

NOBLE Director Orientation

Our mission statement is simple:

Empowering libraries through collaboration & innovation.

Contents:

| | |
|---|----|
| Background | 1 |
| Where to Find Help and Information | 2 |
| NOBLE Staff Information System (SIS) | 2 |
| Contact | 2 |
| NOBLE Policies | 2 |
| Staff turnover | 2 |
| Patron registration and library card policies | 3 |
| NOBLE telecommunication lines | 3 |
| RFID projects / third-party integrations | 3 |
| Designated Staff Contacts | 3 |
| Finances | 4 |
| Funding | 4 |
| Budget | 5 |
| Invoicing | 5 |
| Governance | 5 |
| Meeting of the Members | 6 |
| Executive Board | 6 |
| Officers and Board Members | 6 |
| FY25 Executive Board | 7 |
| Working Groups | 8 |
| Services to Member Libraries | 9 |
| Library Management System | 9 |
| Resource Sharing | 9 |
| Web Catalog of Library Resources | 9 |
| OverDrive: Downloadable ebooks and audiobooks | 10 |

| | |
|--|----|
| EBSCO Periodicals Online | 10 |
| Digital Heritage Resources | 11 |
| NoveList Plus | 11 |
| Online Borrowers Card Registration | 11 |
| Google Workspace: Email, Docs, Sheets, Drive, Calendar, etc. | 12 |
| Collection Management | 12 |
| Group Discounts | 12 |
| Technology Support | 12 |
| Telecommunications | 12 |
| PC Support | 12 |
| Information Sharing | 13 |
| Roundtables | 13 |
| Presentations | 13 |
| Library Expo | 13 |
| Consulting and Training | 13 |
| Informal Discussion Groups | 14 |
| E-mail Groups | 14 |
| Staff Information System: Documentation and News | 14 |
| Statistics Dashboard | 14 |
| NOBLE Staff | 16 |
| Beyond NOBLE | 19 |

Background

The North Of Boston Library Exchange (NOBLE) is a cooperative effort of 25 area libraries founded to improve library service through automation. Seventeen public library members, seven academic libraries and one special library are members of NOBLE. We have the highest percentage of academic members among Massachusetts' multi-type consortia.

Our libraries are primarily located in the near northern suburbs of Boston including the coastal communities from Winthrop to Beverly and along the Route 128/I-95 corridor, from Gloucester to Reading and Stoneham. Our academic library members extend further, including the Merrimack Valley and Boston.

NOBLE was the first automated resource sharing network in Massachusetts, the first on the Internet in Massachusetts, and the first to offer a full-text online periodical service, EBSCO. Since our founding forty years ago, NOBLE has cost-effectively improved service to its libraries and their users through technology.

Initially facilitating a shared database of library holdings, NOBLE was founded to improve library service by streamlining the identification and sharing of needed library resources among member libraries. In addition to managing and adding value to a shared library automation system, services have grown to include shared electronic resources – online periodical databases, downloadable audiobooks, e-books and magazines, and a digital library of local resources – to better support the needs of our libraries and their users. NOBLE also provides a gateway to other Internet resources and resources provided by the Massachusetts Board of Library Commissioners and the Massachusetts Library System, and the Commonwealth Catalog.

The cooperative nature of NOBLE, coupled with significant grant funding provide technology and services that would be far out of reach for a single library. Working together through NOBLE, our libraries have been able to extend the reach of the library, becoming a 24-hour information source via the Internet.

NOBLE is located at 5 Cherry Hill Drive, Suite 250, in Cherry Hill Corporate Center, in Danvers. Our facility includes offices and a meeting room .

Member libraries agree to follow policies and procedures passed by the Members Meeting as posted on the Staff Information System, including freely loaning their collections to other members, honoring other NOBLE library cards, following the mutual circulation policies, verifying the identity of card applicants and following standard cataloging rules.

Where to Find Help and Information

NOBLE Staff Information System (SIS)

<https://www.noblenet.org/sis/>

- NOBLE policies & procedures
- Bylaws and Action Plans
- Meeting minutes
- Documentation for most of our services, particularly the Evergreen system
- Statistics dashboard
- Calendar of NOBLE events with links to registration

Contact

The following email addresses should be used if you have any questions or need support:

- support@noblenet.org - General support questions.
- paula@noblenet.org - Billing or cooperative purchasing questions.
- mahearn@noblenet.org - Support through the PC Support program (for PC support subscribers.)

NOBLE Policies

The [ByLaws and Policy page](#) of the SIS is where you can find all NOBLE policies approved by the Executive Board and Membership. The below policies are important ones that you should become familiar with as a new director.

Staff turnover

- When hiring new staff that requires access to Evergreen, NOBLE policy requires the employee to sign the [NOBLE Confidentiality Agreement](#). This agreement should be returned to NOBLE, usually at the time that Evergreen and Google Workspace accounts are requested.
- When staff resign or otherwise leave the library, the library is required to notify NOBLE staff so that we may deactivate accounts.
 - Evergreen, Google Workspace and other accounts are only available for current employees.

- If you need to keep a Google Workspace account active for a departing employee to gather needed communications, please let NOBLE know. The network can extend access to the director for up to three months.

Patron registration and library card policies

- A public library patron without a library card who lives in the state of Massachusetts can apply and receive one in any NOBLE library.
- Local library policy determines requirements for issuing cards to out-of-state patrons or allowing out-of-state cards to be used at your library.
- Identification verifying the street address is required to issue a card.
- Any NOBLE public or academic library card can be used in any NOBLE library.
 - Exceptions are teacher cards, local-use only cards, institutional cards, non-circulation/electronic access cards, and non-academic library cards of out-of-state residents (local option to accept).

NOBLE telecommunication lines

- These lines can only be used exclusively for library services and cannot be used for other purposes, such as HVAC systems, security systems, or telephone systems.
- Any other potential use of the NOBLE line should be communicated to NOBLE staff at the beginning of a project to ensure such use is allowed.

RFID projects / third-party integrations

- Libraries considering RFID projects should contact NOBLE to ensure they follow NOBLE standards for encoding the tags.
- Libraries should communicate with NOBLE during the selection process about any potential third-party software or hardware products that require Evergreen integration. This communication is necessary for any products that require a patron to log in or that retrieves bibliographic, item, patron, or other information from the system.

Designated Staff Contacts

Each library is responsible for assigning designated contacts for communications with the network.

- **Authorized Voting Representative** The NOBLE Bylaws provide for the designation of one voting representative from each member library, typically the library director.
- **Alternate Authorized Voting Representative** Each library may appoint alternate voting representatives in advance to be authorized to vote if the main representative is unable to attend a Members Meeting. Multiple alternate representatives are allowed.
- **Circulation Contact** The Circulation Contact will ensure that local practices are in compliance with NOBLE circulation policies and procedures and that library staff members are trained in proper circulation procedures, patron data entry standards, and patron confidentiality policies. This staff member will attend and participate in NOBLE circulation training, circulation meetings and monitor the Circulation-contacts and NOBLE-Info e-mail groups.
- **Cataloging Contact** The Cataloging Contact will ensure that local practices are in compliance with NOBLE policies and procedures and that library staff members are trained in proper cataloging procedures, and bibliographic and items data entry standards. This staff member will attend and participate in NOBLE cataloging training, cataloging/technical services meetings and monitor the Cataloging-contacts and NOBLE-Info e-mail groups.
- **Gmail/Google Workspace Contact** (libraries using NOBLE's Google Workspace service only). This contact provides ongoing training and support for users in their own libraries. They will serve as a liaison to NOBLE staff on setting up new accounts, removing accounts as needed, etc., as authorized by their Library Director, and report any suspicious activity to NOBLE staff. The staff member will attend and participate in NOBLE Google Workspace training and meetings, and monitor the Google Workspace-contacts and NOBLE-Info e-mail groups.
- **Technical Contact** (public libraries using a NOBLE-supplied Internet line) The technical contact must be able to access software documentation, software licenses and passwords, IP addresses and switch mapping, software consoles, and information relevant to the library's LAN configuration. The technical contact must be familiar with all NOBLE-related telecommunications and computer equipment, perform preliminary troubleshooting, assist NOBLE's telecommunications vendors with connectivity and equipment issues, and disseminate information within the library. This staff member will attend technical contact meetings and monitor the Technical-contacts and NOBLE-Info e-mail groups.

Finances

Funding

NOBLE is primarily funded through membership fees from our libraries. Approximately 84% of our funding comes directly from our member libraries.

NOBLE also receives significant support through the Massachusetts Board of Library Commissioners (MBLC), the state library agency. MBLC funding from the state budget typically varies from year to year depending on the appropriations from the Legislature. The MBLC funding supports resource sharing functions of our general operations, subsidizes our telecommunications expenses, supplements our OverDrive collection, and provides funding for our infrastructure.

NOBLE libraries have contributed to a capital fund to provide for future technology and site upgrades as part of the annual assessment.

Budget

Our fiscal year starts on July 1 and ends on June 30. The budget for the following fiscal year is presented at the September Members Meeting with the projected annual membership assessments. The budget is voted at the following Members Meeting.

General assessments are based on a frozen formula of 75% divided equally, 12.5% based on circulation and 12.5% based on cardholders (for public libraries) or FTE students (for academic library members). Branches and telecommunications services incur additional charges.

Additional required assessments support a shared collection OverDrive downloadable ebooks, audiobooks and magazines, and a shared collection of eleven EBSCO periodical databases.

Invoicing

Libraries have a choice to be invoiced:

- Once annually on August 1.
- Six times per year every two months starting on August 1.

All invoices are payable in 30 days. If no payment is received by NOBLE by 30 days after the end of a billed period, a notice will be issued by the NOBLE Treasurer that in 30 days service will be suspended unless payment is received. Interest of 1.5% per

month as of 30 days after the billing date will accrue if a bill is not paid by 30 days after the end of a billing period.

Governance

NOBLE is a 501(c)(3) tax-exempt non-profit corporation recognized as a charitable organization by the Massachusetts Attorney General. NOBLE is directed by its member libraries who approve the annual budget, establish NOBLE policies, and elect officers at the Meeting of the Members (Members Meeting).

Meeting of the Members

Member library directors meet approximately five times per fiscal year to:

- Set the budget and assessment for the following fiscal year
- Approve any new policies or policy changes that affect all member libraries
- Hear updates and reports

Agenda items come from Executive Board actions. The Annual Meeting in May includes election of officers.

Executive Board

Four officers and five at-large members selected by the President have meetings scheduled monthly except July. The Executive Board serves as budget and finance committee, making revisions as needed during the fiscal year and recommending a budget to membership for the following fiscal year; reviews proposed policies and makes recommendations to Members; serves as planning committee, reviewing proposed annual action plan, strategic plan and technology plan; and serves as NOBLE's personnel committee.

Issues come to the Executive Board from Working Groups, NOBLE's management team, Board members or library directors.

Officers and Board Members

President

Provides leadership for NOBLE and, in conjunction with the Executive Board, delegates the management of NOBLE to the Executive Director. Has authority to act as Signatory for all NOBLE business. Provides direction, support and feedback/evaluation to the

Executive Director. Exercises general supervision over the interests and welfare of NOBLE.

Vice-President/President-Elect

Assists in overseeing the management of NOBLE. Serves as an aide to the President and as President-in-training.

Treasurer

Provides oversight for the fiscal activities of NOBLE.

Clerk

Ensures the maintenance of an accurate and timely record of all official NOBLE Executive Board and Members Meetings.

Executive Board Member

Provides direction and guidance for NOBLE. Furthers the goals and objectives approved by membership.

Executive Director

Administers and oversees the operations and policies of NOBLE under the guidance of the Executive Board. Prepares the annual budget and action plan for presentation to the Board and monitors and approves the expenditure of funds. Evaluates the needs of our libraries and NOBLE and proposes services, activities and changes in operation. Serves as chief human resources officer, recruiting and retaining a dedicated staff. Responsible for the security, maintenance and operation of NOBLE office and training facilities. Provides direction and assistance to working groups and other advisory groups. Monitors emerging technologies and professional trends to keep NOBLE services current and meeting the needs of our members. Oversees continuing education activities and keeps members informed of NOBLE events and services. Negotiates and monitors compliance with vendor contracts and office lease. Oversees grant applications and management. Represents NOBLE at state, regional and national meetings. Participates in Board meetings as an ex-officio non-voting member.

FY25 Executive Board

Officers

- *President:* Brian Courtemanche, Endicott College
- *Vice President/President Elect:* Catherine McDonald, Beebe Memorial Library, Wakefield
- *Treasurer:* Myron Schirer-Suter, Gordon College
- *Clerk:* Abigail Porter, Lynnfield Public Library

At Large

- Allison Babin, Beverly Public Library
- Theresa Hurley, Lynn Public Library
- Jonathan Nichols, Swampscott Public Library
- Rachel Overbeck, Stoneham Public Library
- Anna Sarneso, Bunker Hill Community College

Working Groups

Issue-focused Working Groups help to guide NOBLE policies and procedures to improve service at our member libraries. The Working Group participants represent a cross-section of library roles and library types and sizes. The Working Groups make recommendations to Executive Board.

The Working Groups for FY2025 are:

Electronic Resources and Database Working Group – ERDWG studies and makes recommendations on various issues related to the bibliographic and item database, including cataloging standards and record mapping issues, and makes recommendations on the NOBLE catalog, electronic resources, and the integration of electronic resources.

Resource Sharing Working Group – The RSWG assists in revising policies and standards to improve and assure the smooth functioning of resource sharing, and circulation in general. The sharing of resources was one of the founding principles of NOBLE, continues to be our hallmark service, and is key to the significant funding we receive from the Mass. Board of Library Commissioners.

Collection Management – The Collection Management team studies all issues related to cooperative collection management within NOBLE, including the

ongoing collection assessment reports, qualitative evaluation projects, and other measures to understand and enhance the collection of NOBLE as a whole, as well as the collections of our individual libraries. The group may conduct programs for all members on collection and resource topics.

Advocacy - The Advocacy Committee focuses on assisting libraries with planning legislative events and other activities.

The groups are authorized by the Executive Board for one fiscal year, and the call for volunteers goes out each spring.

Services to Member Libraries

Library Management System

NOBLE provides a shared, full-functioned Evergreen integrated library management system to assist our member libraries in efficient operation. Circulation transaction tracking, hold and overdue management, cataloging with database maintenance and authority control, software to aid in acquisition of library materials, course materials management, a system to automate the receipt of magazines, journals and other serials and of course a [catalog](#) are all part of the integrated system.

NOBLE moved to the open source Evergreen system in 2012 to contain costs, provide more control and better serve our libraries due to consortia-friendly design and the ability to tailor the software to our needs. Open source software is well suited to our operations, designing and funding improvements in conjunction with other Evergreen systems.

Nearly 1.6 million items are loaned by NOBLE libraries annually.

Resource Sharing

NOBLE was founded by member libraries to foster the sharing of books and other library collections among neighboring libraries through automation 40 years ago.

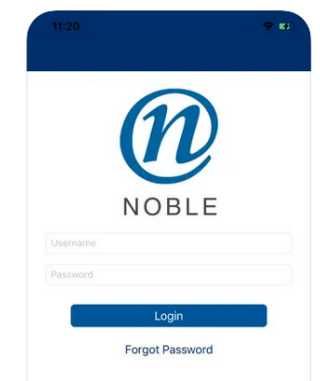
Currently nearly 750,000 items are shared among NOBLE libraries annually, through both interlibrary transfers and walk-in loans to patrons of other NOBLE libraries. NOBLE's integrated systems facilitate the requesting and tracking of interlibrary loan materials.

Doctoral research materials to children’s picture books are available via resource sharing among NOBLE libraries, including 2 million books, 81,000 audio recordings and 123,000 videos.

Greater access to materials is also provided through our connection to the statewide [Commonwealth Catalog](#), with many more millions of items from academic and public libraries across the state available for direct request and delivery to any NOBLE library.

Web Catalog of Library Resources

NOBLE’s full-featured Web catalog is available in member libraries and on the Internet at <http://catalog.noblenet.org>.



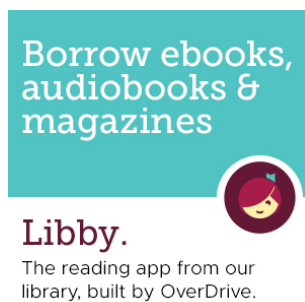
Users can search and request library materials, and can renew their own books and check their accounts via the Web. A [NOBLE Catalog app](#) is also available.

NOBLE’s catalog combines the 2.3 million holdings of our public and academic libraries into one catalog. Our Web catalog also gives users the choice of searching one library, a subset of libraries, or the entire database.

Keyword searching expands access to almost any word in the catalog record. Boolean searching, using a combination of search terms, is also available, as is limiting by format (videorecordings, books, etc.) and language.

Needed items not available in NOBLE can be directly requested through the [Commonwealth Catalog](#), which links systems like NOBLE throughout Massachusetts into one search and request interface, with materials delivered to your library.

OverDrive: Downloadable ebooks and audiobooks



NOBLE’s [OverDrive service](#) provides online access to popular downloadable audiobooks, ebooks and magazines. Over 27,900 ebooks, over 10,000 audiobooks and over 4,400 magazine titles are available.

NOBLE has partnered with seven other Massachusetts library networks to reciprocally share OverDrive collections, expanding the available items to over a million.

Member libraries can acquire and curate their own OverDrive Advantage collections which are also shared in NOBLE and with other networks, with local borrowers getting priority.

EBSCO Periodicals Online

NOBLE provides direct access to a collection of [EBSCO full-text databases](#) including the MasterFile Premier general periodicals database, Health Source Consumer Edition, Health Source Nursing/Academic Edition, Business Source Premier, Academic Source Elite and Newspaper Source databases for all members. The periodical databases now offer more than 4,000 periodical titles online in full text. The databases are updated daily, and are available at all member libraries and from homes, schools and businesses around the clock via the Internet with a valid borrower's card from a NOBLE library.



EBSCO access is funded by the libraries of NOBLE. Many libraries also license additional databases and services from EBSCO at a significant discount through NOBLE's group contract.

Over 42,000 full-text articles from EBSCO are viewed by NOBLE users annually.

Ezproxy - Access and Authentication Software

Ezproxy is a web proxy server that provides access from outside the library to restricted access websites that authenticate users by IP address. Originally written in 1999, the software was acquired by OCLC in 2008. NOBLE runs an instance of Ezproxy on a local server for each library. Users are authenticated via their Evergreen credentials or, in some cases, via a college single sign-on system.

Digital Heritage Resources

NOBLE is helping our libraries digitize and make available their local history and institutional history legacy on the Web.



Thousands of long-hidden images have been digitized and are available through the [NOBLE Digital Heritage](#) website, linked through our catalog, and linked to the statewide Digital Commonwealth project and the national Digital Public Library of America. Digitized local history books can also be linked.

NoveList Plus

The NoveList Plus database connects readers to their next book by making recommendations for what to read next. One of the most popular elements is read-alikes. This feature suggests titles that are 'just like' other titles, with read-alikes authors and series. It covers both fiction and nonfiction titles for all ages from the youngest readers to adults and has extra content like award-winning books, professional and reader reviews, discussion guides, curriculum guides, and articles.

Online Borrowers Card Registration

New library users can register for a card online from library websites and receive a library card number providing immediate access to electronic resources with online verification, 24 hours a day. If the basic address verification confirms their address, these users will keep their ecard account for three years. Ecard users can also place holds in Evergreen and should be upgraded to a physical card when picking up their hold for checkout.

Google Workspace: Email, Docs, Sheets, Drive, Calendar, etc.

NOBLE provides Google Workspace accounts for library staff in our libraries upon request of the director. A collection of cloud computing, productivity and collaboration tools, the accounts include email, a suite of office productivity tools such as a word processor, spreadsheet, slide presentations, calendar system, survey tool, etc., and individual and shared drive space.



Collection Management

NOBLE libraries engage in a continuous program of collection assessment and cooperative collection development, to better meet the needs of the users of all our libraries. Given their mission, constituents and history, each library has particular strengths to contribute to the realm of NOBLE information. Collection reports are available on-demand using NOBLE's List Maker functionality.

Group Discounts

NOBLE provides group discounts on EBSCO databases, Dell PCs and laptops, Envisionware and Wowbrary. Contact our Office Administrator for details.

Technology Support

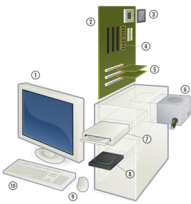
support@noblenet.org

NOBLE staff stand ready to assist with any questions about NOBLE services. Staff are on duty Monday through Friday, 8:30 am to 5 pm. You can reach us by email, support@noblenet.org, or via telephone at 978-777-8866.

Telecommunications

NOBLE provides connectivity and Internet access to our public libraries via a managed telecommunications network which is monitored and supported 24 hours a day.

PC Support



NOBLE assists our libraries with PC support through discounted group purchases of PCs and software, at a price over 20% lower than state contract pricing, PC consulting and an optional onsite PC maintenance program saving money for libraries while allowing staff to focus on library service.

Information Sharing

Roundtables

NOBLE staff facilitate a series of Roundtable meetings geared toward specific departments and functions in our libraries. The Roundtable meeting schedule typically includes Circulation, Technical Services, Children's Services, Directors and many others.

Presentations

NOBLE staff also conduct presentation meetings on specific topics of interest at the time in NOBLE. These include sessions in advance of new Evergreen releases and other new or continuing services, such as OverDrive.

Given the important role of resource sharing in NOBLE we also conduct an annual Holds meeting in the winter.

Library Expo

NOBLE conducts an annual Library Expo, usually in June. The Library Expo focuses on new and innovative projects libraries are doing, including trending topics, library experiences implementing technology, and demonstrations.

Consulting and Training

NOBLE offers a full-range of training and consulting opportunities to our libraries. Training takes place at NOBLE offices, on-site or online via Zoom. Training includes the use of our Evergreen integrated system software, our EBSCO databases, Internet resources and local technology.

We are always willing to meet with our member libraries to assist them in providing improved library service and taking greater advantage of the services we provide. Roundtable and other discussion opportunities allow librarians in NOBLE libraries to meet and share information about successful library operations and share expertise to improve library service.

Every NOBLE member library

Informal Discussion Groups

Library staff can also facilitate informal discussion groups which are open to all library staff in NOBLE libraries. NOBLE staff participate in the groups as appropriate, and we provide hosting support, but the groups are not officially sanctioned by NOBLE.

Current discussion groups include Social Media and Marketing, Young Adult Services, Library Programming and Inclusive Libraries.

E-mail Groups

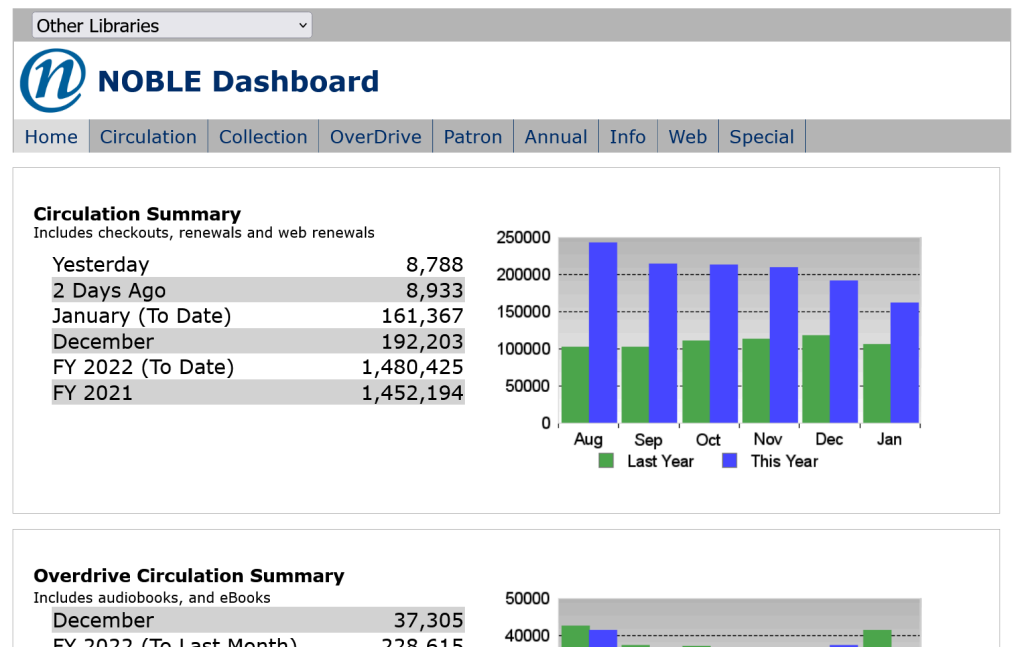
NOBLE facilitates [many e-mail groups](#) to facilitate discussion and information sharing among the staff of our member libraries. In addition to the general information NOBLE-Info list, we have specialized lists covering acquisitions, children's services, circulation, course reserves, Envisionware, Google Workspace, OverDrive, reader's advisory, reference, technical services and WordPress. You can register online for the groups at the link above.

Staff Information System: Documentation and News

Our [Staff Information System](#) contains information on NOBLE policies, procedures, Bylaws and Action Plans, meeting minutes, and documentation for most of our services, particularly the Evergreen system. Includes a calendar of NOBLE events with links to registration.

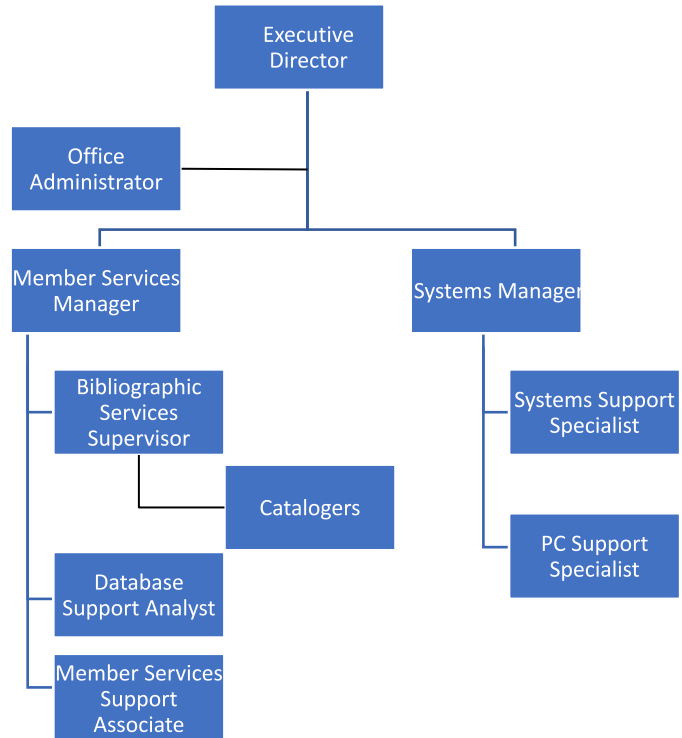
Statistics Dashboard

The [Statistics Dashboard](#) is an important part of the SIS. It includes daily, monthly and annual statistics on libraries' circulation, holdings and users and information on libraries' loan policies, calendar and authorized users.



NOBLE Staff

- Kathy Lussier
Executive Director
klussier@noblenet.org
Administration, budget, planning
- Elizabeth B. Thomsen
Member Services Manager
et@noblenet.org
Database Management, OverDrive, EBSCO, NoveList, Serials, Acquisitions, Training, Interest Groups, Web pages
- Martha Driscoll
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Computer systems and networks
- Michele Morgan
Systems Support Specialist
mmorgan@noblenet.org
Systems operations and troubleshooting, Google Workspace accounts
- Christine Morgan
Database Support Analyst
cmorgan@noblenet.org
Acquisitions, database maintenance and copy cataloging
- Michael Ahern
PC Support Specialist
mahearn@noblenet.org
PC Support including troubleshooting and consultation for all libraries; on-site service for libraries who have purchased the option
- Gabe Jayroe
Member Services Support Associate
gjayroe@noblenet.org
Google Workspace Accounts, Basic Evergreen support
- Paula Cartolaro
Office Administrator
paula@noblenet.org
Billing, bookkeeping, PC and peripherals orders, authorized representatives



NOBLE Member Libraries

Public Libraries:

- Beverly Public Library
- Peabody Institute Library of Danvers
- Everett Public Libraries
- Sawyer Free Library, Gloucester
- Lynn Public Library
- Lynnfield Public Library
- Abbot Public Library, Marblehead
- Melrose Public Library
- Peabody Institute Library, Peabody
- Reading Public Library
- Revere Public Library
- Salem Public Library
- Saugus Public Library
- Stoneham Public Library
- Swampscott Public Library
- Beebe Memorial Library, Wakefield
- Winthrop Public Library and Museum

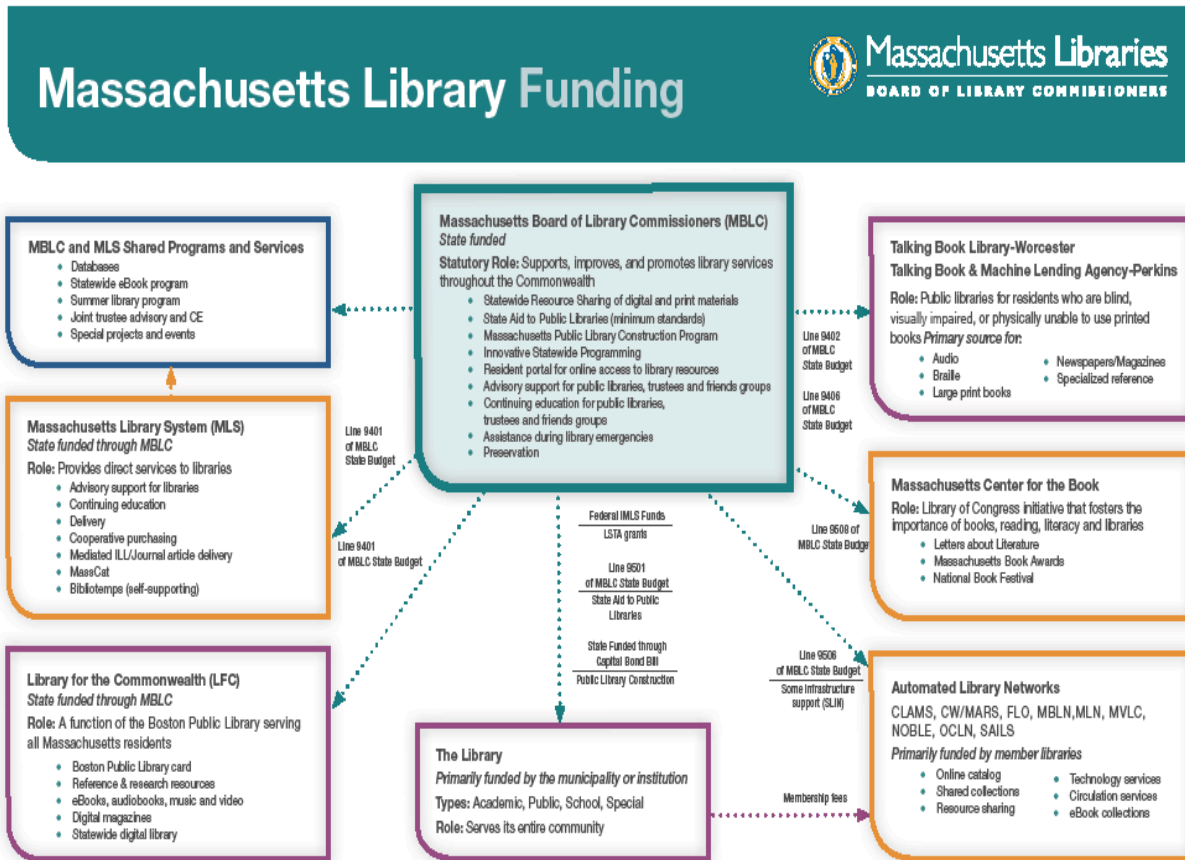
Special Library

- Mass. Board of Library Commissioners Professional Library, Boston

Academic Libraries:

- Bunker Hill Community College Library, Charlestown
- Endicott College, Halle Library, Beverly
- Gordon College, Jenks Library, Wenham
- Merrimack College, McQuade Library, North Andover
- Montserrat College of Art, Scott Library, Beverly
- Phillips Academy, Holmes Library, Andover
- Salem State University, Berry Library, Salem

Beyond NOBLE



Massachusetts Board of Library Commissioners,
https://mblic-newsroom-static.s3.amazonaws.com/collateral/official-docs/legislative/7504fc61_2017-funding-organizational-chart_download.pdf

November, 2024