

**NOBLE  
MEMBERS OF THE CORPORATION MEETING  
VIA ZOOM VIDEO CONFERENCE  
OCTOBER 20, 2022**

**PRESENT:** Fourteen libraries were represented at the meeting by authorized voting representatives (see attached).

**1. CALL TO ORDER:** The meeting was called to order at 10:07 by President Amy Lannon

**2. APPROVAL OF MINUTES:**

*Motion:* Linda Gardener moved to approve the September 22, 2022 Minutes, Noelle Boc second. Motion carries by unanimous vote.

**3. TREASURER'S REPORT:** Myron Schirer-Suter presented the 9/30/22 budget report. Expenditures are level. No questions or discussion.

**4. MBLC/MLS/MLA PRESENTATION:**

Topic: Support for libraries facing challenges to library materials, displays, or programs.

Presenters: James Lonergan, MBLC; Maura Deedy, MBLC; Terry McQuown, MLS; Andrea Fiorillo, MLA

**James Lonergan, MBLC** – Thanked everyone for inviting them to the meeting. Purpose is to educate libraries in the MBLC resources available to support libraries, and also listen to any suggestions. MBLC supports and improves library services across the Commonwealth with assistance of their affiliates. Reviewed programs available to libraries.

**Terry McQuown, MLS** – Consulting and training services director with MLS. MLS is an affiliate of and funded by MBLC. Provide support services to their 1500 member libraries in the Commonwealth. All public libraries in Massachusetts are members, academic, schools, and special libraries can apply. Some support services provided – electronic resources, e-books, statewide delivery services, summer library program, ILL, MassCat, Bibliotemps, MHEC cooperative purchases, training, workshops, and consulting. Collaborated with MBLC and MLA IF/SRC to develop an Intellectual Freedom LibGuide. Includes resources on how to respond to challenges, collection development policies, IF books. Also doing training on intellectual freedom. Will post links to the resources in the chat.

**Andrea Fiorillo, MLA** – Co-chair of MLA Intellectual Freedom/Social Responsibility Committee. Participate in advocacy and professional development. Talked about the unique challenges libraries are facing, many challenges are program services and displays, not materials. More organized and spread through social media, personal attacks on staff. Libraries and schools are being targeted as a much larger culture war. Reach out to the committee, they can offer consultation how to deal with an issue. Will post their "Prepare and Respond To A Challenge Guide." Reviewed information available to libraries for the different challenges they face. Posted links in the chat. Encourages libraries to reach out.

**Maura Deedy, MBLC** – Consulting for legal and governance issues. One area is assisting public libraries with MGL Statue Ch 78, Sec 3 for collection development. Educate directors and boards of trustees with their collection development policies. Assists with challenges they face in their libraries. Works with elected and appointed officials at the state and local level on intellectual freedom and how it is a protected first amendment right.

**5. MANAGERS' REPORT:**

**Ron Gagnon** –

**Lease** – Executive Board is meeting after this meeting to vote to sign a 3 year lease for new office space at 5 Cherry Hill Drive. Our lawyers reviewed the lease and made recommendations, which the landlord agreed to. The new lease includes utilities, and will be a \$32,000 annual savings over the costs at our current location. The savings will be used to fund our cloud hosting. The new office is 22% smaller, and are still working on the customization. Current landlord, Abiomed, is expanding and offered incentives if we moved out before the end of our lease in August 2023.

**MBLC FY23 Funding** – The Network Administrators met hybrid at NOBLE last month to discuss the FY23 subsidy allocations. Overall, we will be receiving \$5,080 more than projected in our FY2024 budget, which is slightly underestimated to prevent shortfalls. The budget will not be updated until after the funds are in our accounts. We apply funds received this year toward next year's budget. The

amounts allocated by the MBLC are based on formulas using reported data, so it is variable from year to year.

There will be a \$1,275 decrease in resource sharing due to formula changes, an increase of \$2,696 in telecom, an increase in Infrastructure of \$52, and increase LEA OverDrive of \$917.52. The awards were approved at the most recent Commissioners meeting.

**Hybrid meeting technology** – Some improvements were made to our hybrid meeting technology by integrating the meeting OWLS into the system. Merging them improved the audio on both sides and making it easier to see folks in the libraries from within the room.

**Audit** – Under way, field work done and received drafts of the audit and financials. Expect to be completed in the next few weeks and will be sent to Executive Board to vote for acceptance.

**Libraries** – NOBLE staff have made visits and worked with staff at Melrose, Marblehead, and Gloucester to consult on move planning. Melrose opened in their temporary location in mid-September, Marblehead reopened on Monday, and Gloucester is scheduled for this coming Monday.

**Cyber Liability Insurance** – Chubb renewal policy was increasing 50% from \$3100 to \$4900. Worked with our insurance agent and received new quotes from six different insurers, which ranged from \$2,400 to \$10,700. At the recommendation of our agent, we chose the second-lowest, Houston Casualty at \$2,944.

#### **Elizabeth Thomsen –**

##### **World Languages Roundtable:**

- Hybrid meeting. Discussed working with language collections, both public and academic perspective, how the language limiter works, sources for buying books and other material, outreach to community, customer service issues.
- Adding a consortium-level statistical category, like the ARIS ones; useful for making it easier for libraries and for NOBLE to access collection information in a standard way, useful for grants and other projects.
- Adding cost per circ titles to OverDrive in selected languages.

**Training Coming Up** – Doing only online training sessions between now and November 18, 2022.

**Collection Management Working Group** – First meeting was held. Spencer Stevens, head of tech services at Lynnfield, is the Chair. The group discussed assessment projects, both quantitative and qualitative, they want to undertake.

**Linked Data Project** - Have access to the management sites, including statistics, for each participating library, need to set up access for libraries. In coming months, they will be setting up consortium management. Still a few sites not connecting properly, EBSCO working with Google.

#### **Martha Driscoll –**

**Firewall Firmware Patch** - Last week Apogee, our network vendor, informed us of a critical vulnerability on our newly installed Fortinet firewalls at each public library. They scheduled downtime between 12am-4am this past Tuesday morning to update the firmware on the firewalls. Administrative access to the firewalls was shut down until the update was complete to limit vulnerability.

**Mass CyberSecurity Summit** - On October 6, I attended the virtual Mass CyberSecurity Summit. The Summit consisted of a number of presentations by security professionals. In attendance were staff from many cities and towns, utility departments, libraries, library networks, and police. Ransomware continues to be the most significant threat.

**EZproxy Quote** - Looking at options for moving EZproxy off our local server. Requested a quote from OCLC. They offer a fully managed implementation of EZproxy which includes server maintenance, software upgrades, stanza updates, and SSL certificate management.

## **6. VOTE TO APPROVE FY2024 NOBLE BUDGET, OVERDRIVE AND PC SUPPORT**

### **ASSESSMENTS:**

*Motion:* Brian Courtemanche moved to approve the FY2024 NOBLE operating, OverDrive and PC Support budgets and assessments. Noelle Boc second. A roll call vote was taken by Paula Cartolaro, see attached. The motion carries by unanimous vote.

## **7. VOTE TO APPROVE STANDARD OVERDUE AND BILLING POLICY REVISION:**

*Discussion:* Ron gave background on the policy revisions; the change is underlined. Allison Babin reviewed the suggested version recommended by the Resource Sharing Working Group and approved by Executive Board.

### **Previous version**

*A long overdue block will be placed on the patron's record at 42 days after the due date. The block will prevent patrons from self-checkout/renew/holds. The block can be overridden by staff in the library if deemed appropriate for that library's materials only.*

### **Current version**

*A long overdue block will be placed on the patron's record at 42 days after the due date. The block will prevent patrons from self-checkout/renew/holds. The block can be overridden by staff in a library if deemed appropriate only if the long overdue items and the items to be checked out belong solely to that library.*

Passed at Members Meeting on March 17, 2022; 11-4. Not unanimous, went back to Resource Sharing Working Group.

### **Suggested version**

*A long overdue block will be placed on the patron's record at 42 days after the due date. The block will prevent patrons from self-checkout/renew/holds. The block can be overridden by authorized staff in a library that is willing to check out its own materials, provided the patron is informed about the long overdue item(s), agrees to enter into an interactive process with the library to resolve their account, and a note is inserted into the patron's record accordingly.*

*Motion:* Linda Gardener moved to approve the revisions to the Standard Overdue and Billing Policy as recommended. Catherine McDonald second. Motion carries by unanimous vote.

## **8. VOTE TO APPROVE FY2024 ACTION PLAN:**

**Ron Gagnon** – Action Plan is prepared annually for management purposes as well as to qualify for MBLC funding. Difficult to predict when action items need to take place, they don't always align with the year originally assigned. Reviewed highlights from each goal:

### **Goal one, high quality services to members:**

- C. Investigate Customer Relationship Management software to integrate current silos
- D. Update job descriptions to reflect remote hosting, move and general evolution
- E. Investigate ticketing system – always relied on personal collaboration and tracking, may be a better way in time of remote workers

### **Goal Two, Strong member relations and community among our libraries**

- P. Investigate commercial registration system – home grown now, look at commercial for greater sustainability
- Q. Investigate a courseware system – better way of making training materials available
- R. Session on patron authentication such as EZproxy and SIP for libraries

### **Goal Three, Enhance library management system and related technology**

- G. Investigate real text notifications in place of current email-based texts.
- J. Updating our security and crisis plan to include more on cybersecurity response.
- K. Conducting a cybersecurity session for library staff for central data and local data.
- L. Conduct a Commonwealth Catalog update session
- M. Investigate open source discovery services
- N. Investigate deduplicating and standardizing project for the bibliographic database.

**Goal Four, Enhance access to management data.**

Several items here carried over, delayed due to system move to cloud hosting.

- A. Catalog searching and usage statistics
- B. and C. Improved and live circulation reports

**Goal Five, Strong fiscal stewardship**

- F. Develop and update a capital and financial plan for FY24 and beyond

**Goal Six, Improve accessibility and inclusivity in NOBLE services**

- D. Complete implementation of Quipu online registration and renewal services in nine languages to facilitate wider use of resources
- E. Investigate a collection diversity audit on the bibliographic database

Some of these things can be done within the budget, some like large scale database projects, will require additional funding from reserve funds, which will go before Executive Board for funding.

Brian asked if the open source discovery service, is that EBSCO's Discovery Service? Elizabeth Thomsen gave an explanation, will be looking into Aspen and VuFind.

*Motion:* Brian Courtemanche move to approve the FY2024 Action Plan as presented, Noelle Boc second. he motion carries by unanimous vote.

**9. VOTE TO APPROVE BORROWERS CARD POLICY UPDATE:**

**Ron Gagnon –**

Preparing for the implementation of the eCard and eRenew processes, in conjunction with the other networks, 75% funded by the MBLC. Implementations will roll out over the coming months across the state. CW MARS had already implemented the service on their own last year with their Evergreen system.

Language in our Borrowers Card Policy needs to be updated to reflect the eCard and eRenew service. The details and language were sent to directors the end of last week.

**Recommended Changes:**

- Delete "Optional Provisional Card Services...", two paragraphs at the bottom of page three. eCard system will replace that process and make it obsolete.
- Add text below to middle of page four, above "Non-Circulation/Electronic Access Cards" section:

**Online Card Registration**

Borrowers cards will be automatically issued to verified local users to provide access to electronic resources and for placing of holds.

After completing an online registration form, the address and last name of the applicant will be verified by the system. NOBLE's database will also be checked for an existing registration to avoid duplicate accounts. When verified, the data is automatically entered into the NOBLE system and the borrower is issued a barcode corresponding with the library of their community. Borrowers outside of NOBLE, or whose data could not be verified, will not receive a barcode but will be directed to visit a NOBLE library.

The online cards will provide access to online resources of the community's library, NOBLE and the Commonwealth, as well as PC reservation systems and other services that require authentication.

Online cards will be valid for three years.

The online cards may be upgraded at any time upon presentation of proof of identification. The library will change the Permission Group and card number and issue a physical card. The upgraded card is required to borrow physical items.

- On page five, first paragraph of “Using Cards” section, add italicized text as noted, *online cards not yet upgraded* (not to be italicized in final document).

*Motion:* Noelle Boc moved to approve the Borrowers Card Policy revisions as presented to accommodate the eCard registration project. Catherine McDonald second. The motion carries by unanimous vote.

**10. NEW BUSINESS:** None.

**11. ADJOURNMENT:** Linda Gardener made a motion to adjourn. The meeting adjourned at 11:52am.

Respectfully Submitted,

Tara Mansfield  
Secretary

**MEMBERS OF THE CORPORATION MEETING  
VIA ZOOM – OCTOBER 20, 2022**

	<b>Name</b>	<b>Library</b>
1	Allison Babin	Beverly Public Library
2	Terry McQuown	Mass Library Systems
3	James Lonergan	Board of Library Commissioners
4	Maura Deedy	Board of Library Commissioners
4	Noelle Boc	Danvers - Peabody Institute Library
5	Brian Courtemanche	Endicott College - Diane M. Halle Library
6	Jenny Benedict	Gloucester - Sawyer Free Library
7	Myron Schirer-Suter	Gordon College - Jenks Library
8	Kimberly Grad	Marblehead - Abbot Public Library
9	Linda Gardener	Melrose Public Library
10	Sara Heng	Merrimack College - McQuade Library
11	Martha Driscoll	NOBLE Staff
12	Paula Cartolaro	NOBLE Staff
13	Ron Gagnon	NOBLE Staff
14	Elizabeth Thomsen	NOBLE Staff
15	Camille Torres Hoven	Phillips Academy
16	Andrea Fiorillo	Reading Public Library/Mass Library Association
17	Amy Lannon	Reading Public Library
18	Tara Mansfield	Salem Public Library
19	Alan Thibeault	Saugus Public Library
20	Jonathan Nichols	Swampscott Public Library
21	Catherine McDonald	Wakefield – Beebe Memorial Library

<b>MEMBER LIBRARY</b>	<b>VOTING REPRESENTATIVE</b>	<b>YES</b>	<b>NO</b>	<b>ABSTAIN</b>	<b>NOT PRESENT</b>
Beverly -	Allison Babin Meghan Karasin (A)	X			
Bunker Hill -	Oscar Lanza-Galindo				X
Danvers -	Noelle Boc Jennifer McGeorge (A)	X			
Endicott -	Brian Courtemanche Bridget Cunio (A)	X			
Everett -	Kevin Sheehan				X
Gloucester -	Jenny Benedict Beth Pocock (A)	X			
Gordon -	Myron Schirer-Suter Alec Li (A) Lori Franz (A)	X			
Lynn -	Theresa Hurley Paula Joyal (A) Lisa Bourque (A)				X
Lynnfield -	Abby Porter Marita Klements (A)				X
Marblehead -	Kimberly Grad Morgan Yeo (A)	X			
Melrose -	Linda C.W. Gardener Diane Wall (A)	X			
Merrimack -	Lyena Chavez Sara Heng (A) Chris Morrell (A)	X			
Peabody -	Cate Merlin Alysa Hayden (A)				X
Phillips -	Camille Torres Hoven Michael Blake (A)	X			
Reading -	Amy Lannon Michelle Filleul (A)	X			
Revere -	Diana Luongo Ross Croghan (A)				X
Salem -	Tara Mansfield Jim Riordan (A)	X			
Salem State -	Elizabeth McKeigue Nancy George (A) Thomas Neenan (A)				X
Saugus -	Alan Thibeault Mary O'Connell (A)	X			
Stoneham -	Rachel Overbeck				X
Swampscott -	Jonathan Nichols Susan Conner (A)				X
Wakefield -	Catherine McDonald Alyssa Staples (A)	X			
Winthrop -	Greg McClay Mary Lou Osborne (A)				X
<b>TOTAL COUNTS</b>		<b>13</b>			<b>10</b>
<b>*A = Alternate</b>					