NORTH OF BOSTON LIBRARY EXCHANGE INC
MEMBERS OF THE CORPORATION MEETING - VIDEO CONFERENCE
JANUARY 16, 2025

PRESENT: Seventeen Members attended by authorized voting representatives (Attachment A).

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

2. APPROVAL OF MINUTES:
Motion: Noelle Boc moved to approve the October 17, 2024 Minutes, Anna Sarneso second. Two abstentions. Motion passes.

3. TREASURER'S REPORT: Myron Schirer-Suter reported the audit was complete, and federal and state tax returns filed. Capital fund balance is approximately $809,000. The EnvisionWare funds approved by the Board are allocated. Investment accounts $2,023,000, .1% increase from last month.

4. MANAGER'S REPORT:
<u>Kathy Lussier -</u>
New Staff
Chris Amorosi, new Bibliographic Services Supervisor, started on December 2nd. Chris is the former head of technical services at the Peabody Institute Library in Danvers. Has been an active NOBLE member, serving as chair of the Electronic Resources and Database Working Group for several years.

Upgrade to Evergreen Release 3.13
Upgrade to Evergreen release 3.13 was on January 5-6, overall went smoothly. Some issues with column settings and search preferences that were addressed. Planning to push some fixes into production next week. NOBLE staff investigating some issues using offline circ during the downtime.

This upgrade incorporated our FY24 development projects to improve the library selector in the new staff catalog. A new feature dynamically updates the list of shelving locations that can be selected on the Advanced Search page of the public catalog depending on which shelving location group is selected.

February 7 Legislative Breakfast
The Northeastern Massachusetts Libraries Legislative Breakfast will be held February 7th, 8:00am at the Abbot Public Library, Marblehead. Great opportunity to not only advocate on behalf of library funding but also to visit the renovated Abbot Public Library. Please invite Trustees, Friends, and your legislators.

Assessment Formula Review
The Executive Board formed a subcommittee to review NOBLE's assessment formula. The current formula with 75% of the assessment shared equally among NOBLE members, 12.5% based on circulation, and 12.5% based on active users (public libraries) / FTE's (academic libraries) was frozen in FY20. The goal is to find a formula that fairly assesses fees based on a library's use of NOBLE services without causing a significant increase for any libraries. A recommendation will be presented in advance of next year's budget process.

Gordon Conwell Theological Seminary
NOBLE has received an inquiry from Gordon Conwell Theological Seminary for potential membership. A quote was submitted to the institution and are continuing conversations about possible membership.

OverDrive RLA/LEA Meeting
The OverDrive support staff and Executive Directors from the Massachusetts networks met to discuss the statewide collection. Topics included the impact of the eCard program on OverDrive use, resulting in an experiment at Minuteman to temporarily remove the priority given to home users over users from other networks, and development requests to better support sharing among separate OverDrive institutions. A follow up meeting is planned to share reporting and developing needs with our OverDrive customer representative.

Evergreen Community Development Initiative (ECDI) Updates
ECDI strategic planning process, facilitated by consultants Linda Braun and Michelle Frisque, is nearly complete. The draft plan calls for hiring a full-time coordinator. The previous coordinator worked half-time for ECDI and half-time for Evergreen Indiana. The plan's priorities include member recruitment, better member engagement, more diversified development, and improvements to organizational infrastructure.

Evergreen Community Updates
Been involved in The Evergreen Project's strategic planning process. As part of this process, Kathy chaired a subcommittee that proposed a new membership model to provide funds to help grow the project and contribute to the software's sustainability.

MLA Legislative Updates
Senators Oliveira, Cyr, and Sylvia re-filed Freedom to Read legislation in the Senate and Rep. Moran did in the House. Representative Brian Murray, one of the library legislative caucus leaders, filed legislation in the House on consumer protection for eBooks and digital audiobooks. Expect to see a Senate version of that bill as well.

<u>Elizabeth Thomsen</u> -
New Staff
Onboarding Gabe Jayroe, Member Services Support Associate, and Chris Amorosi, Bibliographic Services Supervisor the past few months.

Training
- Reported on the training sessions that were held.
- Attended a YA librarians meeting held at Beverly Public.
- Session on Gemini AI.
- Working on training schedule for January-June, will be sent out by the end of the week.

<u>Martha Driscoll</u> -
EnvisionWare
Migrating PC Reservation to CloudNine Reservation Service. NOBLE staff attended training, and NOBLE's PC Support Specialist, Mike Ahearn, will do the migration for each PC Support library. Rollout will be library by library beginning with Beverly. Mike will also be in touch with non PC Support libraries using PC Reservation to assist with the migration. LPT: One is not migrating to CloudNine platform at this time, but is expected to in the future.

eRenew
Working on eRenew code, we will implement it on the production system. eRenew allows patrons to renew their library card online and uses the same address checking that the eCard service uses.

Network Update
Notified by our Cyber Security insurance company about a vulnerability to the firewalls and a recommendation to install a newly released patch. Magna5 also contacted us about the vulnerability and will be doing updates to the firewalls at public libraries after hours this week.

EnvisionWare - Kathy put a link to a form in the chat for library directors that have EnvisionWare PC Reservation, to fill out appointing a staff member as the contact person for the migration. That staff person will also be responsible for training their library staff. Also, how EnvisionWare invoices for Reservation Service will change from the current building and client license cost format. They invoice by population. For FY26, NOBLE will still invoice libraries per license since that is how it is in the Salem bid.

5. VOTE TO APPROVE MOVE TO ASPEN OPEN SOURCE DISCOVERY SYSTEM:
Kathy Lussier - Background summary.

- One of the actions in the FY24 Action Plan was to explore open-source discovery systems as a replacement for our public catalog.
- Spring 2024 - Equinox Open Library Initiative did a demo of two systems, Aspen and VuFind. An open invitation was sent to Members to attend the demos as part of an Electronic Resources and Database Working Group meeting.
- More than half of the attendees who responded to a follow-up survey recommended moving to a new discovery system, with 80% preferring Aspen to VuFind.
- A move to Aspen will provide a more modern and dynamic interface for the public to find resources available from their libraries. As an open-source system, it also provides NOBLE with multiple options for vendors to host and perform development services.
- NOBLE issued a Request for Quotes from three vendors supporting Aspen: ByWater Solutions, Equinox, and Grove Collaborative:
  - **ByWater:** $15,400-$17,000 implementation fees and $25,884 in annual hosting fees.
  - **Equinox**: $7,525 implementation fees and $10,000-$12,500 in annual hosting fees.
  - **Grove**: $13,275 implementation fees and $13,950 to $18,750 in annual hosting fees.
- ByWater hosting costs were high with no distinguishable difference in the services we would receive. NOBLE staff decided not to pursue this quote further.
- Martha, Elizabeth, and Kathy met with Equinox and Grove earlier this week, and think either company will work well. Equinox's quote included support for LiDa, the mobile app that works alongside Aspen, and also a test server. Grove would charge an additional fee for those two items.
- Martha provided input when Equinox provided support for our self-hosted Evergreen system, support requests were handled timely and a positive experience.
- Based on the recommendation from NOBLE staff, Executive Board voted last week to recommend to Members that NOBLE enter contract negotiations with Equinox for Aspen hosting and support. The Board also voted to transfer funds from capital to fund the implementation and year-one costs. After year 1, the annual fees will be supported by Membership assessments, which will range from $138 to $664 for each library.
- Electronic Resources and Databases Working Group unanimously voted to recommend the move to Aspen.

Elizabeth Thomsen - Did a presentation of Aspen Discovery.

Anna Sarneso from BHCC added her past experience having Aspen at Lasalle was positive.

Jenny Benedict requested to take under consideration other ways to fund the ongoing hosting costs other than through Member assessment.

Motion: Move to implement Aspen Discovery as the new patron-facing interface to the NOBLE collections and to enter into contract negotiations with Equinox Open Library Initiative for hosting and support of the software.
Catherine McDonald moved, Myron Schirer-Suter second. Motion carried unanimously.

6. VOTE TO APPROVE REVISIONS TO CATALOG WEBSITE POLICY: Kathy Lussier
ERDWG has recommended the proposed revisions to the catalog website policy to allow libraries to add open-access titles curated by library staff to the bibliographic database. The proposed revisions also codifies a practice of cataloging objects digitized from the library's physical collection. The NOBLE Executive Board voted in December to recommend this revision. See revised policy **Attachment B**.

Motion: To accept the proposed revisions to the Catalog Website Policy.
Greg McClay moved, Jenny Benedict second. Motion carried unanimously.

7. VOTE TO APPROVE REVISIONS TO TELECOMMUNICATIONS POLICY: Kathy Lussier
NOBLE has a long-standing policy prohibiting libraries from using their NOBLE-provided Internet lines for devices like HVAC systems, phone systems, or security systems. In the past, this policy has required that public libraries fund an additional Internet line to support these services. Martha and I have discussed this policy and believe we can allow libraries to use the lines for this service without a negative impact on security or bandwidth, as long as the library works with our telecommunications vendor to ensure it is segregated from ILS traffic. The primary concern is if the service stops working and vendors start blaming each other for the problem. In talking to other networks that allow this, this has not been a problem.

We have two libraries that have recently requested outside devices to be added to these lines. Although NOBLE staff prefer that libraries use their town/city Internet connections when they are available, we believe we can support this service for libraries that have no other options. Before voting on this policy revision, I would also like to note that there are other libraries that have previously been denied this request and paid the funds necessary to bring in a second Internet connection to use for this purpose. See revised policy **Attachment C**.

Motion: Move to accept the proposed revisions to the Telecommunications Policy
Kevin Sheehan moved, Jenny Benedict second. Motion carried unanimously.

8. QUARTERLY FY25 ACTION PLAN REVIEW: Kathy Lussier
Presented a 2nd quarter review of Action Plan items that had a time frame due around this time or earlier, and items that were updated, it's not the full Action Plan. See review **Attachment D.**

9. NEW BUSINESS: None

10. ADJOURNMENT:
*Motion***:** Jenny Benedict moved to adjourn. Meeting adjourned at 11:20am.

Respectfully Submitted,

Theresa Hurley
Secretary Pro Temp

ATTACHMENT A

NOBLE Members Meeting Attendance
Thursday January 16, 2025 10:00 AM to 12:00 PM

	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	Spencer Stevens	Lynnfield Public Library
9	Kimberly Grad	Marblehead - Abbot Public Library
10	Lyena Chavez	Merrimack College - McQuade Library
11	Martha Driscoll	NOBLE Staff
12	Paula Cartolaro	NOBLE Staff
13	Kathy Lussier	NOBLE Staff
14	Elizabeth Thomsen	NOBLE Staff
15	Camille Torres Hoven	Phillips Academy
16	Amy Lannon	Reading Public Library
17	Tara Mansfield	Salem Public Library
18	Alan Thibeault	Saugus Public Library
19	Jonathan Nichols	Swampscott Public Library
20	Catherine McDonald	Wakefield - Beebe Memorial Library
21	Greg McClay	Winthrop Public Library and Museum

Cataloging Digital Resources Policy

NOBLE libraries can add bibliographic records for:

- digital resources owned or licensed by the library;
- objects digitized from physical materials owned by the library;
- open-access titles curated by library staff.
  - Open access (OA) is a set of principles and a range of practices through which nominally copyrightable publications are delivered to readers free of access charges or other barriers.[1]

NOBLE libraries should not add bibliographic records for standalone web sites that do not meet the above definitions.

Digital resources added by individual NOBLE libraries should only be searchable in the library's search scope or the consortium search scope. They should not be searchable in the scope of other libraries that have not curated those digital resources.

Use of Field 856 in Bib Records for Related Websites

We encourage the use of field 856 to provide links to related websites in the following circumstances:

- There is a complete, online version of the cataloged item. Links to the online versions of federal and state government documents are specifically encouraged.
- There is a site provided by the publisher that is specifically related to the individual work, providing substantial content.

Approved by the Meeting of the Members, March, 2003
Revised: January 16, 2025

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[1] Wikipedia contributors. (2024, November 17). Open access. In *Wikipedia, The Free Encyclopedia*. Retrieved 18:49, November 17, 2024, from
https://en.wikipedia.org/w/index.php?title=Open_access&oldid=1257889218

ATTACHMENT C

Telecommunications Policy

Security and privacy of patron information and system passwords must be a cornerstone of our telecommunications system.

Information protected by state law, including patron information, and private system information, such as passwords, must not be sent over the Internet without encryption or other secure transmission methods in our member libraries.

Library local area networks (LANs) must be set up to segregate staff traffic from library user traffic via Virtual LANs or other security methodology to prevent data eavesdropping. All staff wireless access must have the maximum degree of security enabled.

Interconnections with other local area networks or wide area networks, including municipal and academic networks, must be configured to protect the security of the patron and staff information of the library. Additional network security enhancements may be required to preserve security in the interconnection and are the responsibility of the library.

Building infrastructure devices that do not interact with the ILS, such as lighting, HVAC, security cameras, phones, etc. should be connected to a separate network to ensure security, throughput, and access by third parties. When not possible, these devices may be connected to the network after consultation with NOBLE staff. Devices must be placed in a separate VLAN to ensure security and data privacy. Switch and firewall configuration changes to support the devices may incur a charge from NOBLE's telecommunications vendor and are the responsibility of the library.

While NOBLE will assist and consult as reasonable, construction, troubleshooting and maintenance of library LANs and related equipment beyond the NOBLE router (if applicable) is the responsibility of the library. Any equipment provided by NOBLE remains the property of NOBLE.

Use of the NOBLE-provided telecommunications system for illegal purposes or to transmit threatening, obscene or harassing materials is strictly prohibited. Using library computers and telecommunications system to copy and distribute copyright protected works may be an infringement of the copyright law (Title 17 U.S. Code). In a case where copyright violation is alleged the library agrees to investigate and remove any alleged infringing material as soon as possible.

Approved by Meeting of the Members, May 5, 2011.
Revised: September 24, 2015, January 16, 2025

ATTACHMENT D

North Of Boston Library Exchange, Inc. (NOBLE) FY2025 Action Plan Kathy Lussier, Executive Director, klussier@noblenet.org	FY2025

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

Responsiveness, quality of service, support, continuing education and technology leadership will be maintained through a staff of adequate size that is well-trained, equipped with current tools, facilities, learning opportunities and knowledge, and competitive compensation.

Actions	Timeframe for Activity	By Whom	Status
A. Compare staff salary and benefits to those of other Mass. consortia to ensure competitive compensation that will retain quality staff while being fair to staff and member institutions and report to Executive Board budget meeting.	September 30, 2024	Executive Director	Completed as part of the FY24 salary schedule process.
B. Revise and update staff job descriptions to reflect move to remote hosting and new office location, as well as normal evolution of services.	December 31, 2024	Executive Director	Defer until April 30
C. Implement Customer Relationship Management (CRM) software to track information on member libraries and their staff.	December 31, 2024	Systems Manager, Member Services Manager and Office Administrator	Request for quotes for consultant to configure Salesforce for this use to be issued this month.
D. Implement a ticketing system to track issues and requests from libraries.	December 31, 2024	Systems Manager in cooperation with the Member Services Manager and the Executive Director	Request for quotes for consultant to configure Salesforce for this use to be issued this month.

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

Work with member libraries through committees, working groups, roundtables and discussion groups and virtual and in-person formats to achieve mutual goals and shared objectives. Advocate with vendors, user groups and the open source community to further NOBLE goals and explore business opportunities and models. Collaborate with the networks, the Mass. Library System, the Mass. Board of Library Commissioners, library associations, Digital Commonwealth, Digital Public Library of America, Internet Archive, news media and members to advance the future of libraries in our area. Work with the Membership and Executive Board to guide NOBLE's future directions and keep libraries informed of current and planned initiatives.

Actions	Timeframe for Activity	By Whom	Status
A. Update the "Welcome to NOBLE" packet for new library staff members and promote and conduct welcome sessions at NOBLE as needed.	January 31, 2025	Executive Director in consultation with the Member Services Manager and Systems Manager	Done. Next quarterly "Welcome to NOBLE" scheduled for January 28.
B. Create new director handouts and meetings to improve orientation of new directors to NOBLE procedures, policies, governance and community.	September 30, 2024	Executive Director, in consultation with the Member Services Manager and Systems Manager	Created in time for November NOBLE director meeting. Document has been posted to the Staff Information System.
C. 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	December 31, 2024	Member Services Manager with appointed committee	Deferring until next fiscal year.

3. Enhance the library management system and related technology.

Maintain and improve core NOBLE services, including the library management system and related technology, electronic resources, Digital Heritage, web and social media services to assist our member libraries to serve their users. Investigate, test and highlight new technologies through demonstrations, meetings and trials. Information and input will be exchanged with staff through a variety of formats and channels.

Actions	Timeframe for Activity	By Whom	Status
A. Implement open-source discovery services for the catalog such as Aspen and VuFind	September 30, 2024	NOBLE Evergreen Team in consultation with ERDWG	Implementation to begin after today's vote to move to Aspen.
B. Load major new Evergreen releases in January and June, coordinating with our remote hosting service, MOBIUS.	June 30, 2025	Systems Manager, in consultation with NOBLE Evergreen staff	First Evergreen upgrade of the year done on January 5.
C. Strengthen system data security by conducting a Library Management System privacy audit.	March 31, 2025	Management team in consultation with appointed Task Force	Deferring until next fiscal year.
D. Investigate and recommend a deduplication/standardization process or service for the bibliographic database.	January 31, 2025	Member Services Manager	With staff turnover in the Member Services Department, deferring until end of fiscal year.

4. Enhance access to management data.

Improve access to management statistics through automated reports, an improved custom reports interface and automated ongoing accessibility of current data. Advocate for improved data reporting from partner vendors and privacy of user data.

Actions	Timeframe for Activity	By Whom
A. Investigate a tool such as Metabase to query the Evergreen database for circulation statistics, including by time ranges.	September 30, 2024	In FY26 Action Plan
B. Build a test environment using Metabase or a similar tool in order to study the viability for providing live circulation statistics.	October 31, 2024	In FY26 Action Plan
C. Design and test a user interface for querying circulation statistics.	November 30, 2024	In FY26 Action Plan
D. Migrate data into chosen tool for querying circulation statistics.	January 31, 2025	In FY26 Action Plan

5. Provide strong fiscal stewardship.

Being mindful of the declining demographics faced by our academic members and aware of the fiscal constraints experienced by our municipalities, NOBLE will seek to contain costs and seek additional funding beyond our membership or from within our membership via a la carte options. Advocate to retain and increase federal and state funding and partake of grant opportunities that may be available. Have information available for any potential members and support existing members in reaching out to their colleague libraries. Work with vendors for creative pricing options and group pricing.

Actions	Timeframe for Activity	By Whom	Status
A. Support a legislative event to advocate for state funding for the Mass. Board of Library Commissioners' budget,	February 28, 2025	Advocacy Committee with assistance from Executive Director	Scheduled for February 7, 2025