

## **NOBLE Executive Board Meeting via zoom**

**February 14, 2024**

Present: Kathy Lussier, Brian Courtemanche, Catherine McDonald, Allison Babin, Linda Gardener, Amy Lannon, Tara Mansfield, Jonathan Nichols, and Myron Schirer-Suter.

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

Brian called the Meeting to order at 2:06pm.

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

*Catherine made the motion to approve the minutes from 1/10/2024, seconded by Amy. Linda and Jonathan abstained. All in favor.*

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

The FY24 Budget Report was distributed. Myron reported that there was nothing out of the ordinary, and things were as expected. He noted that things slow down after the audit.

### **4. Electronic Resources and Databases Working Group Report**

Myron reported that ERDWG discussed the texting feature in Evergreen. Kathy noted that they discussed the loss of the call number texting feature and were unanimous with going ahead with the texting without the call number feature. Kathy reported that they also discussed the login page and improving the text for pin/password and forgot password. She noted that uploading cover images was also discussed, and that Elizabeth was working on guidelines.

### **5. Resource Sharing Working Group Report**

Kathy reported that the RSWG discussed several policies. She noted that NOBLE staff was interested in learning about exceptions for resource sharing and collected information that was shared with the group. Everyone was on board with the current protected collections.

The group also discussed patron notes and messages. Kathy noted there was a big change with the latest upgrade, and that messages and alerts were consolidated. Adding a note requires initials, but the username information is already available via the column picker. The group discussed removing required initials for patron notes and messages, as well as for copy notes. NOBLE is looking into doing this.

### **6. Collection Management Working Group Report**

Amy reported that the meeting was canceled due to the forecasted storm, and she will give an update next time.

### **7. Advocacy Committee Report**

Brian gave a brief summary of the recent events. He reported that Cate Merlin had left the Board and a new liaison to the Advocacy Committee was needed, so he stepped up. Brian attended the Advocacy Committee meeting and they discussed needing a library to host the Legislative Breakfast. He volunteered Endicott to host and the event will be held on Friday, March 22<sup>nd</sup> from 8-9:30am. He noted that Endicott's dining service will cater the event and offer coffee and pastries. Electronic invitations were sent to libraries and legislators.

Kathy reported that Senator Lovely and Representative Parisella were invited to speak at the event. Brian noted that he had been looking for college students to speak, but the event was scheduled during spring break. The President and Provost of Endicott College would also be unavailable to speak that day, so Brian will give a brief introduction. Kathy suggested that Brian include the importance of the academic and public library partnership. Brian agreed and noted that they rely on each other for interlibrary loan, resource sharing, and databases. Kathy noted that the speeches would include a Beverly High School student, and that they should be kept short because they want to allow time for library representatives to interact with the legislators. Allison offered to follow up with Representative Parisella and Senator Lovely about the invitation to speak at the event.

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

### **Post-Upgrade Meetings**

Kathy reported that NOBLE held two upgrade P's and Q's sessions to give library staff an opportunity to ask questions about new features or bugs in the latest release. Both sessions were well attended and Elizabeth compiled a master list of discussion topics that came up during the meetings.

A Technical Services Roundtable was held last week. The Circulation Roundtable was rescheduled to February 27, and the Annual Holds meeting will be held on February 22nd. NOBLE hosted an in-person Welcome to NOBLE session on January 18, which Brian attended. The next Welcome to NOBLE session is scheduled for Wednesday, May 1.

### **Library Selector Development Project**

Kathy reported that NOBLE shared the library selector development requirements with the Evergreen community to get initial feedback on the project. She noted that Equinox recently contributed code for a similar project that will put copy location groups in a dropdown menu directly below the library selector, and was concerned about the direction of this project. As a result, NOBLE will most likely build in an option for where these copy location groups will display. Kathy noted that CW Mars also wants this functionality.

### **SMS Notification Service Investigation**

Kathy reported that NOBLE staff selected MessageBee as the best service to provide text messaging notifications from Evergreen. She noted that NOBLE should be able to move quickly with no need to work on integrating any code into Evergreen. The instantaneous call number texting from the catalog will not be available with the new service. Kathy noted that ERDWG discussed this, and the group agreed that patrons can use other methods to get the call number from the record. NOBLE is communicating with MOBIUS to determine if they can work directly with the vendor, resulting in a lower per-message cost for the service. Kathy noted that she should have a recommendation in time for the March Board and Members meetings.

### **e-Renew**

Kathy reported that a meeting was scheduled with Quipu to discuss implementation details for the e-Renew service, which will allow patrons to renew their library accounts online. NOBLE plans to implement this service for most patron accounts in the system.

### **EZProxy**

Kathy reported that NOBLE requested a new quote from OCLC to move to the hosted EZProxy solution. They plan to have separate EZProxy instances for Gordon College, Endicott College, Merrimack College, and Phillips Academy. The public libraries and Montserrat will share an EZProxy instance, since they do not use the service to access as many resources.

### **Evergreen Community**

Kathy reported that the schedule for the online Evergreen conference in April was released. Four NOBLE staff members will present in six different programs including a combination of pre-conference programs, solo presentations, and panel presentations. She noted that NOBLE staff is especially excited about a program introducing the ListMaker to the rest of the Evergreen community. Martha has been working to publish the code from the ListMaker and the Dashboard in a location that is easily accessible to the rest of the community.

Elizabeth and Kathy are also working with a community group to present an Evergreen program at the ALA conference in June.

Kathy reported that the Evergreen Community's strategic planning process will continue next week with a stakeholder's two-day online retreat facilitated by consultant Carson Block. Kathy will represent NOBLE at the retreat.

## **Massachusetts Community**

Kathy reported that the MLA Legislative Committee provided two legislative briefings at the State House last month: one on the bill for reasonable e-book licensing terms and the other on Senator Oliveira's and Rep. Saunders' Freedom to Read bills. A third briefing is scheduled on March 6th to provide information on the MBLC's legislative agenda. All bills of interest to MLA received an extension last week for their respective committees to issue a report on whether they should be presented during this legislative session.

### **9. NOBLE Proposal to Host Evergreen Community Development Initiative**

*Motion: Move to accept the proposal as presented.*

Discussion:

The Proposal to Host Evergreen Community Development Initiative was distributed. Kathy gave a brief history of the cooperative. She noted NOBLE has been part of the cooperative since the beginning. MassLNC was the first Massachusetts cooperative, which fell apart when MVLC left. The cooperative then became the Mass Development Initiative, and included libraries from all over. When that coordinator left, Evergreen Indiana took up hosting. When Evergreen Indiana's coordinator decided to leave, they were no longer interested in hosting. Both PAILS and NOBLE were considering hosting, but PAILS recently withdrew their interest.

Kathy highlighted the Services Provided by NOBLE and noted she wanted this to be very clear for ECDI's strategic planning purposes. She noted that there were two points open to negotiation, including evaluation of project staff and signing of contracts.

Kathy reviewed the Cost Proposal, including the administrative fees. She noted the proposed fee was similar to what CW Mars charged MassLNC. Amy asked if anything would need to be filed with the State or if articles of incorporation would need to be amended. Kathy noted that as the umbrella organization, hosting ECDI does fit with NOBLE's mission. Myron asked if there was a governing board at this point, and Kathy said there was not, just a loose group.

Amy noted that Kathy did a wonderful job with the proposal. She asked if Kathy felt confident that a new Executive Director could take on the role if Kathy won the lottery. Kathy noted that she wanted Board input for this reason. She said the set up was the most difficult piece, and though a new Executive Director would not have her experience, others in ECDI would be able to provide the support required to continue.

Amy asked about the length of the agreement and when it would need to be reviewed. Kathy noted the proposal was for five years. Catherine noted that she was also thinking about turnover and wondered if hosting ECDI kicks up the Executive Director position in a good way, because it includes caring about the functionality of Evergreen. She noted that it would be tough to fill Kathy's shoes, but that she was comfortable with the proposal.

Jonathan noted that he thought the proposal was great. He asked if Kathy would have enough bandwidth moving forward with all the extra work. Kathy noted that the training and mentoring would be extra work, but it was something she would not be able to stop herself from doing even if she wasn't in her role at NOBLE.

Kathy noted that the ECDI coordinator position would be fully remote. Myron asked if that would change if the person was local. Kathy said there was one vacant office at NOBLE, but that they had not yet decided how they were going to fill NOBLE's vacant position. She noted that an in person option for the ECDI coordinator may be an option in the future, but she wanted to keep the position remote because that would reduce any favoritism based on location. Myron agreed.

*Action: Amy made the motion, seconded by Myron. All in favor.*

### **10. NOBLE Strategic Planning Process**

Kathy reported that she sent the RFP to six potential strategic planning consultants, and had received proposals from Greg Pronevitz and Constructive Disruption. Kathy, Martha, and Elizabeth decided to speak further with the team from Constructive Disruption, which includes Stephanie Chase, Judah Hamer, and Maura Deedy. They were unanimous in the decision to move forward with Constructive Disruption. Kathy will check references and plans to notify both parties about the decision by the end of the week.

Kathy noted that Constructive Disruption's proposal came in at budget, but does not include travel costs. Kathy believes some in-person focus groups will be needed and will work with the firm to keep the travel costs minimal. Judah, who lives in Provincetown, is expected to facilitate in-person sessions.

Kathy noted that Constructive Disruption prefers to work with a leadership team that includes representation from membership. Team members will be expected to devote a total of 20 hours to the process. Amy asked if the team would be like a steering committee, and Kathy said it would be. Myron noted that Amy would be great. Jonathan said he would volunteer if no one else does. Catherine suggested that Kathy email the entire Board. Kathy agreed this was a good idea and noted that she plans to wait for the kick off meeting.

### **11. NOBLE G Suite Account Policy Administrative Responsibilities**

Kathy reported that NOBLE policy mandates that Google accounts be removed as soon as an employee leaves the library for security reasons. She noted that there is a process to transfer Google docs and other assets to another staff person, but administrators are expected to archive any email before the account is deleted. The email can be exported, but there is not a good way to read the file. NOBLE staff has found this policy can present difficulty when high-level staff members who have important information in their email accounts leave a library. Kathy suggested relaxing this policy if the Board thinks it is appropriate.

Amy noted that the policy was last reviewed in 2018, and suggested looking at the whole policy again. She noted that it briefly mentions public records and says there is no repository. She noted that Reading has had a lot of public records requests, and wondered if there were additional features with the Google Business accounts that might be an option. Amy agreed the policy should have more flexibility. Linda agreed with what Amy said 100%. Catherine noted she feels like she is always stuck between her municipality and NOBLE, and noted that long time employees have so much information in their email. She said that most people understand their work email is not private and subject to public record. Jonathan agreed and noted he had the same issue with his predecessor, who was there for over 40 years. He noted that he has made it very clear with his staff that email is not private, and agreed that some flexibility would be great. Catherine noted that a Wakefield employee who recently left was in charge of technology and had valuable information in her email from working with consultants that would have been helpful to keep. She agreed that reviewing the policy was a good idea.

Kathy noted that she will look at the policy and that one other thing came up when reviewing the policy. The policy says NOBLE will suspend G Suite accounts upon the request of the Director or designee. She noted that at SAILS there were two cases where Trustees requested that a director's email be suspended, and noted that Trustees should be part of the policy. Amy asked if Executive should work on the policy, or if Kathy should, or if a committee should be formed. Kathy noted it should start at NOBLE so that they can figure out what technical options are available.

Amy reported that Reading has been redoing their policies and separating out procedures and frequently asked questions to streamline things. Right now they are working on the Borrower's Policy and Amy noticed the internet privacy policy and electronic collection policy is public on NOBLE's website, but the others are in the SIS, which is not publicly accessible. She noted that the long overdue policy is also behind the SIS, and they cannot link to that. She asked if there was a reason why certain policies are on the SIS, and noted she does not need an answer right away. Kathy said NOBLE would think about that. She noted the confidentiality policy is just for staff, so that makes sense to be on the SIS, but it would be helpful for libraries to be able to link to the other policies.

## **12. New Business**

Amy reported the Paralibrarian section of MLA was looking for help to get directors and other leadership to focus on supporting and expanding professional development opportunities for paralibrarians. She noted that MLS offers the BLT program. At the conference in May there will be a program called "Beyond Circulation: Maximizing the Talents of Your Paralibrarians" that will feature paralibrarians who do all sorts of things from mending books to running maker spaces, and more. If anyone has questions, they can contact Amy or she can connect them to the MLA Paralibrarians. Amy noted that libraries as a whole have support staff needs, from college students working circulation at academic libraries to public library staff. She noted that anything we can do to increase awareness, staffing, or salaries would be helpful.

Kathy noted that the next meeting will be in person at the NOBLE office.

## **13. Adjournment**

The meeting adjourned at 3:28pm.

Respectfully submitted,  
Tara Mansfield  
Clerk