

NOBLE Executive Board Meeting

August 10, 2016 @ NOBLE

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

1. Call to Order/Welcome

The Meeting was called to order by President Alan Thibeault at 2:05 pm.

2. Approval of Minutes

A motion to approve the minutes of the May 11th, 2016 was forwarded by Martha Holden, seconded by Linda, and unanimously approved.

3. Treasurer's Report

The Treasurer's Report was presented by Treasurer Myron Schirer-Suter. Myron reports that treasurer's reports should not be accepted by the Executive Board, but rather filed for the auditor. The Board will only accept audited reports from now on. Therefore, the report presented today will be filed with the auditor. There were no questions.

4. Executive Director's Report

FY17 MBLC Funding – Now that the FY17 MBLC state budget is known, it is expected that NOBLE will lose approximately \$14,000 in resource sharing funding to be received in the current year. The change is mainly due to a revision in the funding distribution formula, as the 9506 resource sharing and technology line item was level funded. This results in about a 1.3% reduction in income for FY18, as we carry the funds ahead a year. I would expect the telecommunications funding to be about level, but no higher. We will get a slight increase in the Infrastructure funding, due to Beverly's Bookmobile finally being recognized as a service location for funding. I raised the issue again this year with Paul Kissman and it has been decided that the handful of active bookmobiles across the state will now be eligible. The original thought was that they don't have network telecommunications equipment, which is true, but neither do any of the locations served by our academic members. The Beverly Bookmobile ranks number 19 of our 36 circulating locations, ranking ahead of a few main public library locations and many academics with 34,715 in circulation for FY16. Sadly, that will only bring us another \$380 per year at current funding.

Meetings and training – We have two general meetings scheduled this month, a visit from Steve Spohn of the Mass. Library System to talk about the Commonwealth ebook collection for libraries interested in local participation and a "Directors to Leaders" forum, requested by one of our new directors, in which some experienced hands, many of whom are here today, will share their expertise with other directors and assistant directors.

Elizabeth is planning three series of small, hands-on training room sessions over the coming months, focusing on circulation, technical services and the catalog. The **Understanding the NOBLE Evergreen Catalog** sessions have been announced and will begin later this month.

Amazon Smile – NOBLE is now a registered participant in Amazon Smile, through which Amazon will donate half a percent of purchases through the smile.amazon.com site once a customer indicates their charity preference. Thanks to Myron Schirer-Suter for the suggestion.

Statistics Dashboard – Much information has been added to the Statistics Dashboard over the past month or so, including annual statistics and ARIS data. We also have started a new “Info” tab with viewable library settings from Evergreen, such as library closed dates, basic contact info and staff Evergreen users, and also tech services information such as active copy locations and call number prefixes and suffixes. More data to come.

Digital Heritage – We are in the process of moving the NOBLE Digital Heritage local history sites to a new version and configuration of Omeka that will provide more local options for display by providing individual Omeka instances for libraries that feed into an overall NOBLE instance, instead of all participants sharing one instance. Omeka is open source software, and staff has been planning and experimenting with this solution for many months. Aiming for a September 1 conversion.

New Circ. Policies – The uniform network transfer loan periods policy was implemented on August 1. The standardized notice schedules will be implemented September 1.

Evergreen Summer Upgrade – The six new Evergreen servers from Dell have arrived and been installed in the Evergreen rack. They are in the process of being set up with Linux and running to assure that the hardware is dependable. Martha is contacting Equinox to determine the best sequence of events among the database software upgrade, data migration to the new hardware, the data reindexing and Evergreen release update to assure compatible steps and a minimum number of variables at any point should any problems arise.

5. FY17 Executive Board Meeting Schedule

Here is a proposed schedule that avoids MLA, NELA, ALA and Evergreen conferences. The schedule is for our traditional Wednesday afternoon Executive Board schedule and the Thursday morning Members Meetings.

September 2016
Executive 14
Members 22

October
Executive 12
Members 20

November
Executive 9
Members 17

December
Executive 14

January 2017
Executive 11

February
Executive 8

March
Executive 8
Members 16

April
Executive 12

May
Executive 10 and 31 (if necessary)

June
Members/Annual Meeting 8

The May and June schedules duplicate what we did this year, having the Members meeting after Memorial Day so keeping open the possibility of a yacht club lunch but early enough so that we don't get into the possible conflicts from the likely MCCLPHEI conference schedule the next week and ALA the following week.

Executive Board Meeting Schedule was discussed. Only change considered was in October to accommodate Yom Kippur. Moved to adopt schedule with October 12 date and no other changes by Pat, seconded by Martha H, unanimously approved.

6. Additional Capital Funds

Our estimate for the costs of upgrading our Evergreen servers turns out to be a bit low. Instead of the \$75,000 you approved in May, the cost will be \$83,467. The costs break out as follows:

Two database servers: \$55,265.68
Four applications servers: \$23,201.32
Equinox configuration consulting contract: \$5,000

The order was placed last month and all servers were received last week, as a majority of the Board responded favorably to my straw poll in order to proceed with the summer project.

Paula verified this is the lowest price we are eligible for -- premium customer vs. state contract. Also, the Equinox contract is "not to exceed" \$5,000, so could be better if things go smoothly. We are hiring Equinox, our Evergreen software support vendor, to set up database replication configuration (database server and a copy for backup and reports), configure the applications servers, consulting on database move and configuration of updated versions of Evergreen and Postgres database software to expedite the project and assure it is done optimally given their wider experience.

So, I ask for an additional capital transfer of \$8,467 to complete the server replacement project. After approval, our new capital account balance will be \$923,157.75. A motion to approve the transfer of funds was made by Brian, seconded by Linda and approved by all.

7. Representatives for MassLNC Board and Development Committee

Appointment of members to MassLNC Executive Board and Development Committee.

MassLNC Executive Board

Traditionally Executive Board has appointed the two members needed to represent NOBLE on the MassLNC Executive Board, and they have been Executive Board members. The executive directors or their proxy are also members of the Executive Board. With the departure of MVLC and the revision of MassLNC policies, the role of the Executive Board is changing a bit. The Executive Board will continue to oversee the project, approve the budget, bylaws, etc. Up to now, the Board has also approved all

development project expenditures, as recommended to them by the MassLNC Development Committee.

However, now that we have development partners outside of Massachusetts allocating funds each year to the MassLNC development pool, it was felt that the final approval of development projects should rest with the Development Committee where the non-MassLNC members have representation. In addition to C/W MARS and NOBLE, voting development partners on Development will include Bibliomation in Connecticut and the BC Libraries Cooperative (Canada).

Kathryn and Brian were our reps. for FY16. One of the NOBLE rep. is due to be chair this year.

The meetings are now semi-monthly. This year's schedule is Thursday, August 18 at NOBLE, Friday October 28 at C/W MARS, December 16 (conference call), February 24 at NOBLE, April 28 at C/W MARS and June 16 (conference call).

The Board discussed the importance of continuity of representatives, as well as balancing that with the input of new members. Martha H expressed interest in serving, Brian offered to step aside and Kathryn remains interested in serving.

MassLNC Development Committee

There has been a MassLNC Development Committee for several years, which has consisted of two member librarians from each MassLNC member plus a rep. from central site staff, which for us has been Elizabeth. For the entire time, our two librarian representatives have been Jeff Klapes of the Beebe Library in Wakefield and Nancy George of Salem State University. There has not really been a process for their appointment up to now, both have been willing to continue. Jeff has served as chair of the group since its inception. With the reformulation of the MassLNC, the full original members have gained an additional seat on the development committee in light of our larger overall contribution to the project overhead. In light of their new power to decide on development, we should have a more formal process of appointing members, which probably should parallel the appointment of MassLNC board members.

In light of the additional seat available, and for general transparency, I have put out a call for development committee members. I have heard interest from three potential members thus far, two new and one present – Jeff Klapes of Wakefield, Christine Morrissey of Melrose and Erica Street of Gordon. Nancy George would be willing to continue to serve, but is willing to defer to a new member.

The Board discussed the backgrounds of each candidate, the balance of public and academic reps and meeting requirements.

Pat made a motion to appoint Klapes and N. George. Ron reminded us that we need to appoint three members today. More discussion as to qualifications and desire to serve. Diane made motion to appoint Jeff Klapes, Christine Morrissey, and Erica Street to Development Committee. Seconded by Pat and approved by all.

Martha H made a motion to appoint Brian and Kathryn to MassLNC Executive Board. Seconded by Linda and approved by all.

8. Authorization of Working Groups

As ad hoc groups, the Working Groups must be reauthorized each year for they expire at the end of the fiscal year. Per our bylaws, Executive Board authorizes the groups and the president appoints the members.

I am recommending three groups for this year, two a continuation and one new.

The two continuing groups are the Electronic Resources and Database Working Group and the Collection Management Working Group. Here are their definitions from the Staff Information System:

Electronic Resources and Database Working Group

This group will study and make recommendations on various issues related to the bibliographic and item database, including cataloging standards and record mapping issues. They are also responsible for making recommendations on the online catalog, other electronic resources, and the integration of electronic resources.

Collection Management Team

The Collection Management team will study all issues related to cooperative collection management within NOBLE, including the ongoing collection assessment, standards for the subject strengths list, reports, qualitative evaluation projects, and other measures to understand and enhance the collection of NOBLE as a whole, as well as the collections of our individual libraries.

New: Resource Sharing Working Group

The newish group would actually be a throwback to a group from a few years ago, the Resource Sharing Working Group. The RSWG will assist in revising policies and standards to assure and improve the smooth functioning of resource sharing, and circulation in general. The sharing of resources was one of the founding principles of NOBLE, continues to be our hallmark service, and is key to the significant funding we receive from the Mass. Board of Library Commissioners.

For the past two years we have had a more focused Circulation Policy Working Group, founded to address circulation issues identified in our strategic planning process. The RSWG would be open to wider participation and take a wider view. Among the issues needing addressing is a review and updating of the process for requesting copies for book groups and other special circumstances and review and updates to the Network Transfer Policy.

Once authorized, we would send out a call for interested participants for all three groups via the noble-info list and ideally we will get groups that reflect the appropriate balance of library types and sizes and reflect the range of positions and expertise needed for each group to achieve the best results, and will be appointed by Alan. The groups would not have a size limit (within reason). Each group will require a liaison member from Executive Board, per the bylaws. NOBLE staff participates in the groups, at least Elizabeth and I, ex officio, plus others as requested based on the issues at hand. The groups will have a chair and keep minutes to be posted to the Staff Information System, and meetings and agenda are posted in advance via noble-info.

Kathryn made a motion to accept the three groups, Myron seconded and it was approved by all.

9. Fine Rate for Commonwealth Catalog Loans

At present, there is no fine set for any items requested through the Commonwealth Catalog and loaned to patrons of NOBLE libraries. This setting was continued from the Virtual Catalog, and so has been in place for many years.

We have heard from a library with a patron who has specifically said that he is in no hurry to return a long overdue ComCat item because there is no fine, so no reason to. In fairness to the owning library, and other patrons in general, this would seem like something we should institute. Also, we don't want patrons bypassing NOBLE copies to get a ComCat copy to avoid fines,

We could go about this in two ways: a standard NOBLE-wide fine rate, or just adopting the local library's fine rate. Some libraries do not charge fines

Items from the Commonwealth Catalog are entered into Evergreen automatically without distinction for item type, so the same single fine rate would apply to books as well as DVDs, etc.

A quick question out to the networks shows that all responding had a uniform rate, which varies widely, as follows:

CLAMS \$1.00 per day
C/W MARS 10 cents per day, \$3,00 max
Minuteman \$2.00 per day
OCLN 5 cents per day

In light of streamlining and simplifying, and given that these items are very clearly identified and go through more complicated processing, I would advocate for a standard NOBLE-wide fine. An argument could be made for not undercutting any library's existing rate, which interesting would lead us to the \$2.00 per day, as both Salem and Saugus charge \$2.00 per day for DVDs, while others only charging five cents per day for everything might find that to be eye-popping. The charging library retains the fine.

In keeping with move towards streamlining Pat made a motion to institute one fine rate for all ComCat materials at \$1 per day. Linda seconded. After more discussion Pat amended her motion to \$.50 per day for all materials with a maximum of \$10 per item. Martha seconded and all approved. The new fine will take effect on September 1, 2016.

10. Privacy Policy Legal Request Section

I was contacted by a director recently regarding this NOBLE policy. It seems to be due for updating. The USA Patriot Act has been followed up by the USA Freedom Act.

I forwarded the issue to NOBLE attorney Rod Hoffman, who had helped us draft the earlier version a decade ago.

His response:

I have reviewed NOBLE's current Legal Request Procedure materials in light of the changes effected by the USA Freedom Act of 2015.

The key revision that should be made is to note that the statute no longer permits the bulk collection of information such as the bulk telephone information revealed by the government files leaked by Edward Snowden. Instead, the statute now requires that any request for information under the law be limited such that it is specifically relevant to an authorized investigation. Accordingly, the third sentence of the second paragraph of the page labeled "The USA Patriot Act" is incorrect and should be changed.

There are numerous other changes in the new law, but this is the one that would most directly affect a NOBLE patron and should be changed in the materials.

I have reviewed Rod's recommendations and feel we should recommend Rod's changes to Members to update the Policy.

After a discussion Brian motioned to follow the attorney's recommendation, Myron seconded and all approved. It will go to the membership for a vote at the next meeting.

12. Updates to Cost Allocation Formula

Item 12 taken out of order.

Another of our agenda items is to review the cost distribution formula to be used for the FY18 budget, which will be on next month's agenda.

As background, NOBLE revised our formula about five years ago, after at least a year of studying different scenarios. To ease the changes that the revised formula brought, it was phased in over three years without any change in data metrics or budget. The new formula is 75% equal distribution, 12.5% three-year average circulation, 12.5% active borrowers.

So in the FY17 budget passed last fall, our libraries experienced a pent-up four years worth of changes to the circulation and active borrower variables all at once. During those years electronic resources became more important, especially in our academic libraries, perhaps at the expense of physical circulation. This was not foreseen in our revision. Further, it is difficult to get uniform statistics to include users of electronic resources as active borrowers for the academics, as two of our academics validate access to electronic resources through their colleges, the rest through NOBLE. Problems with bigger-than-expected swings particularly afflicted our academic libraries last fall. I was asked to review the formula and suggest some adjustments.

I have run the FY17 distribution with updated FY16 statistics to see what impact the new use data would have. Public library members continue to see narrower variation than the the academics. Reusing the same metrics -- without any FY18 bottom line increase -- the changes for the public libraries range from an increase of 1.26% for Beverly to a decrease of 1.69% for Salem, a relatively narrow range.

The academics see wider swings, combined with inconsistent data, and so I focused my work there.

I studied substituting enrollment figures for the number of active borrowers. Initially I began with raw enrollment, and then I tried FTE enrollment. Either would create a bump in the assessment for one academic library or another. Probably the fairest is the FTE figure, which colleges report to the Federal government via IPEDS, similar to ARIS.

Updating the circulation figures and plugging in the FTE instead of active borrowers, would result in a couple of sizable increases for FY18 before any budget increases -- 9.75% for Salem State and 4.1% for Bunker Hill. Almost all of the other academics would see a decrease. While that sounds really bad, these institutions have benefited from the formula revisions over the past few years, so that SSU would be paying less than they did in FY13 when the formula revisions began and Bunker Hill about 2.5% more over five years. Both saw decreases for FY17, of 1.9% for Bunker Hill and 1.6% for SSU. In Salem State's case, the change is not just due to the FTE issue, but likely also by the opening of their new building, which caused a relative increase in physical circulation compared to the other colleges.

I also tried the half old/half new approach to borrower statistics, but that still resulted in a 6.98% increase for SSU, a 1.6% increase for Bunker Hill and decreases for most other academics, except a 1% increase for North Shore.

I went back to NOBLE borrower statistics, and limited them to physical checkouts for comparability. This resulted in a 4.2% increase for Salem State, 4.4% decrease for Middlesex and a variety of smaller swings for other academic libraries. While on one hand this results in smaller swings, it arguably does not reflect a true picture of active borrowers and library usage in this day and age.

Even if the two colleges doing their own authentication could provide us data (separate from authentications to their other systems, like billing and registration), we would not be able to deduplicate it versus the patrons doing physical checkouts, which we can do for users within Evergreen, so it would not provide comparable data.

Though it provides the greatest increase for Salem State, I feel that switching to FTE provides the most accurate, stable and defensible figures for cost distribution going forward.

Finally I tried literally splitting the difference, cutting both the increases and the decreases in half for each of the academic libraries. That results in a much more reasonable range of changes -- increases of 4.9% for SSU and 2% for Bunker Hill, and decreases for most of the others ranging down from 2%. That is my recommendation for your consideration.

A potential description for a motion would be to revise the NOBLE assessment distribution formula by substituting FTE figures for active borrowers for the academic library members, retaining active borrowers in the past year for public library members. Phillips total enrollment data will be used. Due to the change and to ease the transition, for FY18 the net assessment change, up and down, for the academics will be reduced by half.

Brian moved to use the FTE for colleges, full enrollment for Phillips and number of active borrowers for public libraries. Also, motion is that FY18 will be a transition year and that the assessment will be reduced by half for academics. Following FY18 full assessment. Diane seconded and all approved.

11. Job Description Revisions

Two title changes are proposed, to the Technical Assistant and the Database Assistant. Incumbents felt that the title was outmoded, did not reflect the current role in the organization and sounded low-level when contacting outside contacts. After a considerable amount of suggestions and discussions, we have settled on Technical Support Analyst and Database Support Analyst. The "analyst" title is a typical title in the computer industry, and is appropriate for these jobs.

No salary changes are recommended as part of this process, though I do hope to have an overall salary review for our next meeting.

Executive Board agrees and Martha made motion to approve title changes, Brian seconded and all approved.

13. Other business

None.

Meeting adjourned at 3:47 pm.

Respectfully submitted,

Diane Wallace

Secretary