NOBLE
MEMBERS OF THE CORPORATION ANNUAL MEETING
VIA ZOOM VIDEO CONFERENCE
MAY 19, 2022

PRESENT: Twenty libraries were present at the meeting, eighteen by authorized voting representatives.

1. CALL TO ORDER: President Amy Lannon called the meeting to order at 10:00.

2. APPROVAL OF MINUTES:
Motion: Noelle Boc moved to approve the March 17, 2022 Minutes. Second: Catherine McDonald. Motion carries.

3. TREASURER'S REPORT:
In Treasurer Myron Schirer-Suter's absence, Ron Gagnon presented the report. Budget expenditures are level.

4. MANAGERS' REPORT:
Ron Gagnon
End of fiscal year initiatives update
- Remote hosting of Evergreen – for the first time in over 40 years, we are not operating on our own hardware with many single points of failure and capital costs for hardware, air conditioning and power systems and requiring specialized staff expertise. The vendor is MOBIUS.
- Streamlining borrower card registration for users and staff.
- EBSCO - contract renewed and adding Linked Data ability to increase the findability of our library holdings.
- Signed a contract with Apogee IT to upgrade throughput and security of public library connectivity provided by NOBLE. Internet throughput will be tripled this summer with the installation of new equipment which will provide protections against cybersecurity threats.

Upcoming fiscal year initiatives
- Moving our offices to new smaller office space which should contain or reduce our occupancy costs.
- Move to a new Evergreen catalog interface.

Cyber Security Grant - Received $25,000 grant funds from MBLC, which was the maximum amount per network. Half of that sum will go to a cybersecurity consultant who will perform a gap analysis to review our Google Workspace and new Evergreen Google Cloud settings, and review our data backups for security and usability. The other half will help to underwrite the replacement of routers with firewalls at the libraries

ECCF Grant- In October NOBLE was awarded a grant from the Essex County Community Foundation to upgrade public Internet connectivity at three gateway cities libraries – Lynn, Peabody and Salem. Getting the equipment installed by New Era has taken longer than anticipated, with Salem, finally being up a few weeks ago on the third attempt. Lynn has been upgraded and Peabody's upgrade attempt last week was unsuccessful. The replacement of the router and switch, along with an increase on Comcast bandwidth, provides Internet bandwidth that is ten times faster, a gig, 1,000 Mbps instead of 100 Mbps

Jenny Benedict asked if there is opportunity to expand that program to other libraries. Ron stated not through ECCF, he didn't think that Gloucester is part of the gateway cities, but will follow up with ECCF.

FY23 State Budget- The House Ways and Means budget met or exceeded the MBLC's Legislative Agenda in all categories but one, State Aid for Public Libraries, which received a one million dollar increase instead of the three million requested. The House passed the Ways and Means budget for library funding. The network line item is budgeted as the requested 5% increase, $225,920.

The Senate Ways and Means budget meets all of the MBLC's requests exactly, except for being $100,000 less in the Center for the Book line.

Welcome to NOBLE! Document - One of the FY22 Objectives was to prepare a Welcome to NOBLE document. It is an 18-page collection of information about NOBLE and our operations, it is posted on the Staff Information System.

Owl Video Device - We have upgraded our meeting room Zoom ability by acquiring a pair of Owl meeting devices. We have had one hybrid meeting, last month's Executive Board, and plan for more.

Moving Libraries - We are providing support to three member libraries planning moves to accommodate renovation projects. Marblehead will be moving to an unused elementary school in August, Melrose will also be moving to a former school and Gloucester is also preparing for a temporary relocation.

Course Materials Module – **C**ontinue to work with Catalyte on the 21 improvements for the Evergreen course materials module, Executive Board approved $12,000 in capital funding. Two have been committed into Evergreen, six are ready to be committed, six are waiting for community testing, one is being tested by us, one is still awaiting work, and five have been put aside for unexpected complexity. The appropriated capital funds have been expended at this point, any further expense can be spent from software development budget.

MLA – Ron and Elizabeth will be attending both days of the Mass. Library Association annual conference in Hyannis May 23 and 24.

Working Groups – Executive Board last week reauthorized our three working groups; Electronic Resources and Database, Resource Sharing, and Collection for FY23. Will be asking for participants over the summer, with meetings beginning in the fall.

Elizabeth Thomsen
OverDrive –
- We will be adding the Kovels database to Libby "information, pricing, and trends on antiques and collectibles."
- Received the second half of the MBLC grant funds as part of our participation in the statewide LEA program. The past few years we targeted these funds to special projects – this year we'll be using the funds to "top up" some of those projects (New England travel, career change, supporting parents and students) but also adding copies for popular titles with holds and only expired copies – we have a big increase in these because of libraries added so many titles in spring 2020, many of which expired after two years. We're also adding some Cost Per Circ copies in different languages

Tech Expo June 7, 10 AM to 3 PM –
- Online, whole program will be recorded and posted as individual sessions
- Morning will open with a half-hour session by Ron that's an overview of NOBLE structure and services, followed at 10 by my annual What's New and What's Coming in Evergreen session. There will also be sessions by Michele on "What sticks to what" and customizing receipts, by Ron on Telecommunications and by Martha on Cybersecurity.
- Chris Amorosi, PIL Danvers, will be doing a presentation called The Big Shift: Managing Large-Scale Reorganization & Recataloging Projects, which will be helpful to any library working on weeding, inventory and/or physically moving collections around.

Evergreen Focus Groups: June 2, Public, June 9, Academic, Hybrid
- Share ideas for things libraries would like to see added or improved in Evergreen. Staff will be able to submit ideas online before and after the session, and we've set up a new site to track NOBLE ideas so we can prioritize them, promote them within the Evergreen Community and ECDI, contribute or sponsor development, etc.

Reviewed Upcoming meetings and training: June/July

Martha Driscoll
- Over the last year NOBLE has urged libraries to move away from generic circ logins in favor of those for specific individuals as outlined in the Library System Accounts policy. This policy tightens access to Evergreen by ensuring that individuals who leave the library's employment no longer have access to the Evergreen database. Deactivated the remaining generic circ logins on the system.
- Loading course reserves patches onto a test system for Beth Willis to test and report back to Catalyte who coded the fixes to these bugs.
- Working with BlueHost, our cloud hosting vendor for web applications.

5. VOTE TO ELECT TREASURER AND SECRETARY/CLERK:
Amy Lannon reported the nominating committee nominated Myron Schirer-Suter as treasurer for two-year term, and Tara Mansfield as secretary/clerk for one-year term.

Motion: Linda Gardener moved to approve the nominations as slated, Kevin Sheehan second. The motion carried.

6. VOTE TO PARTICIPATE IN THE MASSACHUSETTS STATEWIDE ECARD REGISTRATION:
Motion: Move that NOBLE agrees to participate in the Massachusetts Statewide eCard Registration Platform project to establish a secure and verified method of online library card registration and renewal for our public library cardholders. Participation is contingent upon the availability of grant funds for the implementation and first year of support of the project.

Ron Gagnon - The eight Massachusetts networks serving public libraries have joined together on a project to provide a uniform and automated online application process to register for a borrowers' card. The goal of the project is to provide instant, verified access to the electronic resources of the network and the library to the applicant. The applicant's address would be verified and checked in our database for an existing account. If new and verified, a card number would be issued, and a record created in Evergreen, allowing access to electronic resources. The ability to place holds on physical items is also a possible service.

Presently about half of our libraries have an online application form on their websites, but the application requires staff to verify the address and issue a card number. With the proposed system, it would be instantaneous for most potential users.

The proposed service will also allow existing cardholders to renew and update their cards online through the same system of address verification, in most cases not requiring a library visit or proof of address to the library, also linked from the renewal message.

An RFP was issued and two proposals received, from Patron Point and Quipu. The Quipu proposal was chosen.

The Mass. Board of Library Commissioners has agreed to support 75% of the startup costs from existing federal funds, and a similar percentage of the ongoing costs, as the state budget appropriation allows. Funding to line 7000-9506 allotted for the networks, will be increased by $100,000 each year to cover the ongoing costs.

The startup costs for both services for NOBLE will drop from $17,400 to $4,350 with the MBLC grant. Executive Board has approved appropriating capital funds for the startup costs. Ongoing costs with MBLC funding could be just under $3,000 per year. The ongoing full annual cost would be $11,115. At this point, the service is focused on the public libraries as our academic members issue most of their cards through college registration files and are not encouraging visits by the public.

The ongoing funding will be discussed in our summer/fall budget meetings. The ongoing cost has not been budgeted, and the impact depends on the final MBLC subsidy in the FY23 state budget.

The application form would be integrated into each library's website and the NOBLE website. English and one other language, likely Spanish, are included in the proposal. Additional languages can be added for an additional startup cost of $500 each, and a $750 startup costs for right-to-left languages such as Arabic.

There have been three Zoom demonstration sessions, one in late February and two in March. The Resource Sharing Working Group and Executive Board supports the concept.

Jenny from Gloucester asked if purchase additional languages, would it be a NOBLE wide decision or an individual library. Ron stated it can be discussed, but have got to that point yet.

Kevin Sheehan moved the motion, Jenny Benedict second. No further discussion. Motion carries by unanimous vote.

7. VOTE TO RENEW CURRENT PACKAGE OF EBSCO SERVICES:
Motion: Move that NOBLE renew our current package of EBSCO services for FY23 through FY25 with annual cost increases of 2%, periodical databases to be paid through a shared assessment and other services paid through the NOBLE budget.

Ron Gagnon – Summarized below:
- Previously emailed EBSCO package to directors. Our current contract is up on June 30, 2022.
- Usage is steady, many of the most heavily accessed titles are unique to EBSCO, 16 of top 25.
- Substantial savings, 84% off base package due to long standing relationship as perhaps the first customer for the service, receive half off additional databases.
- ERDWG and Executive Board have recommended renewal for a three contract, FY23 though FY25.
- Cost increase of 2% each year on the base package.

Noelle Boc moved to approve the motion, Abby Porter seconded. Motion carries unanimously.

8. VOTE TO APPROVE THE NEW ELECTRONIC COLLECTIONS POLICY:
Motion: Move to approve the new Electronic Collections Policy.

Ron Gagnon – Previously emailed the policy to directors, also attached to these Minutes. Due to various publicized library discussions and incidents, NOBLE should have a policy for NOBLE managed electronic collections for NOBLE purchased items or records where NOBLE owns active items. This pertains to the OverDrive collection that NOBLE selects, and our libraries select with their Advantage funds, but applies to all NOBLE collections. The policy defines a reconsideration review process, and limits it to residents of NOBLE communities and those affiliated with a NOBLE academic member. The policy is heavily based on Minuteman's policy. This policy would not affect or supersede individual library collection policies, and does not cover items not purchased by NOBLE funds, such as Hoopla. If a complaint is received about other non-NOBLE services, or titles in OverDrive not purchased by NOBLE funds, the complaint would be redirected to the library.

Action: Alan Thibeault made a motion to change the wording "defend against" to "address" in the section Review Criteria, 1st paragraph, 5th line.
1st Motion - moved to change wording from "defend against" to "address". Brian Courtemanche second. Motion carries unanimously.
2nd Motion – Brian Courtemanche moved to approve the new Electronic Collections Policy as amended. Catherine McDonald second. Motion carries unanimously.

9. CLOUD HOSTING UPDATE:
Ron Gagnon
Our move to cloud hosting for our Evergreen system through MOBIUS went extremely well, due to detailed work by Martha and her team and the support of MOBIUS. The move was accomplished as planned on April 18th.

The move to the Google Cloud brings us up-to-the-minute cybersecurity protection for the server, eliminates several single points of failure, more resilience for NOBLE, and partnering with MOBIUS, a non-profit organization with expertise in this work and active in the Evergreen community. Also reduces our needs for capital costs for replacing server hardware, air conditioning and power systems and ongoing costs for electricity and maintenance on servers and support systems. Next working on moving our non-Evergreen systems to the cloud.

Elizabeth Thomsen
Set up a discussion group on moving our libraries websites. Also doing Zoom meetings with the libraries to review and update their websites. Provide libraries with more information with the paid Jetpack accounts that will transfer to the libraries.

Martha Driscoll
BlueHost - Moved several of our web sites to BlueHost. They have been responsive to our questions and tickets as we move our web services from our self-hosted web server.

MOBIUS - The move of our Evergreen servers to MOBIUS went very well. The staff is knowledgeable and spent a lot of time with our staff to get the migration and Evergreen system correctly set up. NOBLE is a more technical customer than MOBIUS' typical customers which can be challenging. They have gone out of their way to give us access to the servers and scripts and give us autonomy in making changes. The actual cutover with testing and troubleshooting took about 4 hours. Some initial glitches with ComCat and SkyRiver were resolved over the following days.

10. TELECOMMUNICATIONS UPGRADE:
Ron Gagnon
Beginning July 1st will be changing our telecom support firm to Apogee IT Services from New Era. Apogee has a focus on customer satisfaction, and we have not been satisfied with New Era of late.

Replacing the routers in the public libraries we provide connectivity to, with new firewalls and managed switches for greater security and throughput this summer. This will provide:
- An increase in bandwidth in the libraries, from 100 Mbps to 300 Mbps. That bandwidth is already in place since our last Comcast contract renewal, but the current router and main switches have a 100 Mbps limit. The smaller switches currently in place can handle the increased bandwidth and will not be replaced.
- Greater protection from cybersecurity threats. Using artificial intelligence, the software in the new firewalls can block intrusions and attacks in real time, prevent external viruses, and malware. Our current routers do not have this capability.

No timetable for the replacements yet, there will be some downtime when the equipment is swapped out. Expect that they will transfer the parameters in advance to minimize disruptions.

Funded from infrastructure funding provided annually from MBLC and saved, $76,291; MBLC cybersecurity grant, $12,500; capital, $11,900. Transfers approved by Executive Board and equipment is on order**.**

Martha Driscoll
Have a kick off meeting next week with Apogee. Already had many discussions, both in person and via Zoom. Looks forward to working with them during the upgrade and as our new support vendor.

Ron added Apogee has been working with CLAMS the past year and are very pleased. Also, Old Colony is moving to Apogee as well.

11. NEW BUSINESS: None.

12. ADJOURNMENT: Brian Courtemanche made a motion to adjourn. The meeting adjourned at 11:15.

Respectfully Submitted,

Theresa Hurley
Secretary

NORTH OF BOSTON LIBRARY EXCHANGE, INC. ANNUAL MEETING VIA ZOOM
MAY 19, 2022

#	Name	Library
1	Meghan Karasin	Beverly Public Library
2	Maura Deedy	Board of Library Commissioners
3	Noelle Boc	Danvers - Peabody Institute Library
4	Brian Courtemanche	Endicott College - Diane M. Halle Library
5	Kevin Sheehan	Everett Public Libraries
6	Jenny Benedict	Gloucester - Sawyer Free Library
7	Theresa Hurley	Lynn Public Library
8	Abby Porter	Lynnfield Public Library
9	Kimberly Grad	Marblehead - Abbot Public Library
10	Linda Gardener	Melrose Public Library
11	Lyena Chavez	Merrimack College - McQuade Library
12	Catherine Robertson	Montserrat College of Art - Paul M. Scott Library
13	Elizabeth Thomsen	NOBLE Staff
14	Paula Cartolaro	NOBLE Staff
15	Martha Driscoll	NOBLE Staff
16	Cate Merlin	Peabody - Peabody Institute Library
17	Shawna Egan	Phillips Academy
18	Amy Lannon	Reading Public Library
19	Tara Mansfield	Salem Public Library
20	Alan Thibeault	Saugus Public Library
21	Nicole Langley	Stoneham Public Library
22	Catherine McDonald	Wakefield - Beebe Memorial Library
23	Greg McClay	Winthrop Public Library

NOBLE Electronic Collections Policy

The North Of Boston Library Exchange purchases and provides access to digital content in the form of ebooks, e-audiobooks, databases and other online resources for direct access by users of member libraries. Decisions regarding these collections are governed by this policy and additional specific instructions of the NOBLE Executive Board. This Electronic Collections Policy is based on and reflects NOBLE's mission, vision and goals.

Digital content shall be selected and retained on the basis of its value for the interest, education, information, and recreation of the people of the communities served by NOBLE member libraries. We recognize the challenges of purchasing for both public and academic libraries while fulfilling the needs of a diverse population. NOBLE shall consider library user suggestions of titles and subjects to be included in our network collection, and purchase materials based on this policy.

Individual member libraries are responsible for policy and decisions regarding additions to their own digital collections, even where these collections may become shared with the larger NOBLE digital collections.

The following criteria are taken into consideration in selecting materials for the collection:

- Best sellers and award winners
- Interest and demand - staff and patron requests, usage data, waiting lists
- Budget considerations
- Popularity in other library collections and formats
- Suitability of subject, style, and reading level for intended audience
- Accuracy and comprehensiveness
- Currency, where important to the topic
- Authoritativeness of author, issuing body, and/or publisher
- Diversity of viewpoint
- Reviews - in review journals, popular media
- Format - availability, popularity, suitability to the content, ease of use
- Hardware, software, licensing, networking and storage requirements
- Long term availability and perpetual access rights

Retention of Digital Collection Materials

NOBLE will periodically review digital collections using the selection criteria stated above. Content may be removed from the collection at any time at our sole discretion. Expired content may display in the catalog but may not be available or selected to repurchase. Additionally, items in the collection may become unavailable by the publisher or provider at any time. NOBLE does not control certain deselection processes made by the publishers or content carriers.

Reconsideration of Digital Collection Materials
Review Criteria:

Best practices in collection development assert that materials should not be excluded from a collection solely because the content or its creator may be considered offensive or controversial. Refusing to select resources due to potential controversy is considered censorship, as is withdrawing resources for that reason. Libraries have a responsibility to ~~defend against~~ address challenges that limit a collection's diversity of content. Challenges commonly cite content viewed as inappropriate, offensive, or controversial, which may include but is not limited to prejudicial language and ideas, political content, economic theory, social philosophies, religious beliefs, scientific research, sexual content, and representation of diverse sexual orientations, expressions, and gender identities.

The Executive Board will evaluate whether the material still has significant value to the intended audience according to NOBLE's selection criteria, and whether it has any material deficiency or error that significantly impairs its value to that audience. If the review fails that test the material may be removed from the collection if the Executive Board concurs.

Requests for Reconsideration:

Patrons residing in a NOBLE community or affiliated with a NOBLE academic member library with concerns about the content of materials in NOBLE's Digital Collection are invited to document specific concerns using the online Request for Reconsideration of Digital Content form. Anonymous submissions will not be considered.

These form submissions will be collected by NOBLE's Executive Director and relayed to the Executive Board for review and discussion.

It is the responsibility of the Executive Director to communicate the results of the review to the patron submitting the request and to the library directors of NOBLE.