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

1. CALL TO ORDER: President Brian Courtemanche at 10:00.

2. APPROVAL OF MINUTES:
Motion: Amy Lannon moved to approve the November 16, 2023 Minutes, Allison Babin second. Anna Sarneso and Rachel Overbeck abstain. Motion carries by majority.

3. TREASURER'S REPORT: Myron Schirer-Suter reported budget is on target.

4. MANAGERS' REPORT:
<u>Kathy Lussier</u>
NOBLE Legislative Breakfast
The Northeastern Massachusetts Libraries Legislative Breakfast is tomorrow 8:00-9:30a.m. at Endicott College. Legislators attending are: Rep. Thomas Walsh (speaker), Rep. Sally Kerans (speaker), Rep. Jenny Armini, and Senator Bruce Tarr. Also attending are legislative staff from the offices of Rep. Bradley Jones, Rep. Jerry Parisella, and Rep. Ann-Margaret Ferrante. Thank you to the newly-formed NOBLE Advocacy Committee and to Brian Courtemanche for their work in planning this event.

Next Evergreen Upgrade
The next Evergreen Upgrade for NOBLE is scheduled for Tuesday, June 6. We don't expect the upgrade to take as much time as the last upgrade.

Library Selector Development Project
Contracted with community developer Jane Sandberg to implement improvements to the library selector in the new staff staff catalog. The work will re-incorporate our shelving location groups in the selector and will also hide the system level for libraries that don't have multiple branches. Anticipated completion is ten weeks. It will not be done in time for the next upgrade, but, depending on how testing goes, may be added to Evergreen shortly thereafter. Had been planning to do more work to improve the new staff catalog, but recently discovered problems in the latest upgrade with the integration of our credit card processor, needs to be addressed first.

Evergreen Community Development Initiative
NOBLE submitted a proposal to become the fiscal agent for the Evergreen Community Development Initiative (ECDI). ECDI started as the MassLNC Evergreen Development Initiative, founded by CW MARS and NOBLE, to provide collaboration of Evergreen development in the community. Evergreen Indiana hosted the project the past five years and is no longer able to do so. All ECDI partners that have voted are supporting ECDI's move to NOBLE. As part of the proposal, we are requesting $3,500 per year to offset Paula's time billing ECDI members, paying invoices, and managing the benefits and payroll for the one ECDI employee who will be a NOBLE employee. ECDI will also need to hire a new coordinator because NOBLE decided it will not hire out-of-state employees for this project.

International Coalition of Library Consortia
Registered NOBLE for membership in the International Coalition of Library Consortia (ICOLC), which is a free membership. ICOLC maintains a mailing list for participating consortia and also holds an annual North American conference every year.

Evergreen Community
Participating in a strategic planning process that is planning for the long-term sustainability of the project. The Evergreen Project Board held a stakeholder's two-day online retreat last month facilitated by

consultant Carson Block. Topics discussed were the need to generate a sustainable funding source to pay for possible project staff, external audits and certifications, and contractors; improved internal communication; improved external communication and marketing; and addressing needs of the project, such as development for underlying infrastructure and a roadmap that addresses strategic needs. Also chairing a Membership Model Subcommittee that is investigating a membership due structure that can assist with project funding.

Bug Squashing Week in the Evergreen community this week. NOBLE staff has been contributing by testing bug fixes, working on fixes, and providing feedback to software bug reports and enhancement requests. As of yesterday, 17 bug fixes were merged into Evergreen during Bug Squashing Week.

Massachusetts Community
As co-chair of MLA's Legislative Committee, working with fellow co-chairs to get information out to legislators on a bill seeking reasonable pricing for digital books and audiobooks, as well as several freedom to read bills. An update for MLA members will be held on Tuesday, March 26th.

Progress on NOBLE Action Plan
Progress on the following action plan items for the 2nd and 3rd quarters.
- Update the "Welcome to NOBLE" packet for new library staff members; promote and conduct welcome sessions at NOBLE as needed.
- Load new Evergreen releases in January and June.
- Investigate costs and implementation of fully functional SMS (text) notifications in Evergreen.
- Participate in the Mass. Library Association's Library Legislative Day
- Commissioners' budget, and support and encourage related efforts.
- Work with the Evergreen community to evaluate the accessibility of the Evergreen catalog and advocate for accessibility improvements as needed.
- Complete implementation of Quipu online registration and renewal services in eight languages, in addition to English, to facilitate wider access to electronic resources and use of NOBLE libraries.

Actively working on the following item:
- Investigate implementing a Customer Relationship Management (CRM) ticketing system to track information on member libraries, issues and requests from libraries.

Some action items are behind schedule and will be looked at during the last quarter, and some will be deferred to next fiscal year.

<u>**Elizabeth Thomsen**</u>
Evergreen Update
- Bug squashing week, working on known issues. Test some fixes.
- Preparing for Evergreen Conference.

OverDrive
- LEA Grant Funds $34,736.10
- OverDrive added helpful language feature
- Added Time magazine

Training and Meetings
Reported on training and meetings that were held, and upcoming training.

Computers in Libraries Conference - attended the conference. Strong focus on AI.

Martha Driscoll
Quipu
Working with Quipu to implement their eRenew feature which allows patrons to renew their library card online using the address verification similar to the eCard service. The eRenew code was developed by the Georgia PINES Library System with some changes made by CW/MARS. The code is loaded on a test server, made a few additional customizations, and will be testing it shortly.

Customer Service Management System
Signed up for non-profit access to SalesForce, a CRM (customer relationship management) system to help us organize information and track support requests. We were granted 10 free licenses.

SSO with Merrimack and Ezproxy - Switched Merrimack College's Ezproxy authentication from Evergreen to the college's SSO system. This allows students, faculty, and staff to login to electronic resources using their campus credentials instead of their Evergreen barcode.

Library Projects
Marblehead and Melrose are moving back to renovated buildings this spring and summer. NOBLE staff are working with the library staff in preparation of the move.

SMS
Talked with several vendors who provide SMS text notification services, and we are contacting MOBIUS our Evergreen host, to see if they are interested in a joint venture to purchase a larger amount of message blocks. The vendor provides a quantity discount for larger blocks, MOBIUS hosts other Evergreen sites.

5. Vote to Revise G Suite Account Policy, Kathy Lussier:
The Executive Board is recommending a couple of changes to NOBLE's G Suite Account Policy:
- The policy previously mandated that G Suite Accounts be closed immediately when staff leave a library. This has been problematic for some libraries when key staff members leave, and their email accounts contain information about important components of their jobs. The recommended revision would provide a balance between security and flexibility by allowing directors to request a three-month extension to allow them to find critical communications.
- The recommended revision also contains a provision for allowing a Trustee chair to request the suspension of a library director's account if needed.

Recommend adding the text in italics to Paragraph 1 and 5 under Administrative Responsibilities of the Policy:
Administrative Responsibilities:
The library director is responsible for notifying NOBLE when a G Suite account holder is no longer employed by the library. Upon notification, the account will be removed. *At the request of the library director, NOBLE may reset the password and provide access to the account for up to three months.*
NOBLE will not extend access nor provide or continue accounts for former employees.

NOBLE will suspend G Suite accounts upon request of the director or designee *or, in the case of a library director's account, at the request of the Chair of the Board of Library Trustees or other direct supervisor .*

Motion: Jenny Benedict moved to accept the recommended revisions to the NOBLE G Suite Account Policy. Noelle Boc second. Motion carried unanimously.

Elizabeth Thomsen added that Google announced they are starting a feature where you can transfer emails to another account.

6. Exploratory committee to examine the bid process for public library consortium services:
<u>Brian Courtemanche -</u>
Salem Library has had the responsibility of managing a bid process for public libraries in the network to ensure competitive procurement processes are followed for the services NOBLE provides. The Executive Board is recommending that a committee explore this process and also take responsibility for creating the bid document that NOBLE responds to. Tara Mansfield (Salem), Jonathan Nichols (Swampscott), and Allison Babin (Beverly) are the Board reps that have volunteered to serve on this committee. Looking for two more volunteers from the general membership.
<u>Kathy Lussier -</u>
MinuteMan and NOBLE are the only two consortia that require a bid process, therefore the first question was does a bid process need to be done. Other networks use a sole source provider reasoning. There is a state law that has a threshold of over $50,000 cannot use a single sole source provider. NOBLE has libraries that are at that threshold. The second question was, is it a concern of libraries municipalities to do the bid process, which it is. As a result the idea of a committee came up so it's a consortia process and not just fall on Tara to compile the bid document.

Greg McClay (Winthrop) and Rachel Overbeck, (Stoneham) volunteered to be on the committee. Tara Mansfield will be the chairperson.

7. NOBLE Strategic Planning Process, Kathy Lussier:
NOBLE has contracted with Constructive Disruption to facilitate the process for our upcoming FY26-31 Strategic Plan. Maura Deedy from MBLC works for this group. A kickoff meeting was held with our Stakeholder Committee, Myron Schirer-Suter (Gordon College), Allison Babin (Beverly), and Jonathan Nichols (Swampscott). We will be sending out a survey to all staff at NOBLE libraries in early April. Please encourage your staff to participate in the survey. We also plan to hold focus groups May 13-14 (virtual) and May 21-22 (in person). This process will set the direction of the network over the next five years.

8. NEW BUSINESS: None

9. ADJOURNMENT:
Motion: Alan Thibeault moved to adjourn. Meeting adjourned 11:10am.

Respectfully Submitted,

Tara Mansfield
Secretary

NOBLE Members Meeting
Thursday March 21, 2024 10:00 AM to 12:00 PM
Zoom Video Conference

#	Name	Library
1	Allison Babin	Beverly Public Library
2	Anna Sarneso	Bunker Hill Community College Library and Learning Commons
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	Linda Gardener	Melrose Public Library
9	Catherine Robertson	Montserrat College of Art - Paul M. Scott Library
10	Paula Cartolaro	NOBLE Staff
11	Martha Driscoll	NOBLE Staff
12	Kathy Lussier	NOBLE Staff
13	Elizabeth Thomsen	NOBLE Staff
14	Camille Hoven	Phillips Academy
15	Amy Lannon	Reading Public Library
16	Tara Mansfield	Salem Public Library
17	Alan Thibeault	Saugus Public Library
18	Rachel Overbeck	Stoneham Public Library
19	Catherine McDonald	Wakefield - Beebe Memorial Library
20	Gregory McClay	Winthrop Public Library and Museum