**NOBLE**
**MEMBERS OF THE CORPORATION MEETING**
**VIA ZOOM VIDEO CONFERENCE**
**SEPTEMBER 21, 2023**

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

**1. CALL TO ORDER:** Call to order at 10:05 by President Brian Courtemanche.

**2. APPROVAL OF MINUTES:**
*Motion:* Catherine McDonald moved to approve the May 18, 2023 Minutes, Noelle Boc second. Motion carried.

**3. TREASURER'S REPORT:** Myron Schirer-Suter's reported budget on target. Auditor is scheduled on September 26th for first field visit. No questions or discussion.

4. **MANAGERS' REPORT:**
**Kathy Lussier –**
**NOBLE Library Visits**
Kathy plans to visit each NOBLE library during her first year and meet with library directors and others to get feedback on network services. Visited five libraries so far. Sharing feedback with NOBLE staff.

**ECDI**
The Evergreen Community Development Initiative (ECDI) held a leadership meeting last week. ECDI is the initiative that was an offshoot of the MassLNC Development Initiative that was formed by CW MARS and NOBLE. Participating organizations pool their funds to support Evergreen software development. When MassLNC dissolved in 2018/19, Evergreen Indiana took over the development cooperative with a coordinator spending half the time on ECDI and the other half on Evergreen Indiana. The coordinator, Ruth Davis, is leaving ECDI in the spring, and the Indiana state library no longer thinks the collaborative is a good fit for their organization. Ruth is recommending that another ECDI participant, preferably a 501(c)(3), take over the organization. There was consensus the coordinator role should be a full time position, provided there is adequate funding.

**E-Rate**
The MBLC hired an E-Rate consultant, Aleck Johnson, to provide training, and related support for libraries and networks. Massachusetts has had low participation in the E-Rate program due to the reluctance of libraries to filter Internet access. As a result, there are a lot of available federal funds other states benefit from that are inaccessible to Massachusetts libraries. E-rate not only provides a discount for Internet services, but it also allows libraries to purchase networking equipment, wire their buildings, and procure managed network services at a discounted rate. If all NOBLE libraries with a NOBLE Comcast line participated in e-rate, the discount would be roughly 62% or $33,500.

NOBLE voted in 2001 to decline E-Rate funds in order to maintain non-filtered workstations in our public libraries. However, the landscape has changed since that time, filtering software is more sophisticated, and library directors have changed. We may want to invite Aleck to talk with NOBLE to see if there is any interest from libraries to reevaluate that decision.

**OCLC Meeting**
Met with OCLC reps, along with Elizabeth and Martha. Discussed the possibility of moving EZProxy to the cloud, which will make upcoming new features available to our libraries. Also, will be providing quotes for an OCLC subscription. We currently use SkyRiver for bibliographic records, and renewal is in November.

**MBLC**
The MBLC voted on its Legislative Agenda at its September meeting. Kathy spoke on behalf of the networks to support the agenda. The focus of this year's Legislative Agenda will be large increases to the state aid for public libraries program (13.6%), the Center for the Book (19%), and the MBLC line (10%). The Board is recommending 5% increases for all other lines in the budget, including line 9506, which funds grants for the automated networks.

The network administrators are meeting tomorrow, and will learn about the FY25 MBLC Grant funds. Will report from our quarterly network administrators meetings with Members. This will be our last network administrators meeting with Paul Kissman, who is retiring in October. Kate Butler, who is the Electronic Resources Specialist at MBLC, will be moving into his role as Library Information Systems Specialist.

**Massachusetts Broadband Institute Listening Sessions**
Attended the Mass Broad Institute's (MBI) listening session for the Northeast region at the Hamilton-Wenham library. The state is receiving significant federal funding to support digital equity, but in order to receive the funding, the state needs to develop a statewide digital equity plan. MBI reps provided an overview of existing conditions in the region. The northeastern part of the state, 20% of households do not have a computer, 21% have no broadband and 12% have neither. Looking at the market, 63% of our communities have no competition for broadband access. Most of the session was devoted to breakout sessions during which participants talked about challenges to obtaining high-speed Internet access, digital literacy training needs, and examples of solutions that are working and should be replicated. Celeste Bruno from the MBLC and I were the only two people participating at our satellite location, and we were able to focus on the needs and role of libraries in providing digital equity.

**Massachusetts Community Work**
Kathy volunteered to be co-chair of the Massachusetts Library Association Legislative Committee, along with Will Adamczyk from the Milton Public Library and Nora Blake from the Ipswich Public Library. There are a few pieces of legislation introduced this year that are important to Massachusetts libraries.
- [An Act empowering library access to electronic books and digital audiobooks](#) is seeking reasonable pricing for e-Books and digital audiobooks. This act removes language that touches upon copyright law and attempts to enforce more reasonable terms based on consumer protection and contract law. The Joint Committee on Tourism, Arts and Cultural Development is likely to hold a hearing on this bill over the next couple of months, and the committee will be looking to line up supporters to attend these hearings, either in person or virtually.
- There have also been four separate pieces of legislation filed to ban book banning. MLA is following these legislations closely and is looking at best approaches to address this issue.

**Evergreen Community Work**
The Evergreen community held its semi-annual Bug Squashing Week the week of August 21st. Evergreen contributors are encouraged to focus on fixing bugs, reviewing fixes, and merging new code into the software. NOBLE had six staff participate and provide feedback, testing, and/or merging 93 bugs. Overall, the community added 21 new bug fixes/new features to the software during the week.

**Elizabeth Thomsen –**
**Meetings**
- The Working Groups have scheduled their initial meetings. The Discussion Grou
- Reviewed upcoming training schedule. Each session will be offered at least twice a year on Zoom, and will have a document listing the specific elements being covering and examples being used. Each session will be recorded and posted.  There will also be individual recordings for each of the elements. The idea is to provide more flexibility – attend a session, watch a recording of the whole session, watch the individual screencasts to see the examples, or access the materials any time for review or self-study.  I can also do the same sessions in person or via Zoom for a single library.

**EBSCO**
New version of the database interfaces released in August.  The new version is modern, with a focus on having users login to personal accounts so they can have their own dashboard, save articles and ebooks. It is missing some basic features, most notably the ability to browse the list of journal titles, select one, navigate to a year, a specific issue, and see all the articles in the issue.  This feature will be restored in January 2024. Will be sending out more information, and ask which other features staff are missing so can try to track down if and when those will be restored.

**NoveList Select:** The NoveList team at EBSCO did a major redesign of the NoveList Select content we have in our catalog, with a focus on usability and responsive design. NOBLE agreed to Beta test the new design on our training server.  Library staff were encouraged to try the new version and provide feedback, which was helpful.  The new version is on production, and following up on a few categories of data that are missing from the new version.

**NextReads Newsletters:** NoveList has made some changes to the selection of newsletters, adding a few new ones like Page to Screen and Must Reads, and dropping a few like Armchair Travel and Healthy, Wealthy and Wise. They also added more graphics and promotional material for the newsletters.  We updated our subscription form and archive links and will start promoting individual newsletters on social media and our website.

**OverDrive:**
- Attended Overdrive's Digipalooza conference. Participated in a panel discussion on strategies for working with the different the lending models
- A major upgrade to the way magazines work, making it much easier for users to subscribe to specific titles, have their own magazine "rack" with the current issues of magazines, etc.
- Scheduling a session for OverDrive MarketPlace users on lending models, including how Cost Per Circ works for Advantage libraries.

**Martha Driscoll**
**PC Support** - Michael Ahearn joined us at the end of June to take over from long-time PC Support Specialist George Lally. Mike has had numerous visits to libraries for troubleshooting and problem resolution, calls to Dell, and consultation with libraries.

**SMS Messaging** - Evergreen utilizes SMS-to-email gateways provided by carriers to send text messages to patrons. Evergreen sends an email to the carrier who delivers the content as a text message to the phone. The service from the carriers is degrading.  We are looking into companies that provide true SMS messaging.  Many of them offer patrons the ability to send text commands to see the titles they have on hold, what they have checked out, and renew items.

**Student Loads** - There have been a number of student loads as the fall semester gets under way

**Security -**
- Attending the MA CyberSecurity Summit on October 5th.
- Email will be sent to directors on October 1st with your staffs Evergreen account information to review.

**5.  PRESENTATION OF NOBLE BUDGET, OVERDRIVE AND PC SUPPORT ASSESSMENTS FY25:**
Kathy Lussier presented the FY2025 Budget.  Highlights below:

**Basic Budget and Assessment Covers**
- Personnel and administrative costs
- Site costs and insurance
- Evergreen system, networking and telecom
- Central cataloging/database maintenance
- Digital Heritage, Staff Info System, Statistics Dashboard

**Highlights of FY25 Budget**
- Reduction in occupancy costs
- Remote hosting transition
- 3-prong approach towards improving Evergreen support
- Contract renewals
- New staff and maintaining salaries that are fair and competitive
- Proposed 1.3% assessment increase still far below CPI rate increases

**Savings from Office Space & Cloud Hosting**
- $47,000 (35%) reduction in occupancy and computer support costs.
- This savings offsets some of the $65,800 cost of hosting remotely.

**Cloud Hosting Transition**
- Payroll Protection Program funded first three years.
- Reduced PPP funds in FY24 revision to support more gradual transition to fully funding with assessments. $50K in FY24, nearly $46K in FY25
- $20,000 from MBLC Network Infrastructure grant will also offset these costs.

**Why We Moved to Cloud Hosting**
Eliminates the need for staff to have hardware expertise, focuses staff time on service, not hardware.
- Hardware failures (servers and equipment) a 24x7 concern
- Eliminated hardware investments, and server and equipment maintenance costs, $100,000
- Reduced single points of failure
- Reduces HVAC and utility costs
- More flexibility in office location
- Offers redundant servers, power and internet providers for consistent service
- Operating systems constantly updated
- Improved cybersecurity

**Three-Prong Approach to Improving Evergreen**
- Priority for $12,000 development budget: bug fixes and restoration of critical missing features.
- Increased training line from $1,000 to $5,000 to include training on Evergreen software development.
- Increased Evergreen hosting line by $1,603 to improve our ability to test large software changes

**Projecting Increases for Upcoming Contract Renewals**
- Comcast in November 2023
- Magna5 in June 2024
- MOBIUS Cloud Hosting in March FY25

**Personnel Changes**
- Increase in health insurance costs due to new staff utilizing plans at different levels.
- Maintaining funds for vacant position in FY25 budget while we assess network staffing needs.
- Salary pool returned to 3% for FY25 after a year with a higher pool to meet inflation.

**eCard Program**
- FY25 budget includes full maintenance funding for eCard registration and eRenew Program.
- MBLC reimburses 75% through Resource Sharing Grant.

**Assessment Formula**
Assessments based on formula:
- 75% divided equally
- 12.5% on three-year average circulation
- 12.5% on active users or FTE enrollment
Using FY20 distribution, not recalculated.
1.3% increase in assessments from FY24, Recommended by Executive Board

**MBLC Funding FY23**
- Applied to NOBLE's FY24 budget
- NOBLE  $180,721  for resource sharing,   $40,545  telecomm, 4.6% increase
- $52,119 for LEA ebook collection, $21,656 for network infrastructure

**MBLC Funding FY24**
- MBLC line 7000-9506 up 30% for FY24.
- Applied to NOBLE's FY25 budget.
- Won't know amounts until late September.
- Assuming large increases in Resource Sharing and LEA grants.
- Numbers in proposed budget are conservative.

**Capital Account Balances**
- Capital - $818,593. Spent $1,312.50 on eCard implementation.
- Contingency - $750,000. Same as last year, recommended 6 months
- MBLC Network Infrastructure - $  21,656. No funds spent in FY23

**EBSCO**
- 2% increase per year
- Basic package - 11 databases, $5,126 mandatory charge for libraries (FY23) except BHCC and SSU
- Additional optional databases at discount
- NoveList (catalog and service) paid in NOBLE budget

**PC Support Onsite Service**
- 13 libraries participate, optional
- Onsite installations, software updating and repairs
- Significant reduction in expenses due to staffing changes.
- Recommending same fees as FY24
  - Annual Fee - $295/year
  - PC/Printer Fee - $127/PC/year
  - Server - $254/year
- NOBLE evaluation of program in FY24

**OverDrive**
- Two options presented to Members:
  - $250,000 level-funded budget
  - 10% increase to $275,000
- Per-library assessment based on usage of the collection
- Advantage Plus – option to purchase titles with local funds, curate welcome page with local interest items. 23 of 25 libraries participate
- Magazines – Revamped collection with better titles, now 4,000 total
- LEA Program – share with other networks, broadening user choices
- Formula:
  - First subtract use of the library's Advantage items in NOBLE from the library's total usage.
  - Then usual formula is applied
    - 50% based on last year's assessment
    - 50% on last year's usage
  - Avoids double charge for using own item, plus gives a small break for sharing with other NOBLE libraries.
  - Same since FY21

**Charts Showing Expenditures & Activity Since FY19** and **FY23 Expenditures for Shareable Items**

<u>**Elizabeth Thomsen**</u>
- Reviewed FY24 OverDrive budget and fund allocations. Increased funds to the general assessment would help with Problem Areas: Expiring Titles and Holds List: 51 days average.
- Lending Models – reviewed different models
- LEA Funds – reviewed allocation of funds
- Diversity Audit – reviewed the audit

Kathy presented the FY25 Library Assessments keeping the $250,000 budget vs $275,000 budget. Jenny Benedict asked for clarification that Gloucester's assessment would increase $1,202 with the $275,000 budget, but decrease $68 staying at $250,000. Kathy stated the decrease didn't seem correct and wants to double check the calculations. She will email the assessment sheets once reviewed it, and asked directors to email her and Brian with their opinions on whether going with the $275,000 would be a hardship. Executive Board will make a recommendation at their October meeting.

**Budget Process and Schedule**
- Budget reviewed and recommended by Executive Board on September 13
- Presented for your consideration today
- Vote at our next Members Meeting on October 19, 10 am

6. **ECARD UPDATE AND OVERVIEW OF REGISTRATION PROCESS:**
Martha Driscoll reviewed registration process:
- Patron fills out a form online linked from your library's website or the catalog.
- Quipu checks for existing card. If no existing card, one is created and added to the database. Validation is done by last name, date of birth, and address.
- Verified eCards get a permission group of "online" that is good for 3 years.  The ecard can:
  - Login to e-resources including Overdrive
  - Place holds
  - Cannot checkout physical material until the address is verified in person by staff and the permission group changed to Public Patron.
- Business addresses will not work. Some addresses could be whitelisted.
- Patrons will be assigned a home library based on their address.  Duplicate checking will prevent patrons from signing up for multiple cards. Addresses in Massachusetts will be permitted, but addresses outside Massachusetts will result in an error.
- Patrons will receive a welcome email that will include their assigned barcode number and home library, with a link.  Barcode numbers begin with a 5 and include the home library's unique prefix.

**7.  APPROVE BORROWER'S CARD POLICY CHANGE:**
Kathy Lussier presented the following changes to the policy.
- Page 2, delete the text "with Release 3.2".
- Page 2, provide exception to date of birth requirements for academic libraries.  Add the following text in italics after the Date of birth…
  Date of birth and telephone number(s) must be entered, in the proper field. *Academic libraries are exempt from requirements to enter these fields.*
Allow provisional (temporary) eCards:
- Page 4, 2nd paragraph, delete the last sentence:
  *Borrowers whose data could not be verified, will not receive a barcode but will be directed to visit a NOBLE library.*
- Page 4, add 4th paragraph with the following language:
  *Borrowers whose name could not be verified with the entered address will receive a provisional card allowing them access to statewide and NOBLE electronic resources for 14 days, by which time they will need to visit a library to verify their address to continue access. Borrowers whose data could not be verified in other ways, will not receive a barcode but will be directed to visit a NOBLE library.*

*Motion*: Move to approve Borrowers Card Policy change as presented.
Jenny Benedict moved the motion, 2nd Myron Schirer-Suter. Motion carries unanimously.

**8. ECARD REGISTRATION MINIMUM AGE:**
Kathy Lussier stated initially ecard registration only available to patrons 13 and older due to language in the Child Online Privacy Protection Act, which states can't collect personal information on children under 13 if a commercial entity.  Discussed with the networks, non-profits are exempt from that policy and can be offered to children under 13. Since NOBLE is exempt, would like to send out a survey to get feedback on age requirements and parental notification.

**9.  NEW BUSINESS:** None

**10.  ADJOURNMENT:**
*Motion*:  Linda Gardener moved to adjourn. The meeting adjourned at 12:00pm.


Respectfully Submitted,


Tara Mansfield
Secretary

NOBLE Members Meeting
When: Thursday September 21, 2023 10:00 AM
Where: Zoom

| # | Name | Library |
|---|------|---------|
| 1 | Allison Babin | 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 | Jenny Benedict | Gloucester - Sawyer Free Library |
| 6 | Myron Schirer-Suter | Gordon College - Jenks 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 | Kathy Lussier | NOBLE Staff |
| 15 | Paula Cartolaro | NOBLE Staff |
| 16 | Martha Driscoll | NOBLE Staff |
| 17 | Cate Merlin | Peabody - Peabody Institute Library |
| 18 | Camille Hoven | Phillips Academy |
| 19 | Michael Blake | Phillips Academy |
| 20 | Michelle Filleul | Reading Public Library |
| 21 | Tara Mansfield | Salem Public Library |
| 22 | Nancy George | Salem State University Frederick E. Berry Library |
| 23 | Alan Thibeault | Saugus Public Library |
| 24 | Jonathan Nichols | Swampscott Public Library |
| 25 | Catherine McDonald | Wakefield - Beebe Memorial Library |
| 26 | Greg Mcclay | Winthrop Public Library and Museum |