

North of Boston Library Exchange
Executive Board Meeting Minutes
June 8th, 2011

Present: Doug Rendell, Linda Hummel-Shea, Pat Cirone, Martha Holden, Karen Pangallo, Ron Gagnon, Brian Courtemanche

Call to Order:

Meeting was called to order at 2:04 p.m. by Martha Holden.

Approval of April 6th, 2011 Executive Board Meeting Minutes.

- Motion to approve 4/6/11 minutes: Linda Hummel-Shea. Seconded: Karen Pangallo. All approved.

Treasurer's Report – Doug Rendell.

Doug reports that the budget is in good shape at approximately 91% expended at this point in the fiscal year. FY2011 Budget Expenditure report as of May 31, 2011 distributed to Executive Board members.

Motion to approve Treasurer's Report: Karen Pangallo. Seconded: Pat Cirone. All approved.

Ron Gagnon reported that Bob Guimond has been retained as NOBLE's accountant for the upcoming fiscal year 2011-2012.

NOBLE is looking to invest in a Fidelity Mutual Fund. To establish this account requires the approval of NOBLE Executive Board.

- Motion to approve NOBLE's investment in a Fidelity Mutual Fund: Pat Cirone. Seconded: Karen Pangallo. All approved.

Executive Director's Report for June 2011 – Ron Gagnon

Much of NOBLE's time and energy has been devoted to the telecomm upgrade and Evergreen, which will be covered later in this report.

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PC Upgrade Budget Overspent: NOBLE has overspent its PC upgrade budget. Budgeted = \$4,000. Spent: \$5,112.

As NOBLE recommends for libraries, NOBLE attempts to upgrade its staff PCs on a five-year rolling basis. Targeted this year were Ron's PC from 2005 and Christine Morgan's PC from 2006.

Dell laptops have had reliability issues in general, and NOBLE had two from 2007 (Elizabeth Thomsen's PC and the PC used by NOBLE for staff presentations);

Elizabeth's PC had a couple of warranty repairs through the years. NOBLE has also upgraded Elizabeth's monitor to widescreen flat panel at her request.

NOBLE has also purchased new Crystal Reports software which may be useful for getting information out of Evergreen. NOBLE staff members Michele and Martha have gone to training on Crystal Reports.

Over the fiscal year, both 2007 Dell laptops have been exhibiting problems and it did not make sense to sink more repair money into them. The two machines are the presentation-use PC (for which NOBLE purchased a lower-cost replacement Toshiba at Best Buy) and Elizabeth's PC. Elizabeth uses her computer as a desktop and a laptop device, connecting to an external keyboard and monitor through a docking station that also recharges the battery. Replacing the docking station and laptop (with a better laptop model required to accommodate the docking station set-up) cost about twice as much as a regular PC.

The above events mean that the PC line is overspent, but the overall technology section of the budget is not overspent. These computer upgrades do put NOBLE in a good position for our upcoming training sessions, with Elizabeth's new PC and the presentation-use PC being used for that purpose.

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MBLC Funding:

NOBLE is awaiting results from the House-Senate Conference Committee. All lines so far appear to be level-funded (considered good news this year) by both houses except for MBLC Administration, which the Senate cut by \$100,000:

FY2011: \$914,448
House FY12: \$914,448
Senate FY12: \$817,877

Since NOBLE's telecomm costs for next fiscal year will be reduced significantly, NOBLE's telecomm subsidy from the MBLC will be proportionately reduced, yet in the end the percentage reimbursement will be higher.

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Overdrive:

NOBLE has been receiving end-of-year donations from many libraries, which is great for the shared collection.

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Recent Meetings:

The Collection Management Team recently sponsored a well-attended program: "Transitioning Collections: Moving Toward the E-World" on May 12th.

The Electronic Resources and Database Working Group sponsored a showcase on two catalog enhancement products – NoveList and Syndetics – on May 17th. The NoveList presentation was much more informed and informative than the Syndetics. NOBLE is

following up with NoveList for pricing and trials on NoveList Select and Content Café for our test Evergreen system.

NOBLE also hosted separate circulation roundtables for academic and public libraries which focused on Evergreen.

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- Motion to approve Executive Director's report: Doug Rendell. Seconded: Linda Hummel-Shea. All approved.

Employee Handbook Revisions - Ron Gagnon

Two areas of the NOBLE handbook need revision in light of an employee turning 65:

Life Insurance:

The life insurance benefit described in NOBLE's Employee Handbook does not hold true once an employee reaches age 65, and needs to be revised.

The NOBLE handbook states that "NOBLE provides each eligible full-time employee with a collective term life insurance policy with \$15,000 of coverage."

NOBLE has a group policy that has met this requirement. However, it also has the clause, "Personal life and ADD&D Insurance will be reduced as follows:

At age 65, benefits will reduce by 35% of the original amount;
At age 70, benefits will reduce an additional 15% of the original amount."

NOBLE's insurance firm says this is typical in the industry, and there is no rider that NOBLE can buy to fill in. The only option would be to raise everyone to the point when the deduction meets the \$15,000 required.

Ron has let the employee know of the change in their coverage.

Ron recommends we change the language in the Employee Handbook, adding the clause from our policy above.

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Medical/Health Insurance:

Ron also recommends the following addition to NOBLE's health insurance section for older employees:

Employees age 65 and older are strongly encouraged to enroll in Medicare to lower their health care costs. NOBLE will subsidize Medicare Extension coverage through Tufts at a rate comparable to regular medical/health insurance if the employee enrolls in Medicare parts A and B at their expense.

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- Motion to approve additions to NOBLE's insurance section for older employees made by Linda Hummel-Shea. Seconded by Doug Rendell. All approved.

Authorization of Formula Study Committee

From Ron: at the Winthrop Library, Director Alan Thibeault was asked by his library trustees to compare networks: NOBLE/Minuteman.

After Director Thibeault's research and presentation to his trustees, they voted to stay with NOBLE.

The Winthrop NOBLE/Minuteman scenario illustrates how important it is for the Formula Study Committee to be formed and start working on devising a reformed assessment formula for NOBLE member libraries.

- Motion for Formula Study Committee to be formed: Pat Cirone. Seconded by Karen Pangallo. All approved.

Telecommunications Project Update and Capital Move - Ron Gagnon

The telecomm conversion has been plagued by many problems: inability to communicate between Comcast cable and Comcast fiber locations, Atrion mis-scheduling and dual Internet issues.

Four weeks were spent trying to get the Comcast problem resolved (almost all of May 2011). Data packets coming from the first library - Reading - could not find their way to NOBLE, somehow getting dropped in Needham. Comcast eventually got Cisco involved, since both NOBLE's equipment and Comcast's equipment is Cisco. It was a Comcast programming issue at a Needham switching point as far as can be determined. NOBLE has filed for a credit with Comcast for the time the new central site Ethernet connection was not usable.

The Comcast issue took substantial troubleshooting and administrative follow-up time, and delayed the entire conversion project, supposed to be completed by mid-May for public libraries, late May/early June for academic libraries. The timetable is now closer to the end of June than we would have preferred, given that NOBLE's Paetec contract expires the end of June 2011.

Once the Comcast issue was resolved, Atrion gave NOBLE new slots to schedule, promising technicians at certain places and times and then did not deliver on those promises. On one day, Paetec asked NOBLE to schedule for two technicians, then only provided one and did not notify NOBLE. One technician going directly from Saugus to Peabody took 2.5 hours to get there. Another instance: a technician was supposed to arrive at 8:30 a.m. but did not arrive until 10 a.m.

Dual Internet services is a problem. Martha Driscoll raised the issue early but it was not a concern recognized by Atrion. Two Internet connections at a central site, Paetec and Atrion, present a conflict which is resolved by a "host file" on the library PCs until a final changeover later in June 2011. Atrion is more used to a model where libraries have two

Internet connections: staff connection paid by network and public connection provided by the library.

The project status is that about half of the public library conversions are completed, with conversions to resume and be completed the week of June 20th. Academic libraries must download VPN software in coordination with the disconnection of the Paetec Internet access near the end of June 2011.

Capital Transfer - the Atrion contract is for \$61,854.94 and NOBLE received \$40,958 from the MBLC LSTA funds. Hardware is 75% grant-supported, installation is 50% grant-supported. There is a need to transfer \$20,896.94 from capital to fund the project.

- Motion to transfer \$20,896.94 from capital to fund the telecomm project put forward by Linda Hummel-Shea. Seconded by Karen Pangallo. All approved.

Evergreen Update and Server Capital Move - Ron Gagnon

MVLC Online - MVLC went online as scheduled on May 31st, 2011 without difficulty. First large scale use of Release 2.1.

No major problems reported, and the system has proven to be robust enough to handle the volume of transactions and searches required: 100,000 checkouts and 116,000 check-ins the first week.

Initial set-up, permission and parameter issues were most of the service calls, particularly printer issues for receipts and pick-list. Most of that volume was in the first couple of days, not as bad as expected.

The catalog function has been evolutionary with tweaks occurring to improve the catalog. MVLC came up on an older version of the Evergreen catalog than NOBLE will be using.

MassLNC Evergreen Project Extended - The MBLC has approved extending NOBLE's MassLNC Evergreen grant an additional nine months, through June 30th, 2012. The original date to spend out all the funding and report on the project was September 30th, 2011.

There are several benefits to this change. A significant amount of development funds remain, and these will be able to be spent more judiciously on projects that will take time to investigate. This includes improvements in the staff user interface. Further, spending for projects will be available after the first network migrations should some gaps be discovered that need to be addressed.

MassLNC will also extend the employment of the Project Manager to June 30th. Funds scheduled to be contributed by the networks in the grant document in excess of the required 25% match will be repurposed to extending the Project Manager. This will allow the Project Manager to participate in bringing each network online, to continue to oversee the development to the end, to write the planning document with more real-life experience for those seeking to follow and allow time to write the final grant report.

New Development - Focusing on active data for holds aging, contract to Tom Berezansky at MVLC, course reserves, contract to academic librarian at University of Windsor in Canada, and larger scale improvements to usability. NOBLE is getting input on course reserves from four academic librarians in the NOBLE network: Helen Mansur of NECC, Alec Li of Gordon College, Kerrie Mangione of North Shore Community College and Laura Horgan of Middlesex Community College, in a meeting with librarians and staff from C/W MARS this morning (6/8/11).

New Hires - Elizabeth Thomsen has hired Jeff Klapes to work on the screen casts for Evergreen training a few hours per week. Lori Stalteri is also working regularly on training.

Open Source Library Document - Ron has revised the Open Source explanation document, explaining what NOBLE is doing and why. The revised document should be suitable for staff, governing authorities, etc. There is a link to the revised document on the front page of www.noblenet.org/sis.

Servers Installed - Installation of Dell servers was completed in late May 2011 by Dell. The process was delayed a week or so due to incorrect power cords. Implementation of the new servers was delayed by the telecom project diverting attention.

Capital Transfer for Servers - NOBLE needs to transfer an additional \$10,331.13 from capital to cover added costs of Dell servers for Evergreen:

Total Cost: \$111,391.13
Grant Funds Received: \$56,060
Capital Approved: \$45,000
Additional Needed: \$10,331.13

- Motion to transfer \$10,331.13 from capital to cover the added costs of Dell servers for Evergreen made by Karen Pangallo. Seconded by Linda Hummel-Shea. All approved.

Ron will give Executive Board a status report on the state of the capital budget at our next Executive Board meeting.

Nominating Committee Report:

Nomination for Vice-President: Brian Courtemanche

Nomination for Assistant Treasurer: Karen Pangallo

Motion to Adjourn:

Motion to adjourn meeting made by Brian Courtemanche. Seconded by Linda Hummel-Shea. All approved.