

Welcome to NOBLE!

Our mission statement is simple:

NOBLE: the technology partner for libraries north of Boston

Contents:

Background	3
Services to Library Users: Gateway to Information	4
Web Catalog of Library Resources	4
OverDrive: Downloadable ebooks and audiobooks	4
EBSCO Periodicals Online	5
Digital Heritage Resources	5
NoveList Plus	5
Online Borrowers Card Registration	6
Services to Member Libraries	7
Library Management System	7
Resource Sharing	7
Google Workspace: Email, Docs, Sheets, Drive, Calendar, etc.	7
Collection Management	8
Group Discounts	8
Information Sharing	9
Roundtables	9
Presentations	9
Tech Expo	9
Consulting and Training	9
Informal Discussion Groups	9
E-mail Groups	10
Staff Information System: Documentation and News	10
Statistics Dashboard	10
Technology Support	11

Support@noblenet.org	11
Telecommunications	11
PC Support	11
Working Groups	12
Governance	13
Meeting of the Members	13
Executive Board	13
Officers and Board Members	13
FY23 Executive Board	15
Staff Organization Chart	15
Funding	16
Budget	16
State Library Funding and Programs	17
NOBLE Staff	18
NOBLE Member Libraries	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.

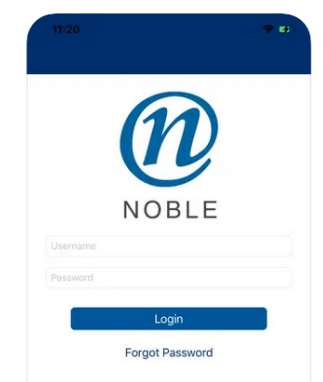
Services to Library Users: Gateway to Information

Library users are not limited to the tens of thousands of works at their particular location. Instead, direct access is available to 2.3 million items in NOBLE libraries. Likewise, all NOBLE library users enjoy access to an online periodical collection of over 4,000 titles in full text in general and specialized collections, many times larger than any single library's collection, and a collection of downloadable ebooks, audiobooks and magazines.

Beyond NOBLE, access through NOBLE is provided to library resources across Massachusetts.

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.

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.

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 over 640,000 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, 85,000 audio recordings and 130,000 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.

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.

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, 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.

Tech Expo

NOBLE conducts an annual Tech Expo, usually in June. The Tech Expo focuses on library technology, 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 in a fully-equipped training facility, on-site or via teleconference. 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.

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

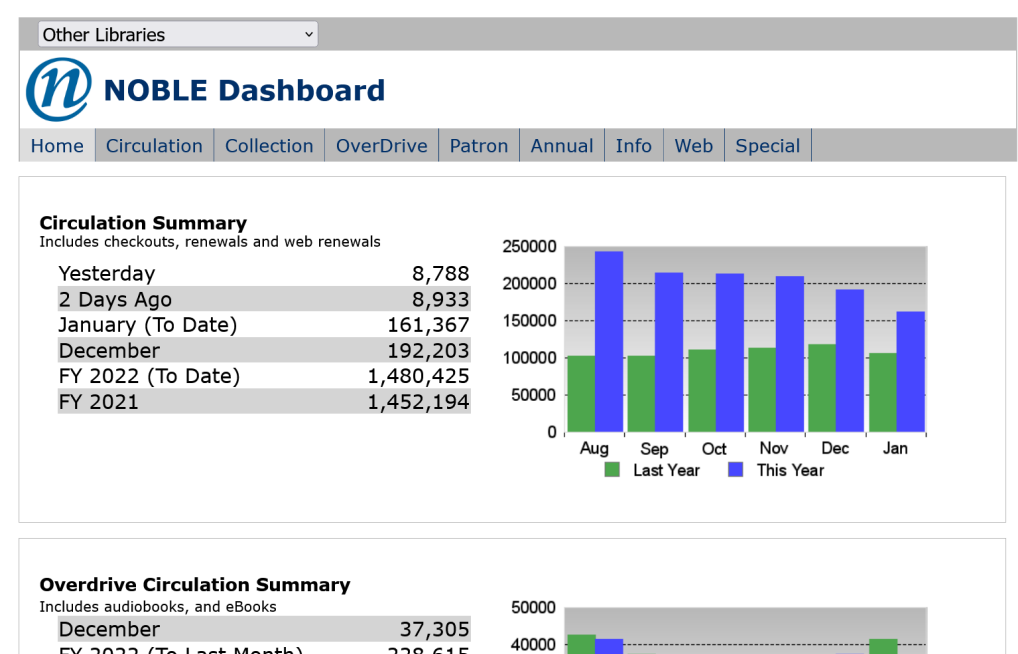
NOBLE facilitates [many e-mail groups](#) to facilitate discussion and information sharing among the staff of our member libraries. In addition to the general information NOBLE-Info list, we have specialized lists covering acquisitions, children's services, circulation, course reserves, Envisionware, 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.



Technology Support

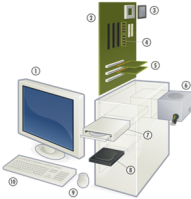
Support@noblenet.org

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.

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 FY2023 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. Considering renewal of our EBSCO contract will be on the group's agenda this fiscal year.

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.

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

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 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 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.

FY23 Executive Board

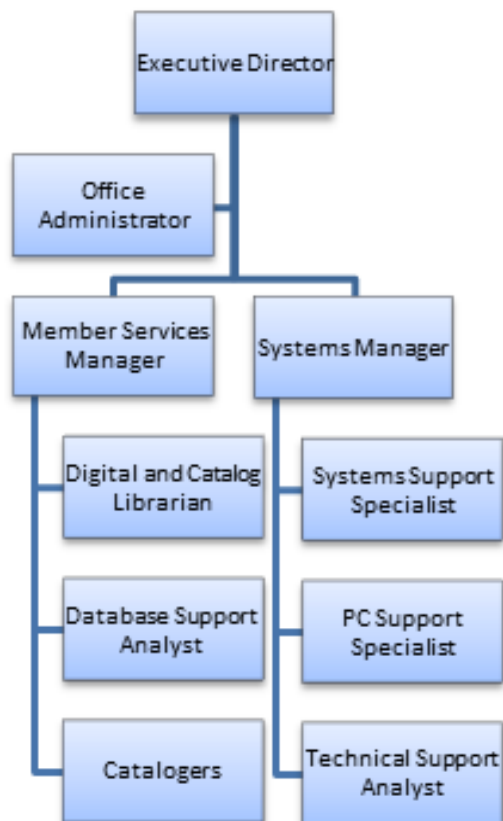
Officers

- *President:* Amy Lannon, Reading Public Library
- *Vice President/President Elect:* Brian Courtemanche, Endicott College
- *Treasurer:* Myron Schirer-Suter, Gordon College
- *Clerk:* Tara Mansfield, Salem Public Library

At Large

- Allison Babin, Beverly Public Library
- Linda Gardener, Melrose Public Library
- Theresa Hurley, Lynn Public Library
- Catherine McDonald, Beebe Memorial Library, Wakefield
- Cate Merlin, Peabody Institute Library, Peabody

Staff Organization Chart



Funding

NOBLE is primarily funded through membership fees from our libraries. Typically 90% 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. (See chart next page)

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

Budget

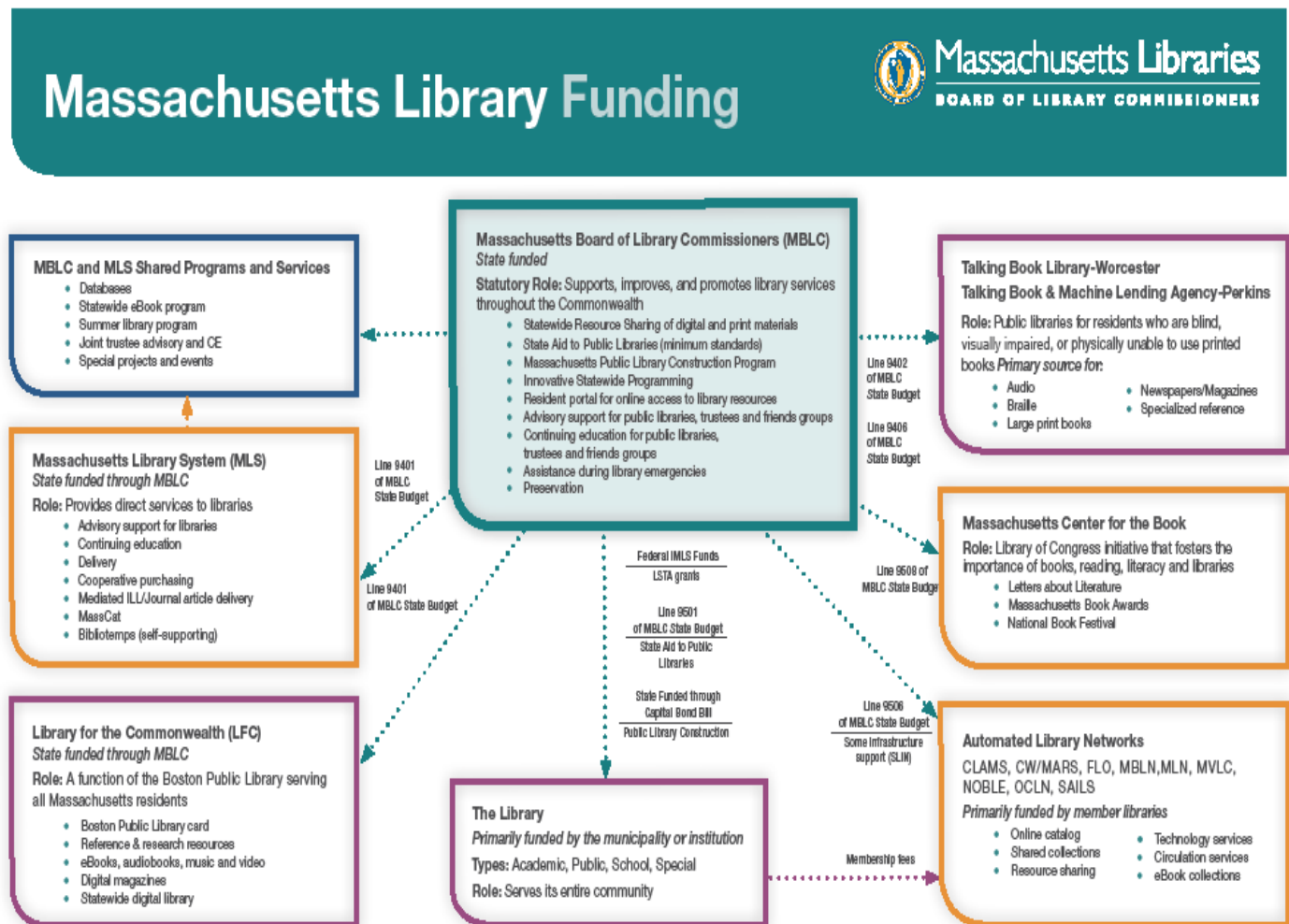
Our fiscal year starts on July 1 and ends on June 30. The budget for the following fiscal year is presented at the September Members Meeting with the projected annual membership assessments. The budget is voted at the following Members Meeting.

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.

Services covered by the general assessment include 24 hour system access for public and staff; centralized cataloging and database maintenance; circulation system with borrower notifications; Google Workspace for non-profits including email accounts, Google Drive, Docs, Sheets, etc.; telecommunications link and equipment with 24-hour monitoring; Digital Heritage website for documents or images on the history of the community; NoveList readers' advisory services; and training, consulting and roundtable discussions.

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

State Library Funding and Programs



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

NOBLE Staff

- **Ronald A. Gagnon**
Executive Director
gagnon@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**
Systems Manager
driscoll@noblenet.org
Computer systems and networks
- **Michele Morgan**
Technical Support Analyst
mmorgan@noblenet.org
Systems operations and troubleshooting, Google Workspace accounts
- **Christine Morgan**
Database Support Analyst
cmorgan@noblenet.org
Acquisitions, database maintenance and copy cataloging
- **George Lally**
PC Support Specialist
lally@noblenet.org
PC Support including troubleshooting and consultation for all libraries; on-site service for libraries who have purchased the option
- **Beth Willis**
Digital and Catalog Librarian
willis@noblenet.org
Digital Library, bibliographic database issues, Evergreen reports
- **Suzanne Paterno**
Systems Support Specialist
paterno@noblenet.org
System support, List Maker
- **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

January, 2023