

# **NOBLE Executive Board Meeting**

**May 11, 2016 @ NOBLE**

Present: Ron Gagnon, Elizabeth Thomsen, Martha Driscoll, Alan Thibeault, Linda C. W. Gardener, Diane Wallace, Brian Courtemanche, Pat Cirone, Martha Holden, Myron Schirer-Suter,

## **1. Call to Order/Welcome**

The Meeting was called to order by President Alan Thibeault at 2:07 pm.

## **2. Approval of Minutes**

A motion to approve the minutes of the April 13<sup>th</sup> Meeting was forwarded by Myron, seconded by Martha, and unanimously approved.

## **3. Treasurer's Report**

The Treasurer's Report was presented by Treasurer Myron Schirer-Suter. Pat asked Elizabeth for the deadline for Overdrive spending. Elizabeth responded that the deadline is June 30<sup>th</sup>, with some flexibility if necessary. Brian moved to accept the Treasurer's Report; the motion was seconded by Pat and unanimously approved.

## **4. Executive Director's Report**

### Evergreen Search Meeting

NOBLE hosted a MassLNC meeting On May 4<sup>th</sup> to discuss the future of search improvements. Participants included Mike Rylander, the president of Equinox, Grace Dunbar, VP of Equinox, Kathy Lussier of MassLNC, Amy Terlaga of Bibliomation, and the management teams of C/W MARS and NOBLE. MVLC was invited but did not attend.

While some coming improvements, including upgrades to the underlying PostGres database software, and switching from GIST to GIN indices will improve the actual MARC record part of search, the slowest part of the search is actually after that, checking which items to display. There are many loops checking items for suppression, whether they are part of the scope, etc., before they can even be displayed. Equinox is proposing to MassLNC to consider funding a new pre-indexing of item availability which is expected to speed this process considerably, therefore increasing the display speed of searches in the catalog and staff client. MassLNC is expected to sign a contract for consulting and development of specifications for the work before the end of this fiscal year.

Per Equinox' recommendation, MassLNC will fund the more critical pre-indexing work before some other catalog improvements that are less critical.

### Local Evergreen Improvements

NOBLE will reinstitute a synonyms list for searching, a feature we had on Millennium. This will link search terms with variant spelling. Examples include Hanukkah/Chanukah, favor/favour, 19<sup>th</sup>/nineteenth, etc. It does require re-indexing of the records involved, so full implementation won't be until this summer with the hardware and software upgrade.

A change in how the system handles apostrophes (Mother's Day/Mothers Day, e.g.) will be implemented in release 2.10.

### MassLNC

MassLNC is adding its first non-Massachusetts development collaboration partner, Bibliomation of Connecticut. Bibliomation has also been a high-profile Evergreen user, co-funding development with us

in the past, and we look forward to working with them in the ongoing arrangement. Also participating at a lower level will be the Howe Library of Hanover, N.H., a small consortium.

MassLNC had a booth at the Evergreen International Conference last month, and received interest from several other major Evergreen systems

#### Evergreen International Conference

Elizabeth and Ron attended the Evergreen International Conference in Raleigh last month. This year marks the tenth anniversary of Evergreen, and the pioneers were recognized. The number of libraries participating continues to grow, with 60 new locations in 2015 and a total of nearly 1,800 locations using Evergreen. Improving search performance was one of the prominent topics at the conference.

The web client is expected to be completed this calendar year, and will provide more developer capacity to address other improvement issues.

#### Dimmers Installed

Dimmers have been installed on the new lights in NOBLE's training, meeting and conference rooms.

#### New Phone System

The changeover to NOBLE's new Comcast telephone system was completed on April 26 with no problems.

#### Salem Bid

The Salem Public Library and the City of Salem are once again undertaking a group bid for automated library network services. The bid will be for one year, with an option for a second.

#### Monster Morning of Media Magic

The Collection Assessment Working Group presented and discussed online options in films, magazines and language programs yesterday morning at NOBLE. It was a great roundup of current products with unbiased views of librarians, not vendors.

#### Tech Expo

NOBLE's annual Tech Expo is scheduled for June 7, 10 am to 3 pm with a pre-session at 9:30 introducing the buzzwords of NOBLE for new attendees or those wishing a recap. The morning will focus on Evergreen and the afternoon will include other library technology. Hands on demos will be ongoing in the training room. The presentation schedule will be released shortly. Lunch will be provided.

#### Commonwealth Ebook Collection

NOBLE is looking for member input on the Commonwealth Ebook Collection. Steve Spohn of MLS offered to come out to speak to a NOBLE group to promote it. This service will be included in the NOBLE bid as a local library option for the next two years. Ron does not recommend a NOBLE-wide purchase. The board agreed that they would like to hear more about the service. NOBLE staff will schedule a meeting for any member interested in learning more about the Commonwealth Ebook Collection.

### **5. Nominating Committee Report**

Alan reported that candidates for Treasurer and Clerk positions have been secured. The slate will be voted on at the next Members' meeting.

### **6. Vote to Transfer Capital and MBLC Infrastructure Funds to Replace Selected Evergreen Servers**

NOBLE Evergreen servers are five years old. They are on a maintenance contract and have been reliable thus far. Some portions have redundancy with other servers, but some are key to the operation and should be replaced due to their age.

Ron proposed replacing the database server and the backup database server, used for reports, as well as the three application servers that library workstations connect to.

NOBLE staff is planning to do the work this summer, as part of a series of upgrades. NOBLE normally moves to a new release each summer, and this year will move to Release 2.10. The underlying Linux operating system software needs to be upgraded on all the servers, and the version of the PostGres database software also needs to be upgraded. NOBLE will re-index into a new recommended format, which will be invisible once completed. But as part of this re-indexing, NOBLE is also planning to make some improvements to the MARC indexing which will be beneficial to the user. By having duplicate equipment NOBLE will speed the process and minimize downtime. The new equipment will use the new solid state drives and be generally more robust.

Ron requested funding approval of \$75,000 to replace the processors. At this point unfortunately he does not have a firm price. He received recommendations from Equinox, but is waiting for implementation costs from Equinox as well as pricing from Dell under the state contract, including prepaid maintenance.

Almost half of the project cost, \$29,896, would come from Infrastructure funds provided to the networks by the Mass. Board of Library Commissioners. These funds have been provided annually starting in FY15, for this kind of work, in place of applying for LSTA funds for ongoing equipment replacement

Ron requested the board to authorize a transfer of an additional \$45,000 from NOBLE capital for the balance of the project budget.

Pat Cirone forwarded a motion to authorize a budget of \$75,000 to replace the processors, with \$29,896 from LSTA funds, and a transfer of \$45,000 from NOBLE capital to cover the balance. Motion was seconded by Martha and unanimously approved.

#### **7. Vote to Transfer Capital to Replace Firewall**

NOBLE's Cisco ASA Firewall is end-of-life and will longer be eligible for support next year. It is five years old. The firewall provides security to our central site computer room and also serves to support encryption of data sent over the Internet with our libraries.

The software on our current firewall is outdated. Upgrading this software would not be advisable given the obsolescence of the firewall. FTG has proposed a new model that will serve as both firewall and router and allow us to remove our central site router from our network and from maintenance. The total cost of the work will be \$7,341.10, which is about \$2,000 for labor and about \$5,300 for the unit. The cutover will take place off hours to minimize downtime.

Ron requested a capital transfer of \$7,341.10 to fund for the new unit. After approval of the prior agenda item, NOBLE's capital balance would be \$931,624.75.

Brian forwarded a motion to transfer \$7,341.10 from the capital account to fund the new unit. Diane seconded the motion that was unanimously approved.

#### **8. Vote to Authorize a 3-year Maintenance Contract with FTG**

Ron requested authorization to sign a three-year maintenance contract with FTG Technologies for maintenance of our telecommunications equipment at central site and public libraries.

NOBLE has entered into some multi-year contracts in the past. Most were an option for additional years, or for server maintenance paid up front. The proposed FTG contract includes a penalty payment of a year if we cancel. The benefit is locking in our current maintenance costs for three years, plus a five percent discount. No prepayment is required, though that was also offered, at an additional 5% discount. For comparison, NOBLE's Atrion maintenance contract last year was \$39,128

FTG's pricing is as follows:

Annual rate: \$21,858

Annual rate less router: \$21,375

Discounted 3-year rate: \$20,306

Linda forwarded a motion to authorize Ron to sign a 3-year contract with FTG at \$20,306/year. Pat Cirone seconded the motion that was unanimously approved.

### **9. Vote to Recommend Standard Loan Period for Network Transfers**

As part of the "Streamline and Simplify" mandate from our strategic planning process, the Circulation Policy Working Group was commissioned to examine and make recommendations on standardizing circulation rules in NOBLE. The group considered three potential models by which loan periods might be standardized and/or simplified to be more consistent and improve the patron user experience. While standardization of fines across NOBLE libraries may not be feasible at this time due to the range of governing bodies and fiscal realities that dictate policy for member institutions, several of these models have the potential to provide a more consistent fine schedule to patrons at each borrowing point.

- MODEL 1: Standardize loan periods across NOBLE public libraries to the extent possible (academic libraries may/may not be able to adhere to the same loan durations).
- MODEL 2: Establish standardized loan rules for ill material.
- MODEL 3: Loan period dictated by borrowing library rather than home library.

At their meeting on Monday afternoon, the Circulation Policy Working Group voted to recommend a standard loan period for network transfer items of 14 days with two renewals for books, periodicals and audiobooks and seven days with two renewals for CDs and DVDs. Renewals will be allowed if there are no other holds on the item.

The proposed model would set a standard loan duration and renewal policy for all material on loan from other libraries (similar to the way COMCAT functions). The loan duration may differ from the patron's home library, but all ILL material would have consistent loan periods and renewal policies. In some instances patrons from borrowing libraries may enjoy a longer loan period than patrons from the owning/lending library, however, those same patrons would benefit from the longer loan period offered on ILL material. This model would provide greater consistency in loan periods with less confusion about due dates and renewal options than the current system. Staff would also be better able to answer patron questions about loan durations and renewals for material being sourced from other libraries.

The Working Group considered complete standardization of loan periods, while a good long-term goal, to be a very high and potentially divisive goal to achieve in one step. The group viewed this recommendation as a first step along the road to standardization, making the more confusing part of network transfers more comprehensible for all.

Pat asked whether Evergreen would recognize ILL transactions and apply the appropriate loan rules so that staff would not have to manually adjust lending periods. Ron assured the board that the Evergreen system would apply the loan rules automatically.

Linda forwarded a motion to approve the recommendation of the Circulation Policy Working Group, and forward the recommendation to the Members for a vote at their next meeting. The motion was seconded by Brian and unanimously approved.

#### **10. Vote to Set Date for August Executive Board Meeting**

As the Executive Board will remain stable for the next year, Ron requested that the board set an August meeting date.

Linda forwarded a motion to schedule the executive board meeting on Wednesday August 10 at 2:00 p.m. Martha seconded the motion that was unanimously approved.

At the August meeting the board will set the meeting dates for the next year.

#### **11. Report on MBLC Social Login Project**

Ron reported that he, Elizabeth, and Martha Driscoll had been working with Paul Kissman of the MBLC and the MBLC's consultant, Janus Associates of Connecticut, to explore the risks and issues of using social media logins, like from Facebook, LinkedIn, Twitter, etc., to access library resources.

The final report was presented to the Commissioners last week and the network administrators this week. At this point, it is not something NOBLE is recommending. The overhead, costs and risks outweigh the gains.

As presented, this would require contracting with a third party to facilitate the login. However, the third-party's business model is to collect and sell the data on the searching, which is exactly opposite our goal, and our state law. There can be ways of circumventing this, but we would rely on the third-party adhering to their published policies, and our needing to carefully review these policies every time a change is made. Staff time and legal time would be involved. The fact that we are doing the reverse of what is expected, and of their business model, seems like a long-term red flag.

Martha requested that this be discussed at the next Members meeting so that library staff have an appropriate response to requests for social media login from patrons who are used to the concept and the convenience of using a single login.

#### **12. Other Business**

Alan asked if there was any other business to be presented by any board member. Being none, Myron forwarded a motion to adjourn

The meeting adjourned at 3:20 p.m.

Respectfully submitted,

Martha Holden  
Acting Clerk/Secretary