

North of Boston Library Exchange

Executive Board Meeting Minutes

November 9, 2011 at NOBLE offices

Present: Pat Cirone , Brian Courtemanche, Ron Gagnon, Carol Gray, Martha Holden, Linda Hummel-Shea, Nancy Ryan, Myron Schirer-Suter

Meeting was called to order at 2:11 p.m. by Pat Cirone.

Motion to approve minutes from the October 12, 2011 meeting by Brian Courtemanche, seconded by Linda Hummel-Shea. Approved.

Treasurer's Report

FY11 adjustments made per Auditor Bob Guimond. Motion to approve by Courtemanche, seconded by Carol Gray. Approved.

Authority to Transfer Between Checking and Money Market Account

In our prior banking setup with Danversbank, we had three levels of accounts: Checking, Sweep and Money Market.

The checking and the Sweep were linked. When the balance in the checking account fell below a preset amount, most recently \$90,000, funds were swept automatically from the sweep account. Likewise if a deposit boosted the checking account above \$90,000, it was moved automatically into the sweep at the end of the day. When this was set up over a decade ago, the sweep, which is invested in Federal government securities, paid something, so it was a way of minimizing funds not earning interest. Business checking accounts don't earn interest, so we want to minimize the balance there while being able to cover bills, payroll, etc.

All the banks we spoke with in exploring the change advised against the sweep. The fees largely cancel out the pittance of interest. So we didn't get one at Beverly Cooperative Bank.

We also have had a separate Money Market account, which pays a higher rate of interest, but has a limit on the number of transactions per month. Typically we had two transactions with the money market each year, barring some major project. Our operating funds are lowest in the summer, it is only at the end of August that funds start to come in for the new fiscal year. We incur some sizable expenses in the summer, including OCLC prepayment for a discount, EBSCO, and telecomm equipment maintenance, in addition to monthly expenses. So, we move some funds from the money market to checking in the summer, and move it back in the fall when we receive member funds.

By policy set in November, 2002, transfer between the accounts requires the authorization of the treasurer in advance. This was before access to online banking.

With online banking, and to maximize interest, the Executive Director proposed that the authority to move funds rest with the Executive Director, with notice to the Treasurer. This will allow NOBLE to move money as needed to cover payroll and bills (every two weeks) while keeping a minimum amount

in the checking account. The Executive Director is not authorized to get money out of the account and is not a signer, but will just move money around within the bank.

Hummel-Shea moved to accept the proposal, seconded by Martha Holden. Approved.

Treasurer

With Doug Rendell's retirement, he has stepped down from the Executive Board, leaving the Treasurer's position vacant. As President of the Executive Board, Cirone nominated Karen Pangallo as Treasurer.

Holden moved to approve Pangallo as Treasurer, seconded by Nancy Ryan. Approved and the nomination will be forwarded to the Members Meeting.

Executive Director's Report

OverDrive – Elizabeth posted:

October was another record-breaking month for our OverDrive service. We had a total of 4,988 checkouts, an increase of 21% over last month's total of 4,112.

The reason for the increase is no doubt a combination of the arrival of the Kindle users and increased spending. We had 1,364 checkouts for titles in the Kindle format, pretty good for the first full month although not equaling the EPUB checkouts, 1,895.

We also had a record number of new users added in October, 602.

Conflict of Interest Policy and Forms – Conflict of Interest issue appears several times on the Federal Form 990 filing, directly and indirectly, including "Are officers, directors or trustees, and key employees required to disclose annually interests that could give rise to conflicts?" So, annually we require Executive Board members to sign our Conflict of Interest policy to prove that they are aware of it.

Tech Support Interviews – Scheduled three interviews for Tech Support position applicants. One last week cancelled, one yesterday was promising.

Grant Reports Filed – Grant reports for our server grant from two years ago and our telecomm equipment upgrade grant from last year were filed with the Mass. Board of Library Commissioners as required.

The telecomm grant required more detailed analysis, comparing downtime from a similar period before and after and polling library staff users on their perception of problems and throughput.

The project met its three objectives:

Objective 1: Library staff will notice 50% fewer telecommunications slowdowns.

The percentage of library surveyed indicating that access to Millennium and the Internet was "Fast, no delays" increased fourfold from the old telecommunications system to the new. For Millennium usage, the number increased from 5% to 22.2%, for staff Internet the number increased from 10% to 44.4%.

Those indicating the services were “Frequently slow” or “Very slow” decreased from 30% to 16.7% for Millennium access and from 25% to 11.2% for staff Internet use, all within range of the 50% benchmark.

NOBLE has budgeted to increase the bandwidth at member public libraries from 12 Mbps download/2 Mbps upload to 22/5 Mbps service on an as needed schedule. One site has been upgraded thus far, and additional sites are planned.

Objective 2: Decrease telecomm costs by 50%.

NOBLE telecomm costs are projected to decrease by 76 to 83.6%, exceeding the objective. Before any subsidies, FY11 Internet and remote-to-host lines costs totaled \$247,845. Projected total costs for FY12 are \$40,682, a savings of 83.6%.

NOBLE is not eligible for E-rate subsidy since moving completely to commercial Internet lines without filtering. FY11 after E-rate costs were \$170,321. When compared to FY12 costs, the net decrease is decrease is 76%, in excess of the 50% objective.

Objective 3: New cable network will be at least as reliable as private data network.

Since the project has not yet had six months on the new network, issues that have arisen from July through October, four months, were compared. The results are interesting.

The new network actually has more failures in number, ten versus five for old network in the same time period last year. However, the total number of down hours is 57% lower for the new network than the old, with the average length of downtime per incident on the new network being 4.9 hours and 25.3 hours on the old. Problems are rectified much more quickly on the new network.

Part of the greater frequency of calls in this time period on the new network reflects a shakedown period from the conversion. Even though the Comcast lines were in place at the libraries for public use for a few years, the use of VPN tunnel software, requiring a more consistent connection, revealed weaknesses in the Comcast equipment and network that were not apparent for casual web access, i.e. momentary drops in connectivity. Two of the issues resulted in replacement of Comcast modems, and there were no further issues in those locations. At least one case of incorrect equipment settings was providing degraded service.

It can be said that the new network is more reliable, as downtime is down 57% over the same period, although the quantity of issues increased over a similar period of time. Overall, it is safe to say that the new network is at least as reliable as the old, which is the benchmark to be met.

FY12 Budget Revisions

In light of the vote last month to delay the Evergreen implementation to Memorial Day, we need to extend our Innovative maintenance contract for another quarter. This concept was discussed as part of the motion to delay, but the funds transfer was not part of the motion.

We must increase the Innovative maintenance line item from \$156,105 to \$201,996, a difference of \$45,891.

The Executive Director proposed the difference be made up from moving a \$20,000 contribution to capital to the Innovative line, revising the Balancing from per port reimbursement line on the base and per user sheets to \$25,575 from \$48,950 and decreasing the line item for Evergreen maintenance from \$42,000 to \$17,484.

Account	Former Amount	New Amount
Capital Contribution (Base)	\$20,000	-0-
Balancing (Base and Per User sheets)	\$48,950	\$27,575
Evergreen Maintenance (Per User)	\$42,000	\$17,484
Central Innopac Maintenance	\$156,105	\$201,996

Holden moved to accept the proposal, seconded by Courtemanche. Approved.

Annual Action Plan - FY 2013

Gagnon presented the new Action Plan with six major goals:

1. Support member libraries.
2. Fill user's needs.
3. Improve access .
4. Advance technology.
5. Advocate for libraries.
6. Expand partnerships.

Holden moved to accept the Annual Action Plan - FY 2013, seconded by Gray. Approved.

MassLNC Plan

Discussions are underway about the future of MassLNC. The MBLC grant requires a plan for the continued cooperation between the 3 networks and contingency for other networks to join. The plan must be approved by a vote by the membership of all 3 networks.

Cirone and Holden are serving on the planning committee.

There are 4 possible configurations:

- 1) A federated model where there MassLNC will have no official staffing and the work of MassLNC will be done by the networks.
- 2) MassLNC would be staffed with a full or part-time coordinator.
- 3) MassLNC would be staffed with a full or part-time technical support or development (programmer) person.
- 4) MassLNC would be staffed with both a coordinator and technical and development support person.

The current MassLNC Project Coordinator, Kathy Lussier, will attend the next members meeting and present the various plans.

Evergreen Update

First solo software commitment -- \$2,000, to improve upon MassLNC improvements to the bookbags (booklist) functionality, include the bookbag's title, description and the notes for each of the titles, making more useful for bibliographies done by libraries as well as patrons.

Circ meetings – individual consultations to determine ideal circ function, not just interpret current Millennium settings, find out what really need.

Circ training -- starting November 29 with hands-on sessions in training room for up to eight trainers at each session. Six sessions scheduled so far, through December 22nd, more to be scheduled. Circ meeting a prerequisite.

Catalog meetings – Scheduled four meetings, two December 7, two December 13

Copy Locations – meeting to discuss on January 11. Provide more granularity on where items are located in the library physically for retrieval as well as useful for statistics.

Production system – Migrating data to production system. Training and production system set up with Release 2.1, which final version came out last month.

Release 2.2 – The first, alpha version will be out very shortly. Will include more software we paid for, batch record loading improvements for acquisitions and serials, other acquisitions improvements, bookbag improvements, active date development and Z39.50 improvements. Release 2.2 includes the newer version of the catalog, Template Toolkit, and this is the release we expect to come up on.

MVLC's constant use of the developmental version of the software helps the release process since they are testing the software in heavy daily use and identifying and fixing bugs early, benefitting the whole community.

Gray moved to adjourn the meeting at 3:26 p.m. Seconded by Ryan.

Submitted by,

Myron Schirer-Suter
Secretary