

**NOBLE
MEMBERS OF THE CORPORATION MEETING
VIA ZOOM VIDEO CONFERENCE
OCTOBER 19, 2023**

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

1. CALL TO ORDER: President Brian Courtemanche at 10:05.

2. APPROVAL OF MINUTES:

Motion: Allison Babin moved to approve the September 21, 2023 Minutes, Catherine McDonald second. Motion carries unanimously.

3. TREASURER'S REPORT: Myron Schirer-Suter reported budget on target. Auditor completed the field visits, and the draft financials were sent for review.

4. MANAGERS' REPORT:

Kathy Lussier

Quarterly Action Plan Review

Spent the first month at NOBLE reviewing the FY24 Action Plan and prioritizing tasks, based on discussions with NOBLE staff. Reviewed the prioritized goals for FY24.

Audit - Our accountant has completed his field visits at NOBLE, draft financial have been sent for review.

January Upgrade

Upgrading to Evergreen Release 3.10 in January. Our vendor, MOBIUS, plans to take the system down after hours on Saturday, January 6th and perform the upgrade on Sunday, January 7th. The system should be back up again by the time libraries open on Monday, January 8.

MBLC

The MBLC approved the 9506 grant awards at its October meeting. NOBLE's FY24 awards:

- Resource sharing grant - \$221,826 - 23% increase over FY23.
- Telecommunications grant - \$40,865 - .8% increase over FY23.
- Network Infrastructure grant - \$28,771 - 25% increase over FY23. This grant can now be used to support Cybersecurity efforts.
- LEA grant - \$66,472 - 103% increase over FY23.

E-Rate

The MBLC has hired an E-Rate consultant, Aleck Johnson, to provide E-Rate training and support for libraries and networks. NOBLE voted in 2001 to decline E-Rate funds in order to maintain non-filtered workstations in our public libraries. Aleck has been invited to our November Members meeting to provide some introductory information about e-rate compliance. Members can consider whether they want to further explore the possibility of CIPA compliance or consider other ways to participate in the e-rate program.

ECDI

The Evergreen Community Development Initiative (ECDI) is looking for a new host organization, preferably a 501(c)(3). Began preliminary work to determine if NOBLE can serve as a host organization. Paula and I talked to the auditor about the best method for tracking finances for the project through our QuickBooks software. If we were to take on the project, we would be charging a fiscal agent fee to participants to cover the cost of Paula's time to support the project. Plan to talk with our attorney about any potential issues for hiring employees who work remotely out of state before giving serious consideration to a proposal. Will have more information for the Board at the November meeting.

Resource Sharing Working Group

The Resource Sharing Working Group held its first meeting and re-elected Meaghan Kinton as chair. The group discussed a few policy questions:

- The Network Transfer Policy is unclear on the special circumstances that would allow a library to prevent holds for specific items.

- The new hold groups feature and the book group request policy that allows a book group card to place multiple requests on one title. The group is fine with the current policy.
- Allowing automatic renewals on network transfers now that there are only four libraries that have not implemented auto renewals. The group was in favor of changing this policy and noted there are sometimes customer service issues with the fact that items owned by other libraries don't automatically renew. NOBLE staff will reach out to the four libraries before moving forward with a suggested policy change.

Advocacy Committee

The new Advocacy Committee held its first meeting last week. Al Hayden, Assistant Director in Peabody, was elected chair. The group will focus on providing a template and guidelines for local libraries that host a legislative event. Once the legislative event is done, the committee will work on providing resources and best practices for advocating at the local level and educating NOBLE members on bills impacting libraries. The committee will meet monthly through February.

Massachusetts Library Community

Been preparing for an upcoming hearing on the legislation to improve library licensing for eBooks and audiobooks. A hearing on two bills to address recent book challenges is also planned for the same day. The Legislative Committee co-chairs will also be meeting next week with the two House leaders of the library caucus to see if we can strengthen our relationship with the caucus.

Evergreen Community

The Evergreen Project Board created a subcommittee to consider funding models for the Evergreen project. With a funding model, the community may be in a position to hire a contractor or full-time staff to organize work around the project. Kathy volunteered to serve on the committee.

Met with Lisa Carlucci, Executive Director of Equinox Open Library Initiative. Discussed Equinox's role in the community and potential ways we could partner. Equinox has been trying to get funding features that potential new customers request in the interest of making the software more appealing to new consortia and libraries.

Elizabeth, Martha and I met with Minuteman Library Network to discuss our experience with Evergreen. Minuteman is in a procurement process and is meeting with users of selected systems to get feedback on the software. The team also visited Wakefield to get direct feedback from library staff.

Elizabeth Thomsen

Collection Management - Met this week, Spencer Stevens re-elected as chair. Discussed revisiting the collection assessment process that NOBLE managed with monthly reports for decades. Want to streamline the process, extend beyond the adult nonfiction book collections, add more qualitative reports and activities.

Circulation Roundtable -

- Reviewed the Quipu Self-Registration process.
- Preview of some circulation and general enhancements coming in our January upgrade.
- Primary discussion was how libraries are managing open holds shelves, self-check, communication with patrons about billing issues, staffing issues.

Upcoming Sessions - Tech Services Roundtable, OverDrive Advantage Lending Models, Circ Training: Patron Records, Making "Most Popular" Lists. More information is on the Staff Information System

Upgrade - Working on identifying enhancements and bug fixes that are significant to NOBLE libraries, testing and looking at implementation issues (settings, policy issues, etc.).

Martha Driscoll

Quipu E-Card setup -

During the testing process with Quipu Ecard there were some unexplained failures with name/address verification. We set up provisional cards that will be issued to patrons who provide a Massachusetts address but do not pass name/address verification. These Ecards will have a 2 week expiration date. Plan to go live on November 1st with multilingual support coming shortly after.

New Test Server -

We have contracted with MOBIUS to build an additional cloud based test server for staff to test code. We sometimes test code on the training system, but that can affect screens that Elizabeth is using for training videos or break functionality unintentionally. The new server has a copy of production data with patron personal information anonymized which will allow us to do more testing.

SMS Service investigation -

We spoke with two vendors who provide SMS notifications for libraries: Shoutbomb and Unique/MessageBee. Both have similar services that send true SMS text messages to patrons for hold pickup, courtesy notices, and overdue notices. We have pricing from one and are waiting for a quote from the other vendor. The services seem straightforward to implement.

Angular Training -

Several staff members are taking part in Angular training that is being provided by one of the Evergreen community members. Angular is a development framework for creating web applications and is the environment that Evergreen screens are being converted to. Proficiency in Angular will allow NOBLE staff to make improvements to the user interface. Any changes we make would be contributed back to the community.

5. VOTE TO APPROVE FY25 NOBLE BUDGET, WITH OVERDRIVE AND PC SUPPORT ASSESSMENTS:

Kathy Lussier - The three budgets were reviewed at the September Members meeting. During that meeting, feedback was requested on a \$250,000 or \$275,000 OverDrive assessment. Only two library directors replied stating they support the additional funds for the larger budget. Executive Board voted last week to recommend the \$275,000 OverDrive budget.

Motion: Greg McClay moved to approve the FY2025 NOBLE operating budget, OverDrive and PC Support assessments. Linda Gardener second the motion.

Discussion: None. Paula Cartolaro took a roll call vote of the fifteen voting representatives present. Vote was unanimous, motion carries. (See Addendum A attached).

6. VOTE TO APPROVE FY2025 ACTION PLAN:

Kathy Lussier presented the FY25 Action Plan. Highlights of goals below:

Goal 1. Provide high-quality services to our member libraries, staff and users.

Action D. Implement Customer Relationship Management (CRM) software to track information on member libraries and their staff.

Action E. Implement a ticketing system to track issues and requests from libraries.

Goal 2. Sustain strong member relations and community among participating libraries.

Action J. Create new director handouts and meetings to improve orientation of new directors to NOBLE procedures, policies, governance and community.

Action L. Organize a variety of programs online, at member libraries, and/or at NOBLE headquarters to highlight recent and forthcoming changes in general library technology, including presentations by NOBLE staff and library staff.

Action M. Organize a NOBLE-wide reading event (community read, booktalk) as an opportunity for library staff to meet together in an informal setting and to strengthen community among NOBLE members.

Goal 3. Enhance the library management system and related technology.

Action D. Participate in Evergreen community software development and improvement efforts on a weekly basis including bug-squashing events, filing and updating bug reports, testing submitted fixes and submitting software patches and enhancements.

Action G. Strengthen system data security by conducting a Library Management System privacy audit.

Goal 5. Provide strong fiscal stewardship.

Action C. Support a legislative event to advocate for state funding for the Mass. Board of Library Commissioners' budget.

Motion: Jenny Benedict moved to approve the FY2025 Action Plan. Linda Gardener seconded.

Discussion: None, motion carries unanimously.

7. EXECUTIVE BOARD RECOMMENDATION TO SET NO AGE REQUIREMENTS FOR ECARD REGISTRATION:

Kathy Lussier - This was discussed at the September meeting. A survey was sent, Kathy showed the results which was nearly divided, but had a slight preference for no age restrictions on eCard registration. Executive Board discussed the options of setting no age requirements or of sending a parental notification for children under 13. They recommended no changes to the current policy, meaning there would be no age requirements or parental notification. There were concerns that a parental email notification may lead to a belief by parents that they could get other information about their children's library use. Several other networks, including the Boston Public Library, are not setting any age restrictions for the eCard registration, meaning that children could still get an eCard even if NOBLE set an age requirement.

No vote required if Members agree with the Board recommendation. No discussion, therefore the no age requirement remains.

8. VOTE TO SUBMIT WRITTEN TESTIMONY TO SUPPORT H.3239:

Kathy Lussier - H.3239 - An Act empowering library access to electronic books and digital audiobooks, is a bill to support libraries in fulfilling their mission of providing broad and equitable access to information for all by ensuring that licensing and contractual agreements between libraries and publishers contain equitable terms.

The Executive Board did vote that NOBLE submit testimony in support of this legislation. President Brian Courtemanche would sign written testimony on NOBLE's behalf.

Motion: Greg McClay moved to submit written testimony, composed by the NOBLE Executive Director, in support of [H.3239](#), An Act empowering library access to electronic books and digital audiobooks. Abby Porter seconded.

Discussion: None, motion carries unanimously.

9. NEW BUSINESS: Kathy mentioned the Board discussed having the meeting recordings available to the directors list for directors who couldn't attend.

10. ADJOURNMENT:

Motion: Myron Schirer-Suter moved to adjourn. Jenny Benedict seconded. The meeting adjourned at 11:30 am.

Respectfully Submitted,

Tara Mansfield
Secretary

NOBLE Members Meeting Via Zoom

Thursday October 19, 2023 10:00 AM to 12:00 PM

#	Name	Library
1	Allison Babin	Beverly Public Library
2	Brian Courtemanche	Endicott College - Diane M. Halle Library
3	Jenny Benedict	Gloucester - Sawyer Free Library
4	Myron Schirer-Suter	Gordon College - Jenks Library
5	Theresa Hurley	Lynn Public Library
6	Abby Porter	Lynnfield Public Library
7	Kimberly Grad	Marblehead - Abbot Public Library
8	Linda Gardener	Melrose Public Library
9	Catherine Robertson	Montserrat College of Art - Paul M. Scott Library
10	Kathy Lussier	NOBLE Staff
11	Martha Driscoll	NOBLE Staff
12	Elizabeth Thomsen	NOBLE Staff
13	Paula Cartolaro	NOBLE Staff
14	Cate Merlin	Peabody - Peabody Institute Library
15	Michelle Filleul	Reading Public Library
16	Tara Mansfield	Salem Public Library
17	Elizabeth McKeigue	Salem State University Frederick E. Berry Library
18	Alan Thibeault	Saugus Public Library
19	Catherine McDonald	Wakefield - Beebe Memorial Library
20	Greg McClay	Winthrop Public Library and Museum

ADDENDUM A

MEMBER LIBRARY	VOTING REPRESENTATIVE	YES	NO	ABSTAIN	NOT PRESENT
Beverly -	Allison Babin Meghan Karasin (A)	X			
Bunker Hill -	Carlita Greene Andrew McCarthy (A)				X
Danvers -	Noelle Boc Jennifer McGeorge (A)				X
Endicott -	Brian Courtemanche Bridget Cunio (A)	X			
Everett -	Kevin Sheehan Trisha Hernandez (A)				X
Gloucester -	Jenny Benedict Beth Pocock (A)	X			
Gordon -	Myron Schirer-Suter Lori Franz (A)	X			
Lynn -	Theresa Hurley Paula Joyal (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)				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 Kayla Quevillon (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 Lily Mysona (A)				X
Swampscott -	Jonathan Nichols Susan Conner (A)				X
Wakefield -	Catherine McDonald Jaclyn Powers (A)	X			
Winthrop -	Greg McClay Mary Lou Osborne (A)	X			
TOTAL COUNTS		15	0	0	8
*A = Alternate					