
Goal 1. Training and Facilitation center

Improve service in NOBLE libraries by enhancing library staff knowledge on current library and technology topics by providing a full program of training, discussions and a clearinghouse for sharing library-produced materials

Actions	Timeframe for Activity	By Whom (optional)
A. Conduct at least six roundtable meetings.	June 30, 2015	Member Services Manager
B. Offer two half-days of onsite training/consulting to each member library.	June 30, 2015	Member Services Manager
C. Develop new online training materials for new functionality and services and revise existing for improvements.	June 30, 2015	Member Services Manager
D. Investigate and implement online collaboration space for sharing library-developed materials within Staff Information System framework.	February 28, 2015	Member Services Manager
E. Provide training on website software alternatives and infrastructure.	June 30, 2015	Member Services Manager

Goal 2. Lead with technology

Provide technology leadership to NOBLE libraries by highlighting new technologies through demonstrations, meetings and trials and seeking group purchases where advantageous. Library staff input will be sought in new technology initiatives through roundtables, email, working groups and participating in MassLNC Evergreen development process.

Actions	Timeframe for Activity	By Whom (optional)
A. Conduct a session on use of tablet and mobile technology and NOBLE services	January 31, 2015	Member Services Manager
B. Conduct a session on working with third-party services that use Evergreen.	June 30, 2015	Member Services Manager
C. Implement patron expiry email notices to assist in consistent patron services while keeping the patron database up-to-date.	March 31, 2015	Systems Manager and Technical Assistant
D. Investigate and implement the ability to print single-item receipts in Evergreen	March 31, 2015	Systems Manager and Technical Assistant
E. Investigate and implement web-based patron self-registration functionality.	May 31, 2015	Systems Manager and Technical Assistant
F. Participate in the conversion of the Evergreen staff client to web-based technology with MassLNC and other funding partners.	June 30, 2015	NOBLE Evergreen Staff

G. Test and implement Boolean searching in the NOBLE Evergreen catalog.	April 30, 2015	Member Services Manager and Database Assistant
H. Investigate and implement Evergreen development to allow library-initiated batch-loading of patron and bibliographic records.	May 31, 2015	Systems Manager
I. Investigate and implement Evergreen development to allow batch editing of bibliographic records.	May 31, 2015	Member Services Manager and Systems Manager
J. Reduce the number of logins needed by NOBLE library staff by researching and implementing a common login for staff services, Staff Information System, email and calendar.	June 30, 2015	Member Services Manager and Systems Manager

Goal 3. Streamline and simplify user access policies.

Streamline and simplify use of NOBLE services by reviewing and developing policies that improve access for users, ease of applicability for staff and greater uniformity to improve service and implementation.

Actions	Timeframe for Activity	By Whom (optional)
A. Work with a group, to be authorized by Executive Board and appointed by the President, to examine standardization of circulation rules in NOBLE libraries.	April 30, 2015	NOBLE Management Team
B. Revise Borrowers Card Policy to include changes from patron self-registration functionality.	April 30, 2015	NOBLE Management Team with Resource Sharing Working Group
C. Move to a consistent method of authentication across all products for library users, including electronic resources such as EBSCO, OverDrive and Evergreen.	June 30, 2015	Member Services Manager and Systems Manager

Goal 4. Improve access to data

Improve access to management statistics through automated reports, an improved custom reports interface and automatic ongoing accessibility of current data.

Actions	Timeframe for Activity	By Whom (optional)
A. Specify and instigate Evergreen development of a dashboard access to reports and statistics.	December 31, 2014	Executive Director with NOBLE Evergreen Staff
B. Conduct three focus groups to determine statistical needs of member libraries from OverDrive, EBSCO and Evergreen.	December 31, 2014	Member Services Manager
C. Improve OverDrive statistics by relating type of user and type of materials used.	May 31, 2015	Member Services Manager

Goal 5. Coordinate and promote e-content

Coordinate a cooperative e-content collection for NOBLE libraries of all types to improve ease of access and control costs. Participate in statewide e-content efforts, advocating for the needs of NOBLE libraries and improved access.

Actions	Timeframe for Activity	By Whom (optional)
A. Investigate possible funding source for shared research ebook collection.	March 30, 2015	Executive Director
B. Work with the Electronic Resources and Database Working Group to investigate and make recommendations on a discovery service to maximize use of electronic resources.	June 30, 2015	Member Services Manager
C. Transfer NextReads service to EBSCO's new LibraryAware platform.	December 31, 2014	Member Services Manager
D. Investigate the LibraryAware library PR platform for additional services that could be of value to NOBLE and our libraries.	May 31, 2015	Member Services Manager
E. Implement OverDrive API to provide availability information and checkout capability from the NOBLE Evergreen catalog.	June 30, 2015	Member Services Manager and Systems Manager

Goal 6. Provide continuity of knowledge and service

Maintain and improve NOBLE services, including the shared library system, web services, telecommunications and training, for the betterment of our member libraries and their users. Continuity of service, support, technology leadership and training will be maintained through a staff of adequate size that is well-trained, equipped with current tools, facilities, learning opportunities and knowledge, and competitively remunerated.

Actions	Timeframe for Activity	By Whom (optional)
A. Improve and maintain telecommunications network by replacing end-of-life main switch and central site router.	June 30, 2015	Systems Manager
B. Maintain currency of Evergreen software by implementing new features in Release 2.5.	December 31, 2014	Member Services Manager, Systems Manager
C. Investigate and implement Evergreen Release 2.6.	June 30, 2015	Systems Manager, Member Services Manager
D. Upgrade and/or extend NOBLE staff equipment to include greater portability for efficiency and as a testbed for improved services.	March 30, 2015	Executive Director, Systems Manager, in consultation with NOBLE staff
E. Upgrade or replace Omeka Digital Heritage site software to be seamlessly compatible with Digital Commonwealth and Digital Public Library of America.	January 30, 2015	Member Services Manager, Digital and Catalog Librarian
F..Investigate options for Evergreen hardware nearing end of life, including but not limited to acquiring replacement hardware at NOBLE, replacement hardware located offsite and complete outsourcing.	October 31, 2014	Systems Manager, in consultation with the Executive Director

G. Apply for an LSTA grant from the MBLC to support Evergreen hardware replacement if applicable.	March 1, 2015	Executive Director and Systems Manager
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Goal 7. Advocate for members

Advocate for and with member libraries to achieve mutual goals and shared objectives. Work with vendors, user groups, MassLNC and the open source community to further NOBLE goals and explore business opportunities and models. Continue working with the networks, the Mass. Library System, the Mass. Board of Library Commissioners, library associations, news media and members to advance the future of libraries in our area.

Actions	Timeframe for Activity	By Whom (optional)
A. Work with MassLNC and the Evergreen community to specify software improvements, to be funded by MassLNC and NOBLE, based on needs reported by member libraries.	June 30, 2015	Member Services Manager
B. Present to local civic groups on the new and improved services provided by NOBLE and our libraries.	June 30, 2015	Executive Director, Member Services Manager
C. Participate in statewide, regional and national digital library projects, including the Digital Commonwealth and the Digital Public Library of America to promote the interests and collections of NOBLE libraries.	June 30, 2015	Member Services Manager, Digital and Catalog Librarian
D. Represent NOBLE to potential member libraries to enhance the cooperation and resource sharing potential of NOBLE.	June 30, 2015	Executive Director
E. Publicize new mobile catalog interface in traditional media and social media.	June 30, 2015	Executive Director and Member Services Manager