:

Bibliographic Record Purge *(Current procedure, not in policy)*

Newly created bibliographic records with no attached items will be purged after one week. A bibliographic record will automatically be purged after the last attached item is removed.

Nancy George made a motion to approve the Record Retention Policy, which will replace the Overdue Cleanup Policy, the Patron Record Verification and Purge Policy, and the Policy on Missing items. Nicole Langley seconded the motion. The motion carried by unanimous vote.

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VOTE TO APPROVE THE G SUITE ACCOUNT POLICY TO REPLACE THE PERSONAL ACCOUNTS POLICY: Ron Gagnon

The G Suite Account Policy updates and replaces our old email Personal Accounts Policy, passed in 1997 with 1999 revisions. The policy is being updated to reflect technology changes, as well as the additional functionality that comes with G Suite; Google Drive, Sheets, Docs, Slides, Calendar and many other functions.

It is based on policies adopted by other Massachusetts networks that made a similar change, particularly Old Colony who had their policy reviewed by an attorney.

For public libraries, it also notes the requirements of the Secretary of State's office for email retention as a public record and notes that the NOBLE accounts do not qualify as an archive, but there are processes available to archive or transfer the files.

There was some discussion on clarification on the third paragraph under "Administrative Responsibilities" after the policy was emailed to directors. This was brought up by Alex Lent, director of Danvers library.

Current proposed paragraph:

Staff moving to a job at another NOBLE Member Library may continue using their previously assigned G Suite Account. The new library director must approve the account via email, and NOBLE will associate them with the new library; without express approval the account will be deleted.

Final Revised paragraphs:

Staff leaving a NOBLE library and moving to a job at another NOBLE member library may not continue using their previously assigned G 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.

Nicole Langley asked how it is currently handled if there's a staff member working at multiple NOBLE libraries at the same time.

Martha Driscoll explained part of the reason for the change is if a staff member leaves for another library, they still can access the docs in their old account, unless the permissions or sharing is changed. It would depend on if the director wants to protect the data. Access to shared folders and documents can be added or removed. For staff working at multiple NOBLE libraries, they could have more than one account. The discussion continued.

Elizabeth stated she will be emailing the appointed Gmail account library representative training information and documentation.

Stacy asked if they could get list of staff Gmail suites accounts in their libraries so they can clean up accounts. Martha stated yes a report can be sent to directors.

Amy Lannon made a motion to approve G Suite Account Policy as amended, Theresa Hurley seconded the motion. The motion carried by unanimous vote. A copy of the policy is attached.

INTRODUCTION TO THE EVERGREEN WEB CLIENT:

Ron Gagnon –

Moving to the Web staff client for several reasons:

- The older staff client software is based on older technology with no enhancements.
- Will expedite improvements
- Saves from loading additional software
- Allows for use on portable hardware
- More modern and user friendly

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Elizabeth Thomsen –

- Currently on Evergreen 3.0, moving to Evergreen 3.1 soon, and in June moving to 3.2.
- Web staff client was available to use in release 3.0. There were bugs and other issues. NOBLE chose to wait to move to the web staff client.
- Martha is upgrading the training system to 3.1, and NOBLE staff will evaluate and test how the web staff client works.
- Release 3.2 is the release when the community will no longer support the old staff client, which is written in XUL. The web staff client will be the only client that is supported.
- Will be working with head of tech services staff to train them for the web staff client. They have been given access to log into production server, and giving certain processes they can look at.

Did presentation of new web staff client, highlights below:

Portal Page –

- Can be edited
- 3rd column added links to SIS, Statistics Dashboard and List Maker. Not sure if will keep that
- not sure if will keep that

Workstation Administration –

- Can see who's logged in
- Can set scope to all of NOBLE in item search and catalog

Buckets –

- Showed what the grids look like.
- Can sort on the fly by clicking on column heading, and can do a sort order.
- Has pagination, where can go to a particular page.

Bibliographic Screen– showed what can be edited.

Check In & Check Out Screens – easier to navigate

Most tech services staff have attended a session, will contact the ones who haven't. They will receive more training, wants to have at least one person in each library that has some training in the web client. Once go to 3.1, will train designated heads of circ in the training system.

After January will be doing more presentation training for tech services and circ staff. Training can be done through webinars or screencasts.

Ron Gagnon – Kathy Lussier, project coordinator of MassLNC, who is a vital part of the Evergreen Community, has accepted the position as Executive Director of SAILS network. Presented Kathy with a gift basket, thanked her and wished her luck on her new position. .

NEW BUSINESS:

None reported.

ADJOURNMENT:

The meeting adjourned at 11:50.

Respectfully Submitted,

Diane Wallace
Secretary

NOBLE G Suite Account Policy

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

The term "G Suite data" refers to any email, docs, calendars, and other data, created or stored with the G Suite account.

Purpose:

NOBLE provides G 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 G 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 G 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 G Suite account holder is no longer employed by the library. Upon notification, the account will be removed. 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 G 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 G Suite accounts upon request of the director or designee.

The library director may request access to any of their employees' G 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 G 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 G 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.

G 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 G 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 G Suite constitutes acceptance of this policy.

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

