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**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

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Actions	Timeframe for Activity	By Whom (optional)
A. Conduct at least six roundtable meetings.	June 30, 2016	Member Services Manager
B. Offer two half-days of onsite training/consulting to each member library.	June 30, 2016	Member Services Manager
C. Develop new online training materials for new functionality and services and revise existing for improvements.	June 30, 2016	Member Services Manager
D. Design and implement multi-part online courses on three different topics related to staff use of NOBLE services.	February 28, 2016	Member Services Manager
E. Hold a Tech Expo in the spring to highlight recent and forthcoming changes in library technology, including large group and hands-on presentations.	June 30, 2016	Management Team
F. Participate in planning, presenting and attending the annual MassLNC conference.	May 31, 2016	NOBLE Evergreen Staff

G. Provide training on new NOBLE-facilitated shared Google functionality	December 31, 2015	Member Services Manager and Systems Manager
H. Present an Internet Privacy Workshop for library staff utilizing outside experts.	December 31, 2015	Management Team

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**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.

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<b>Actions</b>	<b>Timeframe for Activity</b>	<b>By Whom (optional)</b>
A. Introduce and demonstrate new Evergreen web-based staff client.	December 31, 2015	Member Services Manager, Systems Manager and respective staff
B. Complete implementation of no-cost Google apps functionality, including Google docs and calendar, to improve data sharing and collaboration while reducing costs.	May 31, 2016	Systems Manager and Technical Assistant
C. Introduce new Commonwealth Catalog site and functionality and close-out of former Virtual Catalog.	December 31, 2015	Member Services Manager, Systems Manager and Technical Assistant
D. Conduct a program demonstrating Windows 10 and low-cost/no-cost alternatives	December 31, 2015	Systems Manager and PC Support Specialist
E. Develop NOBLE RFID standards.	February 28, 2016	Executive Director and Systems Manager

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**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.

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<b>Actions</b>	<b>Timeframe for Activity</b>	<b>By Whom (optional)</b>
A. Move to a consistent method of authentication across all products for library users, including electronic resources such as EBSCO, OverDrive and Evergreen.	April 30, 2016	Member Services Manager and Systems Manager
B. Facilitate findings of Circulation Policy Working Group through the policy change process if applicable.	May 30, 2016	NOBLE Management Team with Executive Board

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**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.

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<b>Actions</b>	<b>Timeframe for Activity</b>	<b>By Whom (optional)</b>
A. Develop an easy-to-access data dashboard for library managers, to include important data from NOBLE services with graphical analysis	December 31, 2015	Systems Manager, Member Services Manager and staff
B. Provide documentation and small group training opportunities on accessing Evergreen data through the web staff client.	May 31, 2016	Member Services Manager
C. Investigate and implement Evergreen development to allow library-initiated batch-loading of patron records.	March 31, 2016	Systems Manager
D. 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, 2016	Member Services Manager and Systems Manager
E. Shift all cataloging to RDA and update data in existing records for compatibility.	January 1, 2016	Member Services Manager and Cataloging and Digital Librarian

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**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.

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<b>Actions</b>	<b>Timeframe for Activity</b>	<b>By Whom (optional)</b>
A. Investigate, discuss and prepare for group purchase option for statewide ebook database in FY17.	May 31, 2016	Management Team
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, considering the statewide project among the options.	June 30, 2016	Member Services Manager
C. Work with the Electronic Resources and Database Working Group to arrive at a recommendation on expiring EBSCO periodical database contract.	April 30, 2016	Member Services Manager and Executive Director
D. Work with the Electronic Resources and Database Working Group to arrive at a recommendation on expiring NoveList Plus service and NoveList Select catalog enhancement service.	May 31, 2016	Member Services Manager and Executive Director
E. Implement OverDrive API when available to provide availability information and checkout capability from the NOBLE Evergreen catalog.	June 30, 2016	Member Services Manager and Systems Manager

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**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.

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<b>Actions</b>	<b>Timeframe for Activity</b>	<b>By Whom (optional)</b>
A. Provide record loading and authentication services for NOBLE libraries' participation in statewide ebook database.	June 30, 2016	Member Services Manager, Systems Manager
B. Maintain currency of Evergreen software by implementing new features in Release 2.8.	December 31, 2015	Member Services Manager, Systems Manager and Executive Director
C. Investigate and implement Evergreen Release 2.9.	June 30, 2016	Systems Manager, Member Services Manager and Executive Director
D. Upgrade or replace workstations and related technology in the NOBLE training room, funded from capital account.	March 30, 2016	Systems Manager and staff
E. Work with member libraries to expand collections available in NOBLE Digital Heritage site, for inclusion in the Digital Commonwealth and Digital Public Library of America.	June 30, 2016	Member Services Manager, Digital and Catalog Librarian
F. Upgrade/replace Evergreen hardware nearing end of life utilizing MBLC Capital/Infrastructure Support funds and NOBLE capital funds.	June 30, 2016	Systems Manager, in consultation with the Executive Director

G. Complete facility improvements, including computer room HVAC systems, lighting improvements and other facility improvements to reduce energy costs, improve system reliability, improve operating efficiency and appearance.	December 31, 2015	Executive Director and Systems Manager
H. Participate in testing of newly released web staff client functionality.	June 30, 2016	NOBLE Evergreen Staff
I. Investigate alternatives to Omeka as platform for NOBLE Digital Heritage.	April 30, 2016	Member Services Manager and Catalog and Digital Librarian



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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.

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<b>Actions</b>	<b>Timeframe for Activity</b>	<b>By Whom (optional)</b>
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, 2016	Member Services Manager and NOBLE Evergreen Staff
B. Present to local civic groups on the new and improved services provided by NOBLE and our libraries.	June 30, 2016	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, 2016	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, 2016	Executive Director
E. Develop new print promotional piece for NOBLE services.	June 30, 2016	Executive Director

Approved at Members Meeting, November 20, 2014