



## **NOBLE Executive Board Meeting May 13, 2015 @ NOBLE**

Present: Brian Courtemanche, Ron Gagnon, Alan Thibeault, Kathryn Geoffrion Scannell, Karen Pangallo, Myron Schirer-Suter, Linda Gardener, Patricia Rogers, Martha Holden.

### **Call to Order**

The meeting was called to order at 2:04p.m. by President Brian Courtemanche.

### **Approval of Minutes**

The Minutes from the April 8, 2015 meeting were distributed. A motion to approve the minutes was made by Myron Schirer-Suter, seconded by Martha Holden. Motion passed.

### **Treasurer's Report**

Ron Gagnon distributed the Treasurer's report. Karen reported that everything is in order, with nothing unusual to report. Kathryn Geoffrion Scannell made a motion to accept the Treasurer's Report. Martha Holden seconded the motion; the motion passed.

### **Executive Director's Report**

Google Conversion: The conversion to Gmail was very successful, although all transitions affect productivity for a time. Yesterday there was a Google Apps session, which was "rapid-fire" due to the variety of facets, including Office-like Google Docs but with collaboration abilities to review, comment or edit, Google Groups for email-based communication and calendars, and Google Hangouts for online meetings and collaboration.

Power Outages: There have been a series of power outages with varying causes. On Friday morning a main transformer for the building short-circuited and started to smoke, causing a power outage that lasted all day. Our battery-backup UPS will only cover our systems for less than an hour, and protected the systems from damage from the initial brownout. The brownout may have caused the power supply in Michele's PC to fail. It's relatively old, and George had a spare part from a machine that a library had "traded-in" to NOBLE, so it was a relatively quick repair on Monday morning.

This morning, the power from the utility failed in this area of town, shortly before 6 am, and was out for a little over an hour. Power from the UPS ran out, and so the systems had to be rebooted after the improper shutdown (caused by the length of the outage) with help from Equinox. The power problems also caused connectivity issues.

With the switch to Gmail, libraries were still able to use email, even though there was no power and the Evergreen system and web server were down. Some libraries experienced difficulty with staff machines accessing the Internet since they were still looking for a machine at central site which helps to provide encryption. That loop is no longer necessary with Evergreen, so we will remove that as part of our telecomm reconfiguration this summer. This issue may be moving up on the priority list!

Myron asked if it is time to consider a generator. The building is heated by National Gas, so that would be an option for power supply. Alan pointed out that the increasingly difficult winters may also contribute to more power issues. The group agreed that it would be worth looking into; Ron will investigate.

#### Conferences and Meetings:

Ron and Elizabeth attended the MLA conference in Worcester last week. Among the sessions attended was a MassLNC update. One of the administrators from CLAMS was also there, which was interesting.

Elizabeth also recently attended the Computers in Libraries conference in Washington, D.C., and is currently at the Evergreen International Conference in Hood River, Oregon.

Elizabeth and Ron attended the MLS e-book summit on Friday, May 1st and spent most of their time discussing the status of MARC records provided by the MLS e-book vendors. The vendor MARC records have been inadequate, especially with subject headings.... NOBLE and the other networks have all spoken strongly about their dissatisfaction with the quality. MLS has said they will look into it with their vendors. Frustration levels are high. Pat C. mentioned that she spoke with a woman from BiblioBoard who indicated that they are well aware of the issues and starting to work on it.

Friday Ron will attend the Network Administrators meeting at CLAMS in Hyannis as well as the dedication of the Linda Hummel-Shea ArtSpace in the library at Northern Essex in Haverhill. The travel will give him a good one-day overview of Eastern Massachusetts.

#### State Budget:

The Senate Ways and Means Committee budget was released yesterday. the Library Technology line did not do well, being reduced by 24%, which would jeopardize the new annual capital grant program, as well as efforts to get more small libraries into networks. All MBLC accounts were level funded to either the original or 9c cut levels of FY2015.

#### **Nominating Committee Update:**

Brian Courtemanche reported that the nominating committee met this afternoon. Some potential executive board members have been identified; Brian will reach out to them for responses. Once replies have been received, the committee will share the nominated panel.

#### **Telecomm Upgrade Recommendation:**

Ron Gagnon reported that they have been through a thorough process with the upgrade since last year. Quotes were received from two vendors, Atrion and FTG. FTG has been used by other consortia who have been happy with them. The FTG proposal was considered better in every way, but that caused a messy wrap-up with Atrion. In order to make things run more smoothly, the project start date was revised to a July 1, 2015 start date, and the quotes from each company were refreshed. NOBLE is a relatively small customer compared to some of their others. Satisfaction with Atrion has been waning over the years. Martha Driscoll and Ron Gagnon visited FTG a few months ago, received a tour and met the president. They were impressed with the operation and felt the president is engaged in the business. Although the hardware quote and 3 year contract were



similar, the installation cost was far better from FTG. Ron Gagnon's recommendation is to switch to FTG on July 1st. Because of the change in timing, and unfortunate payment requests, the grant funding will be revised to \$35,038 from \$50,025. The annual maintenance fee is also better with FTG.

Pat Cirone moved that we switch to FTG Karen seconded the motion. The motion passed.

**Capital Transfer Vote for Telecomm Upgrade Match:**

NOBLE is responsible for about 1/2 the cost of the project. the NOBLE amount will be about \$40,000. Ron asked the Board to vote a transfer of up to %50k from capital to cover the funds, plus any unexpected contingencies. The actual transfer is expected to happen in the next fiscal year.

Martha Holden moved to approve the transfer of up to \$50,000 from capital; Kathryn seconded

**Vote to Approve RFID Policy:**

Reading Public Library is moving to RFID, and will soon be starting the process of tagging their collection. It's been recommended that NOBLE have an RFID policy to ensure interoperability. NOBLE devised a proposed policy based on Minuteman's policy. Minuteman has had a few RFID libraries for several years. This emerging technology has many ramifications for processes such as inventory. The proposed NOBLE policy (below) basically states that the National policy should be followed.

**RFID Policy: NOBLE libraries using RFID must encode RFID tags to the NISO Standard RP-6-2012, <http://www.niso.org/publications/rp/rp-6-2012>**

**Fields 01 (barcode) and field 02 (tag content) are required. NOBLE recommends libraries not encode field 17 (Title) due to patron privacy concerns. All other fields are optional.**

**Libraries using RFID must still barcode items in accord with statewide delivery standards for use by the delivery system and for non-RFID libraries.**

Karen Pangallo voted to approve the RFID policy, seconded by Myron Schirer-Suter. All approved; motion passed.

**Vote to Approve Patron Expiry Policy:**

The Evergreen system expects a patron expiration date; Millennium allowed it but did not require the field. Once the expiration date has passed, the patron will be denied online access as well as physical circulation access. The Circulation Working Policy Group feels that it is a valuable field of information. They have recommended a policy, listed below. The Executive Board made some revisions in language, also listed below.

**Patron Record Verification Policy - Revised**

**To keep patron contact information up-to-date, public library patron records will be verified every three years. Patrons will be notified of upcoming need for verification thirty days in advance via email and other electronic means, with a follow up fourteen days prior to suspension. Libraries may also generate system reports in advance for other contact efforts.**



**Libraries must verify the accuracy and completeness of contact information when renewing the account for an additional three years. Information to be verified includes mailing address, telephone number and email address. Libraries may verify information in person or via telephone or email.**

**Use of the patron card for borrowing materials and for use of electronic resources will be suspended at the anniversary date until the patron contacts the library to verify their contact information.**

*Patron Expiry Policy - Original*

*To keep patron contact information up-to-date, public library patron records will expire every three years. Patrons will be notified of upcoming need for renewal thirty days in advance via email and other electronic means, with a follow up fourteen days prior to expiration. Libraries may also generate system reports in advance for other contact efforts.*

*Libraries must verify the accuracy and completeness of contact information when renewing the account for an additional three years. Information to be verified includes mailing address, telephone number and email address. Libraries may verify information in person or via telephone or email.*

*Use of the patron card for borrowing materials and for use of electronic resources will be suspended at the expiration date until the patron contacts the library to verify their contact information.*

Pat Cirone moved that we accept the Patron Record Verification Policy as amended; Martha Holden seconded the motion. The motion passed.

**Additional Email Overdue Notices:**

The Circulation Policy Working Group also examined the overdue notice schedule of NOBLE libraries. In lieu of trying to force standardization, they made the following recommendation to improve return rates:

Borrowers with overdue materials will be sent an email detailing the items overdue when the items are seven days overdue, and if not returned, at 21 days overdue. These NOBLE-wide notifications are in addition to existing library overdue notice schedules.

Ron presented the schedule for items that are currently out for overdue notices. Libraries have varying schedules of notices that are sent to patrons; bill notices are all sent at 42 days. Martha has statistics about which libraries have what percentage of email records in their systems. They recommend that email overdue notices are sent at 7 days overdue, then 21 days overdue. After extensive conversation the board asked Ron to return to the working group and ask for clarification as to the intent of this recommendation.

**Evergreen/MassLNC Update:**

Evergreen work is continuing on the staff client. Some work is complete, others are in process. MassLNC is working to get this moved up to increase functionality for the Circulation client right away. Coding for cataloging functionality is moving forward. Another way of adjusting relevance ranking in the catalog is being worked on. This would add relevancy ranking based on circulation statistics.

Ron is on the Evergreen outreach team. Looking at the ALA conference program, Ron felt that you could look through the entire booklet and not find references to Evergreen because it is not a traditional vendor/company. This is a problem because the user base is not growing. There are more libraries, but not more systems. We need more consortia who can bring development and purchasing power. One of the things the committee is doing is a booth at the ALA conference this year. Ron is working on a fact sheet, and other information will be available. They are working on outreach to get the Evergreen name out there in library awareness as a viable option. The committee is getting some help from Equinox in terms of handouts and swag.

MassLNC board meets every month, either in person or via conference call. MVLC was intent on meeting last month. Ron sent a detailed email immediately after the meeting. Karen Pangallo commended Kathy Lucier's handling of the meeting. Brian additionally commented that the meeting was handled professionally.

#### **Hoopla Update:**

Most electronic resources uploaded previously have been in the "research library" model. The new wave of products, including Hoopla, require setting up an account. The account requires residency, so people can't go to another community theoretically and use the product. Ron had a conference call with Hoopla's representative. It is a fairly expensive service; it is pay as you go (so much per movie or album, etc.) and for a startup cost of \$75,000 for NOBLE - Overdrive is budgeted for \$75,000 for FY2016. Because of the pay as you go model, the price can increase dramatically and unexpectedly. The authentication process also has problems; NOBLE does not recommend pursuing a license with Hoopla at this time. Interested patrons can be referred to Boston Public Library.

#### **Other Business:**

Karen Pangallo confirmed with Ron that the members meeting next month is the final meeting before summer. Ron Gagnon reminded everyone that it will be a longer than usual meeting, and Salem State will sponsor a luncheon after a break at noon. Paul Kissman will talk about statewide library cards during the luncheon.

#### **Adjournment**

The meeting adjourned at 4:08 p.m, as moved by Kathryn Geoffrion Scannell.

Respectfully submitted,

Linda C.W. Gardener, Secretary