

**NOBLE
MEMBERS OF THE CORPORATION ANNUAL MEETING - HYBRID
MAY 16, 2024**

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

1. CALL TO ORDER - President Brian Courtemanche at 10:15.

2. APPROVAL OF MINUTES -

Motion: Noelle Boc moved to approve the March 21, 2024 Minutes, Jenny Benedict second. Motion carried unanimously.

3. FY24 PRESIDENT'S REPORT - Brian Courtemanche reported on highlights from the fiscal year:

- Two new staff members, PC Support Specialist and Executive Director, began at the beginning of the fiscal year.
- eCard registration for public patrons was implemented, e-Renew is coming soon.
- Erate consultant, Aleck Johnson, talked to directors about the e-rate program. Board voted for NOBLE to continue investigating filters
- Funded development to restore critical features to Evergreen.
- NOBLE will be the new ECDI fiscal sponsor.
- Submitted written testimony requiring publishers to offer reasonable pricing for e-books and audiobooks.
- Patron text messaging will be implemented soon.
- Changes were made to the Borrower's Policy and GSuite Account Policy.
- ERDWG updated the catalog login form to make the language more user friendly and adopted standards for uploading local cover images to the catalog.
- Signed a 5 year contract with SkyRiver for MARC records. Longer term contract will save \$11,000 over 5 years.
- In January, the network performed its first upgrade in two years after NOBLE staff was able to make a critical fix to item templates that prevented the network from upgrading the software.
- The NOBLE Advocacy Committee organized a well-attended legislative breakfast hosted by the Diane M. Halle Library at Endicott College.
- Executive Board voted to move to a new staff health insurance plan with deductible reimbursement through a new implemented HRA Plan. The savings was able to fund a vision plan for staff.
- NOBLE staff made progress in restarting regular collection analysis reports that will allow libraries in the network to review their collections in certain call number ranges and compare with other libraries in the network.
- In the wake of the Reading bomb threat, the Board voted to endorse the Joint Statement on Intellectual Freedom and Censorship that had been adopted by the MBLC, the Massachusetts Library Association, and the Massachusetts School Library Association last year.
- NOBLE submitted public comments in opposition to a proposed change to the Integrated Postsecondary Education Data System (IPEDS) that would exclude library data from the annual survey.
- NOBLE kicked off a strategic planning process that will help set the direction for the network over the next five years. Constructive Disruption is the consultant.
- Two new library directors Anna Sarneso, Bunker Hill Community College, and Morgan Yeo, Peabody Institute Library, Peabody.

Brian thanked Kathy for stepping into the Executive Director role.

4. FY24 TREASURER'S REPORT - Myron Schirer-Suter gave a year end review.

- **Current Assets** -
 - Capital Fund: \$818,593
 - Contingency: \$750,000
 - MBLC Network Infrastructure: \$50,427
 - Investments: \$1,879,779, an 8% increase from July 1, 2023.
- **NOBLE Accounting Practices** - NOBLE's annual audit was completed November 7, 2023. Auditor found no significant issues or misstatements. The only deficiencies found with internal controls were ones that are common among small organizations without a certified accountant on

staff or enough staff to ensure a high level of segregation of duties. NOBLE's auditor did not express concerns with the network's internal controls.

- **FY24 Budget** - The 4/30/24 budget report reflects the network has spent 79% of total operating budget for the year. There is no significant overspending in any part of the budget, and the network expects to finish off the fiscal year with a small surplus that will be used to offset assessments in FY26.
- **FY25 Budget** - NOBLE Membership approved a budget in October with 1.3% increase in the annual assessment. The assessment for the FY25 PC Support program will remain the same. The OverDrive budget increased by 10% to help the network keep up with rapidly-growing demand for this collection.

5. MANAGERS' REPORT -

Kathy Lussier

NOBLE Updates:

- **Director Visits** - First year at NOBLE met with library directors, visited 15 on site. Will be scheduling visits for the remainder.
- **NOBLE staff** - Implemented a new goal-oriented evaluation. Worked on training, changes to benefits, evaluation of staffing needs. Vacant position over one year, working on job description as a first tier support position.
- **E-rate Investigation** - will continue to research.

Other Updates:

- **MBLC Grant Funds** - 30% increase in line 9506, level funding for next year.
- **MLA** - Update on Legislative Committee's work, and acknowledged NOBLE library staff contributions to MLA from Michelle Filleul, Noelle Boc, Andrea Fiorillo, Jenny Santomauro, Katie Nelson, and Judith Terrazano.
- NOBLE joined the International Coalition of Library Consortia Membership

Elizabeth Thomsen

- **Training/Meeting** - Recap on the year's training and roundtable sessions. Some via Zoom, some hybrid. Reminded directors she can do a training session for your staff at your library or Zoom.
- **ERDWG** - Discussion of two open source discovery services, Aspen and VuFind, demonstration of both by Galen Charlton and Felicia Beaudry of Equinox.
- **Collection Management Analysis Reports** – NOBLE had been automatically running monthly assessment reports on different areas of the collection, which at some point stopped working. Martha fixed the problem and ran the Law report. Collection Management is looking at the reports that we used to run and what changes want to make, and come up with a schedule.
- **Digital Heritage** - 10 new collections, 488 new items. BPL performed a complete reharvesting of our collection, after testing and data cleanup and standardization.
- **Upcoming** - Library Expo: June 6th Presentations by library staff, in person and hybrid. May 30th NOBLE Day at EBSCO. Olivia McElwain hosting a Children's Services meeting at Reading

Martha Driscoll

- **eCard implementation** - The eCard signup form has been translated into Spanish, Haitian Creole, Vietnamese, Russian, Arabic, and Khmer. A link is now on the eCard welcome screen offering patrons a link to apply for a BPL eCard. The patron's information will populate the form at BPL. Making progress on eRenew, working with the programmer at Quipu to troubleshoot.
- **SMS Service** - Aiming for July 1st for implementation. This will replace Evergreen's text messaging that relies on email to text gateways and has become less reliable as carriers discontinue their gateways. Working with MessageBee for the SMS implementation.
- **PC Support Program** - Continues to be a valuable service with Mike Ahearn spending most of his time out at libraries. He has also done some setup to provide remote support using Remote Administrator.

- **EZProxy** - Continue to look at options for our EZProxy server that is still housed in the NOBLE office. Looking at both a hosted solution with OCLC and migrating our self-hosted server to a cloud platform.
- **IPEDS** - Several academics filling out IPEDS this spring found it useful to have Bib counts by Aris categories so that has been added to the Collection tab of the Dashboard and will appear monthly for all libraries.

Evergreen Update -

Kathy Lussier

- Three-prong approach to getting Evergreen to better meet NOBLE needs: development for bugs and missing features (Jane Sandberg development), training for staff to improve ability to fix problems, new test server to better test new code against our production data.
- Upgrades - January upgrade, next one is coming up on June 11. Upgrade session on May 21, and we'll also be sharing this info at our June 6 Library Expo.
- Community level - strategic planning and membership model.
- Evergreen Community Development Initiative - NOBLE is the new fiscal sponsor.

Elizabeth Thomsen

- **ECDI Projects**: acquisitions, did you mean, major project to revamp buckets
- **Evergreen Conference** - Was virtual this year. NOBLE Staff, Kathy, Elizabeth, Martha, and Michele did presentations. All staff attending participated in different interest group discussions.
- **Bug Squashing/Feedback Fest Activity** - Participated in two bug squashing days and 1 Feedback Fest. NOBLE staff worked on 145 bugs.

Martha Driscoll

- **Evergreen Hackaway** - Staff were represented at the hack-a-way that was held after the online Evergreen conference in April. Michele Morgan continues to serve on the Evergreen 3.12 release team. NOBLE staff contributed several code fixes to Evergreen.

6. NOMINATING COMMITTEE REPORT -

Brian Courtemanche and Allison Babin are committee members. Allison stated the nominees accepted the nominations. Brian reported Myron Schirer-Suter is nominated as treasurer for a 2 year term, and Tara Mansfield was nominated as secretary/clerk. Due to Tara's resignation, Abigail Porter is the nominee as clerk/secretary for 1 year term.

7. ELECTION OF OFFICERS -

Motion: Jenny Benedict moved to nominate Abigail Porter to complete the FY24 term as secretary/clerk, Noelle Boc seconded. Floor was open to nominations, none. Motion carried unanimously.

Motion: Noelle Boc moved to elect the treasurer and clerk/secretary slate as presented, Jenny Benedict seconded. Floor was open to nominations, none. Motion carried unanimously.

8. STRATEGIC PLANNING UPDATE - Kathy Lussier

Planning process has begun with consultant Construction Disruption. Good response to surveys, will talk to the consultants about results on Monday. Highlights of survey results:

- Highly valued service include Internet access, statistics provided, ebook and audiobook collections
- Academics value ezProxy authentication
- Areas to explore; expanded electronic resources and streaming services
- High priority; Evergreen fixing problems, system security, and answering support questions. Lowest priority was the mobile app
- OverDrive collection, waiting too long for materials and keeping up with high demand.

Focus groups began.

9. VOTE TO ADOPT NETWORK TRANSFER POLICY REVISION -

Kathy reviewed the revisions recommended by the Resource Sharing Working Group to the Network Transfer Policy, Section 1) a. Italics is new text, strikethrough to be deleted.

1. Lending libraries are expected to:

- a) be as generous as possible in lending materials. *If items are holdable to patrons picking up at your library, they should also be holdable for pickup at other libraries. Libraries may restrict holds for the following special circumstances:*
- *items that are difficult to transport through the delivery system;*
 - *items restricted to an academic campus, including materials required for a course, textbooks, or academic popular collections to support non-course reading;*
 - *video games;*
 - *rental collections;*
 - *summer reading materials;*
 - *and community read titles.*
- ~~Libraries have the right to refuse to supply an item if special circumstances apply, e.g., the title is needed for a school assignment or book club.~~

Motion: Allison Babin moved to adopt the Network Transfer Policy revisions, Jonathan Nichols second.

Discussion - Jenny Benedict asked about adding devices in the first bullet. Kathy explained the wording was discussed and “items difficult to transport” covers items that could easily break, i.e. hotspots.

Brian suggested in a) last sentence, to delete “*the following*”, and add “*such as*” after special circumstances. Last sentence will state, *Libraries may restrict holds for special circumstances, such as:*

Motion: Jenny Benedict moved to amend policy revision as above, Noelle Boc second. Motion unanimously approved.

Motion on the floor: Moved from Allison and Jonathan. Motion carried unanimously to adopt the Network Transfer Policy Revisions.

10. ADJUSTED CALENDAR FOR NOBLE MEMBER ACTIVITIES IN FY 25

Kathy reported NOBLE will be putting together the Working Group and At-Large Executive Board members after this annual meeting, instead of in August. Members Meetings, there will be no November meeting, but will have a January meeting instead.

11. NOBLE STRATEGIC INITIATIVES FOR FY25

Kathy reviewed highlights of the FY25 Strategic Initiatives . Most are from the action plan, with a few not from the action plan.

12. NEW BUSINESS: None

13. ADJOURNMENT:

Motion: Jenny Benedict moved to adjourn, Jonathan Nichols second. Meeting adjourned at 12:00.

Respectfully Submitted,

Abigail Porter
Secretary

NOBLE Annual Meeting/Members Meeting
Thursday May 16, 2024 10:00 AM to 12:00 PM

	Name	Library
1	Allison Babin	Beverly Public Library
2	Anna Sarneso	Bunker Hill Community College Library
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	Diane Wall	Melrose Public Library
11	Lyena Chavez	Merrimack College - McQuade Library
12	Martha Driscoll	NOBLE Staff
13	Paula Cartolaro	NOBLE Staff
14	Kathy Lussier	NOBLE Staff
15	Elizabeth Thomsen	NOBLE Staff
16	Michelle Filleul	Reading Public Library
17	Alan Thibeault	Saugus Public Library In Person
18	Jonathan Nichols	Swampscott Public Library
19	Catherine McDonald	Wakefield - Beebe Memorial Library