

**NOBLE
MEMBERS OF THE CORPORATION MEETING
VIA ZOOM VIDEO CONFERENCE
MAY 18, 2023**

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

1. CALL TO ORDER: President Amy Lannon called meeting to order at 10:05. Amy noted this is Ron's last Members meeting since he is retiring June 2nd, and thanked him for his years with NOBLE.

2. APPROVAL OF MINUTES:

Motion: Greg McClay moved to approve the March 16, 2023 Minutes, Noelle Boc second. Motion carried, Amy Lannon abstained.

3. TREASURER'S REPORT: Ron Gagnon reported on the budget in Myron Schirer-Suter's absence. Expenditures are on target. No questions or discussion.

4. MANAGERS' REPORT:

Ron Gagnon

Conferences –

Evergreen International Conference: Hosted by CW MARS in Worcester April 26th-29th. Six NOBLE staff attended and three, Elizabeth, Michele and I, presented. There were two keynote addresses; one by David Leonard, President of the Boston Public Library, on their cybersecurity breach almost two years ago, and the second by Kathy Lussier, who spoke on burnout in open source communities.

Mass. Library Association - Attended the MLA conference in Falmouth on May 8th-9th. Well attended and good program choices. Michelle Filleul of Reading is starting her term as president of MLA, and Noelle Boc of Danvers will be the next president

MBLC Budget – The House approved a FY24 budget for the MBLC that includes increases in all line items, including a requested 30% increase in line 7000-9506 that funds the library networks. The Senate Ways and Means budget included all the MBLC's Legislative Agenda requests except for the Mass. Center for the Book, which was increased by a lesser amount.

With both houses recommending the 30% Library Technology increase, that should be a lock for FY24. May not translate into a 30% increase in our MBLC subsidies, but more funding for specific projects.

Directors Roundtables – The March 31st roundtable discussed two topics; challenges to books and programs, and the challenges presented by the winter holidays – decorate for none or all? The May 5th roundtable covered drag queen issues, trustee roles, diversity audits, and town support. Next roundtable will be June 2nd at 10 am via Zoom.

Move Expenditures – All the costs for our December office move have been paid. Total cost was \$51,618, funded from the capital account, which is lower than the \$65,000 originally budgeted. Little over \$13,000 was returned to capital. Capital balance is now \$818,593. The largest cost was for configuration of the space, which was 64% of the funds, followed by the removal and reinstallation of AV equipment and the movers.

Working Groups - Executive Board has authorized four ad hoc groups for FY24, the current groups – Electronic Resources and Database, Collection Management, and Resource Sharing -- and one new group, Advocacy to help plan the Legislative Breakfast and related activities. A call for volunteers will go out over the summer.

EBSCO Databases – Public library directors should have received an email from Paula yesterday to confirm which optional databases provided through EBSCO you will subscribe to for FY24. Please respond by June 2nd. Academic library directors should be receiving a similar message soon.

This is Ron's last Executive Director's report. He thanked everyone for all their support over the past 35 years. With the great new hires, he feels pleased and encouraged that NOBLE will continue to be a strong partner for our member libraries for a long time to come.

Elizabeth Thomsen

Conferences - Attending ALA in June and Digipalooza in August.

Meetings – Reviewed upcoming meeting schedule.

Martha Driscoll

Firewall updates and office switch replacement - Our network vendor, Magna5 (formerly Apogee), has been proactive in updating firmware in our firewalls and switches to keep current with manufacturer security updates. The last round of updates was completed in early April.

Marblehead and Melrose consulting -

We have been consulting with the Marblehead and Melrose libraries as they begin to plan for networking technology in their building projects. We are working with Magna5 to determine switch and firewall needs to support the devices planned for these two building renovations. Also working with the Swampscott library on a smaller project that requires increased switch capacity.

PC Support Specialist – Our PC Support Specialist, George Lally, is retiring at the end of June. Many applications were received, but only a few had the people skills and library experience to continue providing high quality support to the libraries who take advantage of this service. We are excited to announce that Michael Ahearn has accepted the position. Michael has been managing the Creativity Lab at the Peabody Library for the past 9 years and brings familiarity with Evergreen and Envisionware along with experience in providing training and instruction, hardware maintenance and repair, and general troubleshooting. Michael will begin the last week of June and will overlap with George for a week.

5. NOMINATING COMMITTEE REPORT AND ELECTION OF FY24 OFFICERS:

Amy Lannon reported Brian Courtemanche, current VP/President elect, will become President. Catherine McDonald was nominated as VP/President elect, and Tara Mansfield as clerk.

Motion: Noelle Boc moved to accept the nominees as presented, Jonathan Nichols seconded. Motion carried unanimously.

6. EXECUTIVE DIRECTOR SEARCH UPDATE:

Brian Courtemanche reported a search committee was formed after Ron's retirement announcement in February. Only a few applicants received. The committee recommended Kathy Lussier, Executive Director of SAILS, to move forward for the Executive Board to interview. Kathy was offered and accepted the position. She will begin on July 3rd.

7. VOTE TO UPDATE BORROWER'S CARD POLICY: Ron Gagnon

Background - NOBLE's Borrower's Card Policy was revised last fall in anticipation of the implementation of online borrower's card registration through Quipu as part of a statewide project. The understanding at that time was the online cards would be limited to the applicant's home network, plus the Boston Public Library for Library of the Commonwealth materials, covering everyone statewide since all the networks were participating. Since that time, the MBLC ruled the online card system must be available to anyone from a certified municipality. The user will not have access to individual NOBLE libraries' resources, but will have access to network and statewide resources. The language in the policy needs to be updated to conform as follows: (language in brackets will be deleted, language in italics will be added)

Borrowers cards will be automatically issued to verified [local] *Massachusetts* users *residing in a certified community* 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, *or NOBLE if outside of NOBLE's service area*. 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 *for applicants residing within NOBLE* [NOBLE and the Commonwealth,] as well as PC reservation systems and other services that require authentication, *statewide and NOBLE electronic resources*

Discussion: Jenny Benedict asked for clarification 3rd paragraph, last addition, *statewide and NOBLE electronic resources*. The punctuation wasn't clear and asked if "as well as" can be added in front of *statewide*. Ron stated it can be added.

Alan Thibeault asked what the "system" is referring to in the 2nd paragraph, 1st sentence. Ron answered Quipu.

Motion: Jenny Benedict moved to update the Borrowers Card Policy as noted as recommended to reflect changes in ecard language required by the Mass. Board of Library Commissioners, as amended with "as well as" discussed above. Second by Jonathan Nichols. Motion carried unanimously.

8. VOTE TO UPDATE ASSOCIATE MEMBER POLICY: Ron Gagnon

Background - NOBLE was approached by the Mass. Library System about membership for the Nahant Public Library. MLS has ten public libraries in their MassCat library system, and are interested in moving them to their local network system in order to improve resource sharing for those libraries. Nahant is central to NOBLE's service area; the other nine libraries are in western MA. MassCat consists mostly of school libraries, it is not a great resource for public libraries to meet their users' needs, particularly in the summer when the school libraries are closed. MassCat public libraries have access to the Commonwealth Catalog for resource sharing, but that is more staff-intensive for daily resource purposes.

Financial - MassCat for public libraries was initially considered a stepping-stone to full network membership, but the low cost of MassCat, about \$1,200 per year, heavily subsidized by MLS, remained a financially comfortable circulation system and catalog alternative for these smaller public libraries. To assist with the financial gap, MLS will subsidize these libraries' network membership costs for the first three years, with the library paying the full membership costs the fourth year.

Executive Board Discussion – A subcommittee of Executive Board members Myron Schirer-Suter, Theresa Hurley, and Linda Gardener was formed to come up with a recommendation. NOBLE has three membership levels – full membership, small library membership, and associate membership. The subcommittee is recommending that we offer Nahant, the Associate Member level, the same level as Montserrat, which currently pays \$11,669 for FY23 and FY24. Currently the Associate Member level must have a collection of less than 15,000 items, Nahant has 18,270 items in MassCat. Therefore, the policy needs to be amended to *less than 20,000 items*. Below is the Associate Member current requirements, and the proposed revisions.

Current:

- Must have a collection of less than 15,000 items.
- Must agree to enter their collection within 3 years (retrospective conversion at their expense)
- Must enter all current acquisitions.
- Must be a member of the appropriate statewide/regional library system.
- Will not have a vote on NOBLE committees or Members Meeting but may attend as a non-voting member.
- Will have access to circulation and catalog functions.
- Will be eligible for training programs.

Costs: To be determined annually by Executive Board. ~~Associate Members will be limited to two simultaneous staff users in basic membership. Additional staff users may be available at an additional annual charge.~~

Proposed Revision:

- Must have a collection of fewer than 20,000 items.
- Must agree to enter their collection within 3 years (retrospective conversion at their expense)
- Must enter all current acquisitions.
- Must be a member of the appropriate statewide/regional library system.
- Will not have a vote at Members Meeting but may attend as a non-voting member.
- *May participate as a voting member of NOBLE committees and working groups.*
- Will have access to circulation and catalog functions.
- Will be eligible for training programs.

Costs: To be determined annually by Executive Board.

Motion: Linda Gardener moved to approve the amended Associate Member Library Policy as recommended, increasing collection size to 20,000, permitting participation as a voting member in committees and eliminating the last two sentences which refer to simultaneous users. Theresa Hurley seconded. Motion carries by unanimous vote.

9. ECARD PROJECT UPDATE:

Ron Gagnon

NOBLE is participating with the other MA networks in a joint effort to improve access to library cards and library services. The objective is to issue cards for immediate access to electronic resources automatically 24x7. The ecards will also have the ability to place holds. To borrow physical items, the user has to come to the library and upgrade to a physical card in compliance with our Borrowers Card Policy.

Quipu is the vendor. The system will look for matches of a potential library user's name and address in public databases. If verified, they will automatically be entered into Evergreen with the proper coding and issued an active barcode number for immediate use.

Startup and ongoing costs for the project are 75% funded by the MBLC, a part of their effort to make it easier for residents to get a library card statewide. To further expand access, the form will be available in eight languages.

The service will be rolled out in the next few months, so we are taking this opportunity to update you.

Elizabeth Thomsen

Shared her screen to display what CW MARS e-Card online registration form looks like. Steps of the online registration process:

- Person submits the form
- Quipu system checks last name and street address to see if it finds a match. If it can't verify the name and address combination, it refers the person to the library. If it can verify the name/address combination, it checks Evergreen to see if it finds a matching patron record, in which case it refers the person to the library
- If it looks like a valid combination and there's no duplicate record, it creates an ecard that can be used for online resources (based on home library) and to place holds. The card expires in three years.
- If the patron wants to borrow physical items, they will need to visit the library. Staff verify identify and upgrade the card, assigning a standard barcode and giving them a physical card.
- Receive Library News? An option for patrons to receive newsletters, etc. from the library.

Jenny Benedict asked what happens to holds or materials checked out on the digital card, and then patron goes to get plastic card. Ron explained it's the same patron record in the system, just the number will change. Elizabeth added OverDrive uses the user id and not barcode.

Martha Driscoll

NOBLE staff been working with Quipu to configure the ecard form and Evergreen functionality. The code is currently working on the training system, and we are testing to ensure that the wording, language translations, field options, help text, and error messages are configured per our specifications. Testing will be over the next few weeks and provide opportunities for library staff to learn about and test ecard sign up. Then everything will move over to the production system for a summer launch. The feature to renew already existing cards online will come in a later phase.

Ron added the ecard applies to just public libraries, and CW MARS been doing this on their own expense for over a year. Which is proof of concept in general, and on the Evergreen System.

Kim Grad asked if CW MARS has seen an increase in registration since implementation. Ron stated he believes so, but doesn't have stats on that.

10. OVERDRIVE UPDATE: Elizabeth Thomsen

- NOBLE patrons checking out NOBLE items is 45,000/month.
 - Every month there are also about 8000-9000 checkouts of partner copies by NOBLE patrons.
- Recent features add more connection between the consortia collections:
- Search NOBLE, but if our copies are all on hold, Libby may find an available copy at one of your other libraries (consortia).
 - Search NOBLE, but NOBLE and your other libraries all have holds, it will suggest a shorter holds list.
 - Deep Search: search for a title not owned in NOBLE, it will show you matching titles from your other libraries. Deep Search can be added to most search results, and it will show you titles in the entire OverDrive system. You can tag to notify.
 - Problem is trying to get patrons to go through the process of adding the other consortia.
 - Receive about \$35,000 a year from MBLC LEA grant funds. This year received an additional \$18,000.
 - Diversity Audit - had OverDrive perform a Diversity Audit on our collection.

11. NEW BUSINESS: None.

Amy thanked Ron for 35 years of dedication to NOBLE. NOBLE is hosting a retirement reception at Peabody Institute Library, Danvers on May 30th 4pm-6pm, it's a drop in event.

12. ADJOURNMENT:

Motion: Jenny Benedict moved to adjourn. The meeting adjourned at 11:40am.

Respectfully Submitted,

Tara Mansfield
Secretary

NOBLE Annual Members Meeting via ZOOM
Thursday May 18, 2023

#	Name	Library
1	Allison Babin	Beverly Public Library
2	Maura MBLC	Board of Library Commissioners
3	Noelle Boc	Danvers - Peabody Institute Library
4	Brian Courtemanche	Endicott College - Diane M. Halle Library
5	Jenny Benedict	Gloucester - Sawyer Free Library
6	Theresa Hurley	Lynn Public Library
7	Abby Porter	Lynnfield Public Library
8	Kimberly Grad	Marblehead - Abbot Public Library
9	Linda Gardener	Melrose Public Library
10	Lyena ("Yenna") Chavez	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	Cate Merlin	Peabody - Peabody Institute Library
16	Camille Hoven	Phillips Academy
17	Amy Lannon	Reading Public Library
18	Tara Mansfield	Salem Public Library
19	Alan Thibeault	Saugus Public Library
20	Rachel Overbeck	Stoneham Public Library
21	Jonathan Nichols	Swampscott Public Library
22	Catherine McDonald	Wakefield - Beebe Memorial Library
23	Gregory McClay	Winthrop Public Library and Museum