

## **NOBLE Executive Board Meeting**

**May 10, 2017 @ NOBLE**

Present: Ron Gagnon, Kathryn Geoffrion-Scannell, Linda C. W. Gardener, Diane Wallace, Brian Courtemanche, Patti Rogers, Elizabeth Thomsen, Martha Driscoll, Myron Schirer-Suter, MaryAnn Niles and Rex Krajewski.

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

The Meeting was called to order by Vice President Linda C.W. Gardener for Alan Thibeault at 2:03 pm.

### **2. Approval of Minutes**

No minutes available.

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

No questions for the treasurer.

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

**Roundtables and Meetings** – Now that the weather is better we have a busy roundtable and meeting schedule: next week we have the Electronic Collections in NOBLE meeting developed by our Collection Management Working Group that features three academic and three public librarians demonstrating electronic resources they have recently found useful. Recent roundtables include “Statistics and the NOBLE Dashboard,” and technical services and circulation roundtables. Working groups have also been active.

**Tech Expo** – June 6, full day. Full schedule coming soon. Focus on new web staff client, introduced in large session, with repeated specific sessions for circulation, cataloging and acquisitions in training room by NOBLE specialists.

**Ebook Update** – Discussions with other network and Mass. Library System on greater cooperation on ebooks, particularly OverDrive. We attended a meeting last month and networks and MLS will be meeting with OverDrive president Steve Potash at Mass. Library Association annual conference in two weeks, now more open to statewide programs. Would be tiered to maintain local priority. MLS may be open to switching from Axis 360 to a statewide OverDrive, with accompanying financial contribution.

**Electronic Resources Analytical Dashboards** – Even though it is one of next year's objectives, we have been studying the alternatives available for Electronic Resource Management (ERM) software and analytics software as more library use is shifting to electronic resources, especially in academics. Our testing has shown that RedLink offers the best and easiest to use analytics and management functionality, and we have secured a consortial discount of \$1,000 per library implementing the package. Though it is largely self-supporting, we are prepared to assist libraries in implementation and use, and we will be getting out more information.

**Evergreen Conference** – Elizabeth and I attended the Evergreen International Conference in Covington, Kentucky, last month. I was on a panel discussing the difference among large consortia and Elizabeth was a panelist for an open forum question session. I also participated in the Oversight Board meeting and the Outreach Committee meeting.

Coming back from Covington, our flight was cancelled by Delta, as part of hundreds of flights being cancelled due to bad weather in Atlanta a few days earlier. We were rescheduled for the next day. I contacted their customer relations department and we have received a \$400 check to defray the costs of an additional night's hotel and meals.

**FOLIO Meeting** – Elizabeth and I will be attending the full day meeting on FOLIO at Simmons on Wednesday. FOLIO is a new open source library system platform overseen by the OLE (Open Library Environment) group mostly made up of large academic libraries. The project is largely funded by EBSCO foundation and EBSCO intends to offer support contracts when the software debuts next year.

**Release 2.12** – Plan to load next new Evergreen release overnight on June 14, coming up in the morning of the 15<sup>th</sup>. Enhancements include most of web staff client (we will be working with libraries to test in limited use) – missing offline circulation and serials; OverDrive integration in catalog (availability and direct link over); metarecord search improvements (groups formats and editions) funded by our EBSCO grant. Will be covering at Tech Expo.

**MassLNC** -- Evergreen Indiana is the newest collaborator in the MassLNC Evergreen Development Initiative.

Evergreen Indiana, a growing consortium of more than 100 libraries in Indiana, will join other MassLNC partners to help identify, fund, and implement new enhancements and bug fixes in Evergreen. The Indiana group is joining C/W MARS (Massachusetts), NOBLE (Massachusetts), Bibliomation (Connecticut), BC Libraries Cooperative (Canada), Georgia PINES (Georgia) and Howe Library (New Hampshire).

**MVLC to Sirsi Monday** – MVLC is moving off Evergreen to Sirsi's Bluecloud remotely hosted system on Monday. They are currently out of the Commonwealth Catalog during the transition.

**IRS Penalty** – We have been assessed a penalty of \$2,900 for filing late annual reports on our two retirement plans with the IRS. I have filed for removal of the penalties, with advice provided by our auditor.

**Health Insurance** – We retained the current health insurance plan, Tufts Advantage 500 for the plan year that began on April 1.

While the 13% increase is significant, most plans large and small are seeing similar issues. Staying with the current plan at the new rate will cost NOBLE \$4599 more for the year. However, we should save \$2,388 on the change in life and long term disability insurance from Lincoln to Guardian, which covers more than half of the health insurance increase for NOBLE. We had we budgeted an increase of \$5,800 for life, health and dental insurance for FY18, so we will be under budget barring any additional employees seeking coverage.

We investigated other Tufts plans with a higher deductible, which would have provided a 4.3% increase, but exposed single employees to \$500 additional deductible costs for MRIs, day surgery and hospital admissions while saving them \$288. We also looked at plans from Neighborhood Health Plan, but some existing staff doctors did not accept that plan. Blue Cross was even more than Tufts, and Harvard did not have a comparable plan.

Our dental insurance also renewed on April 1. We moved to slightly different plan, geared toward smaller employers, a new initiative from Delta Dental. This reduced our cost by just under 10% compared to the past year, and avoiding a 11.6% increase for a net saving of 21.3% comparing the new plan to the proposed increase in the old plan for individuals. Family plan under the new plan will stay at about the same cost as last year's plan but avoids a 12.5% increase. Total net dollar savings is about \$360 on the year compared to past year's expenditures. Coverage is as good as or better than our old plan.

**Liability Insurance** – Changed from CNA to Chubb, saving about \$5,500 per year for comparable coverage. Much details to make sure all things are covered, both owned items, general liability and employee and officer dishonesty. Dropping from over \$12,900 to \$7,435 per year.

**MBLC Planning** – I continue to participate in the strategic planning process for the Mass. Board of Library Commissioners, another, final, meeting is scheduled with their facilitator on Tuesday. The MBLC has recently appointed James Lonergan as their new director. James is deputy state librarian in New Jersey, and formerly worked for IMLS in Washington and before that, for the MBLC.

Network funding from the MBLC budget is up about 5% in the House budget. Now waiting to see the Senate version. Overall not rosy times from state funding.

**Cherry Hill Corporate Center Sold** – Our building and other buildings in the complex are being sold by Brookwood Financial to RJ Kelly company of Burlington. RJ Kelly is a family-owned firm that invests in and develops all kinds of real estate. We have four more years on our lease, no major changes expected.

**Internet Upgrade** – Our central site Internet upgrade has finally been completed, both bandwidth and billing. We increased our bandwidth 2 ½ times while reducing the cost by 25%.

## **5. Middlesex and North Shore Comm College Membership**

Discussion with Mary Ann Niles and Rex Krajewski about the possibility of the two colleges leaving Noble by the end of FY18. Both directors expressed much gratitude to Noble for support and all services over the years. For the past year or so, the colleges have been exploring the option of forming a new library network consisting of public higher educational institutions. They expect to run the new network at a significant savings compared to staying in Noble. Part of their concerns are that the colleges are facing declining enrollment, budget cuts, staff reductions and reduced flexibility in their budgets. The colleges also have different database needs than public libraries. This network change will likely affect other library networks in the state as well.

The colleges will notify Noble before the required deadline but for now they're working out all of the details on their end. Individual college administrators are making decisions and if a college decides to leave Noble, a letter will be sent from the college president.

As of yet, neither college has sought to work directly with Noble to make changes or to discuss options of staying in the network. Ron will contact the college administrators about remaining in Noble.

## **6. Overdue Cleanup Policy Update**

This reflects updates to make the policy consistent with Evergreen capabilities, rather than Millennium. Motion made by Myron, seconded by Diane and all in favor.

## **7. Borrower's Card Policy Change Request**

Staff from the Peabody Library have requested a change in the information collected for library card registrations. They recently realized that it's unnecessary to make note of a patron's gender. There was some discussion about the origin of this practice and whether or not it needs to continue. Myron moved to remove the requirement of gender selection on library card applications, and on Evergreen. Diane seconded and all approved.

## **8. Working Groups Reauthorization for FY18.**

Ron requested that Exec Board move the reauthorization of the working groups to May so that the groups will be in place at the start of the new fiscal year. He's also recommending that the same three groups continue their work. Those groups are the Electronic Resources and Database Working Group, the Collection Management Team and the Resource Sharing Working Group. Kathryn moved to approved, Myron seconded and all voted in favor. Ron will advertise for members.

## **9. Credit Card Disputes**

Two patrons of the Winthrop library, husband and wife, each disputed debit card payments they had made through NOBLE to the Winthrop library. They had other suspicious charges on their debit cards and ours were also disputed through Bank of America.

Unfortunately when a payment is disputed, in addition to the money being sucked back out of our account, a \$15 fee is charged to us.

We did challenge the dispute with our credit card provider, to no avail.

After much help from Diane, and additional contact by Paula reaching out to the couple to reverse the dispute, it's still not all settled but seems to be on the way to resolution. We have forwarded a copy of a letter from Bank of America to our credit card provider, Stripe.

A few issues have been identified in this process.

Charges can be added back to patron accounts. I would contend that NOBLE, since we make nothing out of this process which is already time-consuming to reconcile, should not be responsible for the \$15 fee, that it should fall upon the library. Should the library have the option of adding or eating the fee? Should it added to the patron account as a matter of course?

We were fortunate that Diane was on this issue very quickly and followed it through. We might not always be so fortunate in getting support from a library.

As a matter of course, should NOBLE add back the charges and the fee to the patron account and notify the director? The consensus supported this course of action.

## **10. Other business**

As Ron prepared for this meeting, he reviewed the academic cost distribution formula with new fiscal year's data. He discovered the last year's FTE figure used for Salem State is incorrect, overstating enrollment. Rerunning the formula with the data currently available for last year shows this resulting in an overcharge of \$1,678 for the upcoming FY18. The other colleges were slightly undercharged as a result.

Ron recommends that we charge Salem State the lower, correct figure for FY18 and not change any other assessments, and that NOBLE deal with the discrepancy as part of the FY18 budget adjustment process in the coming months.

He will look at the numbers again and if the discrepancy holds, we will be cutting contracts next month for the new fiscal year. Diane motioned to approve this plan, Myron seconded and all voted to approve.

11. The meeting adjourned at 4:10 pm.

Respectfully submitted,

Diane Wallace  
Clerk