

NOBLE Executive Board Meeting

April 6th, 2011

Present: Ron Gagnon, Myron Schirer-Suter, Doug Rendell, Linda Hummel-Shea, Karen Pangallo, Martha Holden, Brian Courtemanche

Call to Order/Welcome

Meeting was called to order at 2 p.m.

Approval of Minutes

Minutes of the March 16th Executive Board meeting were reviewed. There was a correction on the statement regarding e-books: NOBLE both leases and purchases e-books, and does not just lease e-books. After this correction, the minutes were approved (motion to approve by Myron; seconded by Karen; all approved).

Treasurer's Report – Doug Rendell

Doug distributed the Budget Expenditure report as of 3.31.11. The only item of note is line 65840 ("Equipment Other") which has gone 97% over budget. Ron explained that these were funds expended on maintenance contracts for the web and e-mail servers. Otherwise, for April, everything else looks normal. Motion to accept Treasurer's Report by Karen; seconded by Brian; all approved.

Mutual fund investment – Ron Gagnon

In late March 2011 Ron distributed information to Executive Board for consideration regarding diversifying NOBLE's investments via another mutual fund type investment. Approximately \$54,000 was withheld from renewing NOBLE's certificate of deposit and moved from Danversbank to Salem Five for such an investment. In the spring NOBLE had invested \$60,000 in the Fairholme Fund, again part of a CD renewal, due to poor interest rate return. Small cap funds were mentioned as a possible area to consider for diversification. Ron has investigated and forwarded two funds – Fidelity Real Estate Income and T. Rowe Price Small Cap Value – for Executive Board's consideration.

Ron's recommendation would be the Fidelity Real Estate Income mutual fund. The T. Rowe Price Small Cap Value has a higher volatility score and is not rated as highly by Morningstar compared to the Fidelity Real Estate Income mutual fund. The real estate fund invests in companies that invest in real estate, not in actual plots of land. Both are no-load funds.

Motion to accept recommendation of Fidelity Real Estate investment (approx. \$54,000) by Doug; seconded by Linda; all approved.

Executive Director's Report – Ron Gagnon

Legislative Day – Elizabeth and Ron participated in Legislative Day at the State House last week. There was a better-than-average turnout of legislators, however attendance by librarians did not seem as numerous as previous years. Ron met with Ted Speliotis and his aides while at the event. In short, the theme seemed to be that level funding is the best that can be expected this year, and so far most MBLC accounts are level funded.

Commissioners Meeting – MassLNC project is on the Massachusetts Board of Library Commissioners agenda for the April meeting for tomorrow morning (4.7.11). Project coordinator Kathy Lussier will be

presenting our project update; Ron and the other two executive directors will be present for any questions.

Bridge Staffing Tech Support Position – NOBLE has hired Mark Ferrante, who started 4.6.11. Mark is Treasurer of the Revere Public Library Board of Trustees as well as acting director. More appropriate to the Tech Support position, Mark has many years of experience in the IT field, including as Director of Regional Support for the IT functions of Fidelity Investments, supporting 3,500 users in 22 locations. NOBLE looks forward to adding Mark's expertise to that of the NOBLE staff.

Telecomm Project – The equipment has been ordered for NOBLE's telecommunications project. Most of the equipment is expected to arrive at Atrion on 4.7.11. The equipment will be tested at Atrion prior to deployment.

NOBLE's central site 20 mbps Comcast connection is scheduled to be ready on April 15th, 2011. Assuming that date holds firm, Atrion expects to be on-site at NOBLE the last week of April to begin central site work, with public libraries completed through May at the rate of two per day. Academic libraries will have VPN clients to protect data; NOBLE will help academic libraries download and install those VPN clients after the close of the academic year.

Bid – The City of Salem is again handling the public library bid. The bid opening is scheduled for April 27th, 2011. Salem is interested in pursuing a three-year bid, to reduce paperwork. However, in light of our possibly changing formulas, that idea was postponed for a year. The bid could have an escalator clause, but all would need to move in unison.

Conferences – Elizabeth and Michele will be attending the Evergreen Users Conference in Decatur, Georgia the last week of April. Kathy Lussier of MassLNC will also be attending and presenting (a first for MassLNC). The rest of the NOBLE staff will be at the Massachusetts Library Association annual conference in Danvers. Beth Willis and Ron Gagnon will be speaking on Omeka (open source digital library software) and NOBLE Digital Heritage.

Lyrasis to OCLC – OCLC will be billing for services directly with the new fiscal year and no longer going through intermediaries like Lyrasis (which used to be Nelinet). Since OCLC was the only service NOBLE received from Lyrasis, NOBLE will not be renewing its Lyrasis membership and saving some money, as there is no membership cost with direct OCLC. Two NOBLE member libraries get McGraw Hill Access Science through NOBLE's Lyrasis membership discount. Noble will be getting discount pricing for these libraries for this product through WALDO. There are many options presently available for group purchases.

OverDrive Meeting – This morning (4.6.11) NOBLE hosted a meeting to discuss OverDrive and it was the largest attendance for a meeting that NOBLE has had in years. There is great interest in OverDrive from the public and from library staff. Support for all the different user devices is a concern.

Health Insurance Update – Ron Gagnon

NOBLE has made a change in health insurance for NOBLE employees due to an employee reaching the age of 65.

NOBLE's small group plan – Tufts through the Massachusetts Business Association – was faced with a 10.3% increase with the new year starting April 1st, from \$675.11 per month to \$744.42 per month. NOBLE went down a plan last year to ameliorate a much larger increase. NOBLE also reimburses the first \$350 of a \$500 deductible on expensive medical tests, etc., part of the move to the lower plan.

NOBLE pays 60% of the ongoing cost. The small group plan pricing is dependent in part on the age of the members in the group. Five staff members currently take individual plans through NOBLE; two staff members are on spouses' family plans.

The new issue is that an employee turned 65 this month and is eligible for Medicare and a Medicare extension plan. The combination of Medicare part B and a recommended Medicare extension plan through NOBLE and Tufts, \$115 and \$390 respectively, is \$505 per month for better coverage: lower drug prices, lower co-pays, no deductible.

This would also take the person out of the covered group, actually lowering the price for the remaining members to \$652.10 per month, saving NOBLE about \$2,650 per year overall, and staff about \$443 each per year, a 3.4% decrease.

Since the NOBLE portion of the lowered pool price would be \$391.26 per month per employee, almost the same as the \$390 Medicare extension, an easy way to proceed would be just to pay the Tufts Extension coverage if the employee pays the Medicare part B. The Medicare employee's monthly share would go from \$298 to \$115, which appears fair on the face of it. The Medicare extension plan does offer a better package, but some of that is due to Medicare itself.

NOBLE attorney Rod Hoffman was apprised of the change and saw no problem. The employee did sign up for Medicare Part B and now all employees with health insurance, and NOBLE itself, are saving some money.

Consideration of New Assessment Formula – Ron Gagnon

Ron distributed a handout to E-Board members detailing numerous different ways to distribute assessment fees to member libraries. The old assessment formula relied on a count based on the number of simultaneous staff users on the automated system. This count will not apply to the Evergreen system, thus the need for a new formula. Ron – via the handout – presented a number of alternate assessment proposals to E-Board members for consideration. After lengthy discussion (during which Executive Board members struggled and failed to arrive at a new formula that would be fair yet avoid subjecting any member library to “sticker shock” increases) Martha offered a motion: to use the current assessment for the time being – the FY11-12 fiscal year - attendant upon the creation of a working group comprised of member library staff whose sole purpose will be to recommend a new formula acceptable to all member libraries. This course of action will be brought to member libraries at the next Members Meeting, explaining to the assembly the difficulties and complexities involved and to gather input. Motion to approve: Doug; seconded: Myron. All approved.

Telecommunications Policy – Ron Gagnon

NOBLE has had an approved policy in place since 2002. However, due to technological changes and concurrent with NOBLE's moving to an Internet-based network, the policy needs to be revised. The revised policy is as follows:

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Security and privacy of patron information and system passwords must be a cornerstone of our telecommunications system.

Information protected by state law, including patron information, and private system information, such as passwords, must not be sent over the Internet without encryption or other secure transmission methods in our member libraries.

Library local area networks (LANs) must be set up to segregate staff traffic from library user traffic via Virtual LANs or other security methodology to prevent data eavesdropping. All staff wireless access must have the maximum degree of security enabled.

Interconnections with other local area networks or wide area networks, including municipal and academic networks, must be configured to protect the security of the patron and staff information of the library. Additional network security enhancements may be required to preserve security in the interconnection and are the responsibility of the library.

NOBLE-provided lines, software and equipment must be used exclusively for library purposes, including patrons and staff. While NOBLE will assist and consult as reasonable, construction, troubleshooting and maintenance of library LANs and related equipment beyond the NOBLE router (if applicable) is the responsibility of the library. Any equipment provided by NOBLE remains the property of NOBLE.

Use of the NOBLE-provided telecommunications system for illegal purposes or to transmit threatening, obscene or harassing materials is strictly prohibited. Using library computers and telecommunications system to copy and distribute copyright protected works may be an infringement of the copyright law (Title 17 U.S. Code). In a case where copy violation is alleged the library agrees to investigate and remove any alleged infringing material as soon as possible.

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Motion to recommend the revised Telecommunications Policy to member libraries made by Karen, seconded by Linda, all approved.

Evergreen Update and Server Cost Update – Ron Gagnon

Ron distributed the handout "Millennium Server Grant vs. Dell/Evergreen Costs"

NOBLE's grant revision, moving from an Innovative server to a very different configuration of servers for Evergreen, was approved by MBLC project supervisor Paul Kissman. NOBLE has ordered the new equipment which is due to arrive within the week.

NOBLE has upgraded from its original order:

- Higher level of RAID backup which has required additional disk drives.
- Five years warranty instead of three years (warranty is cheaper to obtain on new equipment).
- Redundant power supplies on most servers.
- Physical installation and testing.

NOBLE is currently about \$8,600 in excess of the project budget approved last month.

The project may yet need:

- Electrical work.
- Server rack or rack components.

Software:

MassLNC is deciding on final software enhancements covered by the grant. Software will be doing batch receiving, ability to mark a local record for overlay, different lists of Z39.50 targets (looking at this as a way of streamlining data entry and reducing central site downloading) and ability to send text messages for holds notification and the ability to view recent searches. NOBLE is looking at some other enhancements to spend out of the grant funds by September 30th.

NOBLE staff is working on data migration and parameter setup, getting information from member libraries and consulting with them. In the last month, acquisitions and serials have been a focus with new functionality released in Evergreen 2.0 and to prepare for large group introduction to Evergreen sessions.

Old Charges Discussion – Ron Gagnon:

There are two issues:

Migrating patrons who have not used their cards in over six years.

Finds and lost item charges from 2006 and before will not be integrated with other Evergreen charges and may not have the same level of detail to answer patron questions.

Migrating patrons – Patrons who have not used their cards in five years are normally purged according to the Patron Purge Policy, unless they have overdue materials or fines. Total 47,120/57,258.

Two sets of numbers are due to the fact that deleting the long overdue item updates the last activity date of the patron. The first column is a strict last activity date before 1/1/05; the second number is the last activity date before 1/1/08 to allow for the three year update point of deleting the items and transforming to bills – but it could also include a new fine on 12/31/07. The real number deleted would be between the two in each column:

- Five cents or less: 300 492
- Ten cents or less: 1,078 1,781
- 25 cents or less: 2,501 4,351
- 50 cents or less: 4,580 7,338
- \$1.00 or less: 7,734 13,818
- \$2.00 or less: 11,918 21,560
- \$5.00 or less: 16,727 31,234

Average charge = \$14.54. Over 98% less than \$100.

Statute of limitations passed, six years, for business debt.

Not Integrated – Items still long overdue and not yet purged will migrate over to Evergreen without difficulty. We have a policy of purging after five years, with the information staying in Millennium as a bill, but the information is available and integrated, but stored within Millennium. Due to the difference in database structure, this information will not be as integrated, and some detail may be lost. Further, fine details will likely be less than satisfactory for all fines. Some historical data will be lost, such as place returned, and the information will be stored separately from new Evergreen fines.

C/W MARS has chosen not to migrate any fines at all, and no bills for items that have been purged.

Executive Board arrived at the following recommendation for member libraries:

- Any charge past six years old be purged from Millennium before the migration to Evergreen.
- Libraries will be provided with a listing of charges purged upon request. Offer expires June 1st, 2011.

Motion to accept by Myron; seconded by Karen; all approved.

Motion to adjourn meeting by Brian. Seconded by Karen. All approved.

Meeting adjourned at 4:12 p.m.

Respectfully submitted by:

Brian Courtemanche

Clerk