

**NOBLE
MEMBERS OF THE CORPORATION MEETING
VIA ZOOM VIDEO CONFERENCE
MARCH 16, 2023**

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

1. CALL TO ORDER: Meeting called to order at 10:05 by Vice President Brian Courtemanche.

2. APPROVAL OF MINUTES:

Motion: Jenny Benedict moved to approve the October 20, 2022 Minutes, Catherine McDonald second, one abstain. Motion carries.

3. TREASURER'S REPORT: Myron Schirer-Suter presented the 2/28/23 budget report. Expenditures are level. No questions or discussion.

4. MANAGERS' REPORT:

Ron Gagnon

Personnel Updates – System Support Specialist, Suzanne Paterno, resigned effective February 28th to pursue an opportunity outside the library field. Michele Morgan has been promoted to System Support Specialist, effective March 6th. Michele's prior position, Technical Support Analyst, will not be filled in the short term as we analyze our systems staffing needs with recent changes.

Ron is retiring effective June 2nd after leading NOBLE for 35 years. Stated very fortunate to have the opportunity to guide NOBLE, the first Massachusetts library network, for all these decades and to work with a great staff and collection of libraries. A search committee has been formed and Brian will tell us more about that later.

Staff job descriptions were reviewed and updated, the changes were approved by Executive Board at their February meeting.

Ecard – Work continues on implementing the ecard registration for borrowers' cards. The ecard project, done in conjunction with the other Mass. networks and largely funded by MBLC, will make it easier to get and renew borrowers' cards with instant access to electronic resources, and is one of our FY23 objectives.

The authentication service is being provided by Quipu. The service will verify the address and last name of an online card applicant, check our database to see if an account already exists, and immediately issue a card for electronic resources and holds, 24x7, if the criteria are met. A second phase of the implementation will use the system to renew library cards. The service will be available in eight languages. Anticipate an early summer rollout of the service.

Welcome to NOBLE Updates – The Welcome to NOBLE document on the Staff Information System has been updated for FY2023. Hosting a hybrid Welcome to NOBLE session on March 28th, open to anyone who signs up. Held an in person Welcome to NOBLE session for Merrimack staff last week, and have one upcoming for Wakefield reference staff members.

Guidestar -- NOBLE has again earned the Platinum Transparency Seal from Guidestar for 2023. Guidestar is the charity information-sharing tool run by Candid, a nonprofit created two years ago when GuideStar merged with the Foundation Center. Fewer than 1% of the 42,942 Massachusetts nonprofits in Guidestar have earned the Platinum seal. The rating could help in securing grants and related funds.

MBLC Budget Update – The Governor's FY24 proposed state budget has met the 30% increase requested by the MBLC Legislative Agenda for the Technology and Automated Resource Sharing line item, 7000-9506. Also recommended for the full requested increases are the MBLC's Administration line, Regional Libraries, and State Aid to Public Libraries.

The House and Senate recommendations are expected soon. Contact your State Senator and Representatives. About 12% of NOBLE's budget is funded from the MBLC. The MBLC financially supports public libraries, delivery, and databases of the Mass. Library System.

The Peabody library hosted a Legislative Breakfast at their downtown location, in the Sutton Room, on February 17th. It was a great opportunity to reach out to local legislators to support the MBLC budget, as well as a great social event. Thanks to Cate and AI for taking the initiative and getting the breakfasts back on track. NOBLE contributed to support the refreshments.

Move Update – Moved our offices in mid-December across the park to 5 Cherry Hill Drive, on the second floor of an office building. The smaller and more affordable office space should save us about \$30,000 per year, on things like rent, utilities, insurance, and maintenance, which will help to defray the costs of our move to cloud hosting.

The move cost thus far is just under \$51,000, including customization of the space, one small electrician bill still outstanding. Executive Board had appropriated \$65,000 from capital for the move, so still well within budget.

Disaster Plan – The document has been updated to reflect a number of changes since the last version about a year ago, such as cloud hosting and a move to all-inclusive office space. We were able to simplify things, eliminating all the items related to the server room, such as UPS and generator maintenance, and things like plumbers and HVAC technicians since that is the responsibility of the landlord here. Overall this makes NOBLE more sustainable and lightens the management overhead.

MLS and Nahant – The Mass. Library System operates MassCat library system for smaller libraries. They are interested in moving the ten public libraries on that system to their nearby library networks to improve resource sharing. Nine of the libraries are in western Mass., the other one is Nahant.

Working with MLS on this project and Executive Board is studying the membership options we can offer to Nahant. MLS is willing to partially subsidize the library's new network costs for up to three years as an incentive to migrate. MassCat membership rates are very low, heavily subsidized by MLS. There is no downside if the library prefers to stay on MassCat. Adding another library would be a benefit to NOBLE, both in additional funds and enriching the database, as well as geographically.

Evergreen International Conference – The 2023 Evergreen International Conference is being held in Worcester in late April. NOBLE's Evergreen staff will be attending. Three staff members, Elizabeth, Michele, and Ron, will be presenting at the Conference. It will be the first in-person Evergreen conference in three years, though virtual conferences were held each year.

Elizabeth Thomsen

LibLearnX - Attended LibLearnX conference, formerly known as ALA Midwinter, in New Orleans in January. Met with OverDrive staff and attended several sessions. One about the Digital Public Library of America's project to contribute appropriately licensed content to Wikimedia Commons, the repository of shareable content associated with Wikipedia and the main source of images used in Wikipedia, but which also serves as a major source of freely-licensed content. Digital Commonwealth and the Boston Public Library are involved in this, so we'll be hearing more.

Sessions – Reported on past and upcoming training, presentations, and discussions groups. Some sessions have been exclusively Zoom, and some are hybrid.

Martha Driscoll

Cataloging Web Search Statistics - Implemented Matomo, an open source website statistics analyzer, for web catalog search statistics. Previously doing with custom code to analysis raw log files when NOBLE was hosting Evergreen. Like Google Analytics, it works by adding code to the header of each catalog page which sends data back to Matomo. The data is private to us. Matomo was configured to track searches by keyword, title, author, subject, browse etc. Matomo tracks catalog usage, but does not track usage within the staff client.

Matomo is free to download and run, but we chose to use the hosted cloud version that has an annual fee. There is a console we can login to see the statistics and configure custom reports. Only been working with the system for a few months, and will devise a way to distribute the statistics for libraries to utilize.

Ron added we haven't done any recent release updates due to a rewriting of the catalog interface that left out a key template setting that is widely used. Working with the Evergreen community to get this resolved, hopefully later this summer.

5. EXECUTIVE DIRECTOR SEARCH UPDATE:

Brian Courtemanche, Chairperson, reported a search committee has been formed and is holding their first meeting this afternoon. He reviewed the process and timeline. The committee comprises an executive board member, academic library, public library, and NOBLE staff representatives. The committee members are:

Brian Courtemanche, Endicott College, Halle Library
Cate Merlin, Peabody Institute Library
Abby Porter, Lynnfield Public
Catherine McDonald, Lucius Beebe Memorial Library, Wakefield
Kimberly Grad, Abbot Public Library, Marblehead
Elizabeth Thomsen, NOBLE
Paula Cartolaro, NOBLE

6. OVERDRIVE UPDATE: The old OverDrive app is ending, being replaced by the Libby app.

World Languages: We added what Libby calls Guides and the web version calls Collections, for three new languages: French, German, and Italian, joining the Spanish, Portuguese, and Russian guides we already have. We're adding Cost Per Circ titles for these languages, as a low cost, low risk way of offering a selection of titles and see how they do. We have volunteers with language skills who will help with selection and translation of headings.

Deep Searching: If a search produces no hits, Libby will automatically show all matching titles from any of the RLA partner libraries the user has configured in Libby, as well as any matching titles available from OverDrive, with the option to add the Notify Me tag so they will be notified if any of their libraries adds the title. Reports can be configured to see titles NOBLE patrons (or visiting patrons) have added Notify Me tags to. Can also turn on Deep Search if your search finds results in NOBLE, but you want to expand to search to other libraries and the OverDrive catalog.

Diversity Audit: OverDrive performed a Diversity Audit of our shared OverDrive collection, providing numbers of titles we have matching groups of BISAC headings in diversity areas, and a match of our collection against several recommended book lists in diversity categories. These lists are available in OverDrive Marketplace so we can open them as search results and see the ones we own, the ones we don't own, the titles sorted by Popularity Across Libraries, etc.

Set up a couple of one-hour Zoom sessions to look at and discuss some of the reports and how we might use them. OverDrive has agreed to do a Diversity audit for the whole RLA system.

7. CYBERSECURITY AUDIT FINDINGS:

Ron Gagnon

Cybersecurity issues are a growing threat. NOBLE doesn't store personal data, but still a concern. Many cyber attacks lock up a system and want ransomware.

Weak points can come from inside, such as insecure passwords and phishing, as well as outside hackers exploiting vulnerabilities. Made some changes on internal passwords, such as eliminating shared Evergreen accounts, and will be implementing additional security on NOBLE services, such as more secure passwords, in the coming weeks.

MBLC provided up to \$25,000 to each network late last fiscal year to fund cybersecurity projects to help make network systems and infrastructure more secure. Half of our funds went towards the new firewalls installed last summer and fall in the public libraries with NOBLE Internet connections. The new firewalls include intrusion prevention capabilities, and malware and virus monitoring, while also improving Internet speed. The other half of the funds went toward cybersecurity audits by Daniel Zborovski, a consultant that works with our networking contractor Apogee. He examined our Google Workspace and Google Cloud Evergreen hosting and backups. Made recommendations to improve security.

Martha Driscoll

Google Cloud Platform -

Our Evergreen host, MOBIUS, employs Google Cloud platform for our Evergreen system. They worked with the security consultant providing information on how things are setup in the Google Cloud platform. Two main security issues that the audit looked at:

- destruction of the data and servers (ransomware scenario)
- the acquisition of the database backup (contains patron info)

Suggestions for enhancing the security of the Google Cloud Platform:

- The report noted that MOBIUS was running the latest versions of software, which is always recommended.
- Use a VPN to connect to the MOBIUS servers and limit access to specific IP addresses. NOBLE staff access the servers daily from both the office and remote. A VPN will be implemented using the Fortigate security firewall that was installed last fall so MOBIUS can limit access to just the NOBLE office IP range.
- Several unnecessary TCP ports were open and have been closed down. TCP ports are what a server listens to for incoming connections for web browser traffic.
- Disable TLS version 1.0. TLS is how browsers establish an encrypted connection to a website (https). Version 1.0 has known vulnerabilities so it was disabled. The secure version, which is 1.2, is the only version supported by the Evergreen servers.
- Utilize Google's Web Application Firewall for an added layer of protection.
- An extra layer of encryption for the Evergreen data backup was recommended before the backup is stored to the secure location. This ensures the backup cannot be opened if the server is breached.
- MOBIUS changed the procedure how the backup process is done so it's more secure.

Met with MOBIUS about the recommendations in the report. The measures that were implemented along with MOBIUS procedures leaves us feeling confident in the security of the backups and ability to rebuild the system after an incident.

Google Workspace Audit - NOBLE provides Google Workspace accounts to library staff.

Suggestions for enhancing the security of Google Workspace which were completed:

- Enable Multi-Factor Authentication (MFA) on superuser accounts (NOBLE Staff).
- Enable the feature to 'Require strong passwords' so users can't create simple passwords.
- Enable DKIM and DMARC records in DNS. These records identify servers that are authorized to send email on behalf of noblenet.org.
- Enable all options to protect against malicious email attachments. Several options which were disabled were enabled to protect against malware that can be delivered in email attachments.

8. BIBLIOGRAPH (LINKED DATA) UPDATE:

Elizabeth Thomsen

Bibliograph is the new name for Linked Data service for searches done in Google. Shared her screen and showed how it is displayed in Google. There are several options, one being Get Book, which lists locations that have the book. Some are stores, some are libraries in your area. When click the library, it links to our catalog and can place a hold.

Ron Gagnon – ERDWG recommend to continue the service. The \$10,000 cost was funded from capital in FY23, for FY24 it will be in the budget. Recommendation will go to Executive Board for approval.

9. NEW BUSINESS: None.

10. ADJOURNMENT: Motion: Jenny Benedict moved to adjourn the meeting. The meeting adjourned at 11:30am.

Respectfully Submitted,

Tara Mansfield
Secretary

**Members of the Corporation Meeting – VIA Zoom
March 16, 2023**

	Name	Library
1	Noelle Boc	Danvers - Peabody Institute Library
2	Brian Courtemanche	Endicott College - Diane M. Halle Library
3	Kevin Sheehan	Everett Public Libraries
4	Jenny Benedict	Gloucester - Sawyer Free Library
5	Myron Schirer-Suter	Gordon College - Jenks Library
6	Marita Klements	Lynnfield Public Library
7	Kimberly Grad	Marblehead - Abbot Public Library
8	Linda Gardener	Melrose Public Library
9	Lyena Chavez	Merrimack College - McQuade Library
10	Catherine Robertson	Montserrat College of Art - Paul M. Scott Library
11	Paula Cartolaro	NOBLE Staff
12	Martha Driscoll	NOBLE Staff
13	Ron Gagnon	NOBLE Staff
14	Elizabeth Thomsen	NOBLE Staff
15	Tara Mansfield	Salem Public Library
16	Alan Thibeault	Saugus Public Library
17	Jonathan Nichols	Swampscott Public Library
18	Catherine McDonald	Wakefield - Beebe Memorial Library
19	Greg McClay	Winthrop Public Library and Museum