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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)
<p>A. Conduct at least six roundtable meetings.</p> <p><i>Roundtables held: Circulation 11/17/15; Mobile, 3/2/16; separate Circulation for academics and publics 3/29 and 3/31; "What do you use..." 4/7; WordPress 5/3; and Social Media, 5/24.</i></p>	June 30, 2016	Member Services Manager
<p>B. Offer two half-days of onsite training/consulting to each member library.</p> <p><i>Five libraries took advantage of onsite training/consulting: Everett, Lynnfield (2 sessions), Melrose, Northern Essex and Revere, for a total of six sessions. More promotion will be forthcoming.</i></p>	June 30, 2016	Member Services Manager
<p>C. Develop new online training materials for new functionality and services and revise existing for improvements.</p> <p><i>Sixty-five new pages added to Staff Information System; 58 pages edited; 82 files added (images, PDFs, etc.); 11 new Screencasts created.</i></p>	June 30, 2016	Member Services Manager
<p>D. Design and implement multi-part online courses on three different topics related to staff use of NOBLE services.</p> <p><i>Deferred to FY17.</i></p>	February 28, 2016	Member Services Manager
<p>E. Hold a Tech Expo in the spring to highlight recent and forthcoming changes in library technology, including large group and hands-on presentations.</p> <p><i>Tech Expo was held on June 7; sessions included Secret Language of NOBLE, State of Evergreen, NOBLE Reports Tools, NOBLE Dashboard, New NOBLE Digital Heritage Site, Lightning Talks by member librarians and Google: maps, custom search engines and Ngrams.</i></p>	June 30, 2016	Management Team

<p>F. Participate in planning, presenting and attending the annual MassLNC conference.</p> <p><i>With the reorganization of MassLNC in light of MVLC's departure, a conference was not held this fiscal year.</i></p>	<p>May 31, 2016</p>	<p>NOBLE Evergreen Staff</p>
<p>G. Provide training on new NOBLE-facilitated shared Google functionality</p> <p><i>Three sessions each of Google Apps 1: Communication (Gmail, contacts, groups, calendars) and Google Apps2: Productivity (Docs, Sheets, Slides, Drive) were conducted in the training room in September and October, 2015. Three hands-on Gmail sessions were conducted in the NOBLE training room in the spring of 2016.</i></p>	<p>December 31, 2015</p>	<p>Member Services Manager and Systems Manager</p>
<p>H. Present an Internet Privacy Workshop for library staff utilizing outside experts.</p> <p><i>On September 29<sup>th</sup>, an Internet Privacy Workshop was conducted by the Library Freedom Project and the ACLU which was attended by 22 librarians plus NOBLE staff.</i></p>	<p>December 31, 2015</p>	<p>Management Team</p>

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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>
<p>A. Introduce and demonstrate new Evergreen web-based staff client.</p> <p><i>Development of the web staff client by Equinox moved at a slower pace than originally planned. A one-hour demonstration session was held in our meeting room as part of the Tech Expo on June 7, 2016, with more information to come in FY2017..</i></p>	December 31, 2015	Member Services Manager, Systems Manager and respective staff
<p>B. Complete implementation of no-cost Google apps functionality, including Google docs and calendar, to improve data sharing and collaboration while reducing costs.</p> <p><i>Google Docs, Sheets and Forms were gradually introduced through use by NOBLE staff with working groups, etc. Google Books links were added into matching records in the NOBLE catalog in March. A "Fun with Google" session was held at the Tech Expo to demonstrate making maps, custom Google search engines and advanced functionality in Google Books.</i></p>	May 31, 2016	Systems Manager and Technical Assistant
<p>C. Introduce new Commonwealth Catalog site and functionality and close-out of former Virtual Catalog.</p> <p><i>NOBLE libraries were migrated to the new Commonwealth Catalog in November. Training contacts were identified by libraries and six hands-on training sessions were held by NOBLE. A large-group discussion and troubleshooting session with Walter Stine of FLO, MassCat's operator, was held on December 2.</i></p>	December 31, 2015	Member Services Manager, Systems Manager and Technical Assistant
<p>D. Conduct a program demonstrating Windows 10 and low-cost/no-cost alternatives</p> <p><i>In light of the free upgrades available to Windows 10, and demonstrations of Linux PCs in prior years, this demonstration was tabled.</i></p>	December 31, 2015	Systems Manager and PC Support Specialist

<p>E. Develop NOBLE RFID standards.</p> <p><i>An RFID Policy was approved at our May 21, 2015, Members Meeting</i></p>	<p>February 28, 2016</p>	<p>Executive Director and Systems Manager</p>
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Additionally:

**Credit Cards** – Acceptance of credit card payments for fines and lost items was implemented on February 29, 2016. This had been an objective in prior years.

**Evergreen Hackfest** -- NOBLE hosted the annual Hackfest for the Evergreen community in November, 2015. 14 Evergreen developers participated in person plus several online through Google Hangout. In person participants came from British Columbia, Indiana, Georgia, Washington state, and South Carolina as well as from Berklee in Boston and C/W MARS and MVLC. The members of NOBLE’s Evergreen team also participated, particularly in discussions on improvements to course reserves software, catalog search engine and acquisitions. Nineteen bugs were fixed, some recent, some going back a few years.

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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>
<p>A. Move to a consistent method of authentication across all products for library users, including electronic resources such as EBSCO, OverDrive and Evergreen.</p> <p><i>Social media signon was investigated in conjunction with the Mass. Board of Library Commissioners and consultant Janus Associates, but it presented too many security issues to implement. Investigation will continue.</i></p>	April 30, 2016	Member Services Manager and Systems Manager
<p>B. Facilitate findings of Circulation Policy Working Group through the policy change process if applicable.</p> <p><i>The Circulation Policy Working Group recommended several changes that were passed into policy: uniform loan period for network transfers; standardized notice schedule with additional opt-in notices; move to automatic billing.</i></p>	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>
<p>A. Develop an easy-to-access data dashboard for library managers, to include important data from NOBLE services with graphical analysis</p> <p><i>The Statistics Dashboard debuted on July 1, 2015, with several data additions through the year. The Dashboard presents data not formerly available, much configured for downloading. Local data and NOBLE-wide statistics are included.</i></p>	December 31, 2015	Systems Manager, Member Services Manager and staff
<p>B. Provide documentation and small group training opportunities on accessing Evergreen data through the web staff client.</p> <p><i>As the web client release was delayed, the training opportunities were not conducted.</i></p>	May 31, 2016	Member Services Manager
<p>C. Investigate and implement Evergreen development to allow library-initiated batch-loading of patron records.</p> <p><i>While the concept was advanced through MassLNC and academic communities within Evergreen, no interface was made available in FY2016.</i></p>	March 31, 2016	Systems Manager
<p>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.</p> <p><i>While research was done during the year, the objective was not achieved in FY2016.</i></p>	June 30, 2016	Member Services Manager and Systems Manager
<p>E. Shift all cataloging to RDA and update data in existing records for compatibility.</p> <p><i>Upon investigation, RDA conversion was found to be an expensive proposition that would deliver no service improvements at this time. New records added are full RDA and we are following OCLC policy and practice on RDA.</i></p>	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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Actions	Timeframe for Activity	By Whom (optional)
<p>A. Investigate, discuss and prepare for group purchase option for statewide ebook database in FY17.</p> <p><i>We investigated the Commonwealth Ebook Collection and hosted a meeting with Steve Spohn of the Mass. Library System. One drawback was the inferior MARC records provided which could not be loaded into our catalog. Due to lack of interest, a group purchase was not pursued in FY2016.</i></p>	May 31, 2016	Management Team
<p>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.</p> <p><i>NOBLE staff worked with Phillips Andover, Merrimack and Salem State on their EBSCO EDS implementations, which continue to be problematic and expensive, to the extent that Phillips dropped their implementation. No recommendations were considered pending resolution of outstanding issues.</i></p>	June 30, 2016	Member Services Manager
<p>C. Work with the Electronic Resources and Database Working Group to arrive at a recommendation on expiring EBSCO periodical database contract.</p> <p><i>ERDWG heartily recommended that our EBSCO contract be renewed, with favorable terms provided by EBSCO. Executive Board also affirmed the recommendation, which was approved at the June Members Meeting.</i></p>	April 30, 2016	Member Services Manager and Executive Director
<p>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.</p> <p><i>ERDWG unanimously recommended continuation of the NoveList Plus and Select Services. Executive Board also affirmed the recommendation, which was approved at the June Members Meeting.</i></p>	May 31, 2016	Member Services Manager and Executive Director

<p>E. Implement OverDrive API when available to provide availability information and checkout capability from the NOBLE Evergreen catalog.</p> <p><i>The OverDrive API is not available in core Evergreen at this time. We are monitoring its development and functionality.</i></p>	<p>June 30, 2016</p>	<p>Member Services Manager and Systems Manager</p>



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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>
<p>A. Provide record loading and authentication services for NOBLE libraries' participation in statewide ebook database.</p> <p><i>MARC records provided by the Commonwealth Ebook Collection do not meet NOBLE's minimum standards for loading. Authentication is being provided for participating libraries via NOBLE proxy service.</i></p>	June 30, 2016	Member Services Manager, Systems Manager
<p>B. Maintain currency of Evergreen software by implementing new features in Release 2.8.</p> <p><i>Evergreen Release 2.8 was implemented on July 22, 2015 after testing and customization on a test server.</i></p>	December 31, 2015	Member Services Manager, Systems Manager and Executive Director
<p>C. Investigate and implement Evergreen Release 2.9.</p> <p><i>Evergreen Release 2.9 was implemented on January 11, 2016 after testing and customization on a test server.</i></p>	June 30, 2016	Systems Manager, Member Services Manager and Executive Director
<p>D. Upgrade or replace workstations and related technology in the NOBLE training room, funded from capital account.</p> <p><i>Eight new Dell Optiplex PCs replaced decade-old Dell Precision PCs in the training room, acquired in September, 2015. A new wireless printer was added in June.</i></p>	March 30, 2016	Systems Manager and staff
<p>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.</p> <p><i>Four new collections (1 for Stoneham, 3 for Melrose) totaling 192 items were added to the NOBLE Digital Heritage in FY 2016. All are harvested for Digital Commonwealth and DPLA.</i></p>	June 30, 2016	Member Services Manager, Digital and Catalog Librarian

<p>F. Upgrade/replace Evergreen hardware nearing end of life utilizing MBLC Capital/Infrastructure Support funds and NOBLE capital funds</p> <p><i>After consulting with Equinox and tweaking quotes from Dell in FY2016, the new servers were not actually acquired until July, 2016. A combination of MBLC infrastructure funds and NOBLE capital funds were used to acquire two new database servers and four applications servers.</i></p>	<p>June 30, 2016</p>	<p>Systems Manager, in consultation with the Executive Director</p>
<p>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.</p> <p><i>Twenty year-old computer room HVAC system was replaced by two smaller, more efficient units in July, 2015. All fluorescent lighting in the office was replaced with more efficient LED fixtures in October, 2016. Both replacement projects were negotiated as part of lease renewal and done at no cost to NOBLE, and have produced significant energy and maintenance savings – 20% saving in electrical usage over the first six months.</i></p>	<p>December 31, 2015</p>	<p>Executive Director and Systems Manager</p>
<p>H. Participate in testing of newly released web staff client functionality.</p> <p><i>NOBLE staff participated in the testing of all available Evergreen web staff client releases, reporting issues through MassLNC. Contributions to the funding of the migration by MassLNC earned us the right to participate in testing as the modules were being developed.</i></p>	<p>June 30, 2016</p>	<p>NOBLE Evergreen Staff</p>
<p>I. Investigate alternatives to Omeka as platform for NOBLE Digital Heritage.</p> <p><i>After investigating options, NOBLE staff came up with a creative implementation of the new version of open-source Omeka, giving each participating library their own independent instance, all of which feed into a separate combined NOBLE instance which allows for searching the entire collection or individual collections and local branding of the library sites. The cutover to the new implementation was done on September 6, 2016 (actually FY2017).</i></p>	<p>April 30, 2016</p>	<p>Member Services Manager and Catalog and Digital Librarian</p>

## 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)
<p>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.</p> <p><i>Working to improve the Evergreen software is a high priority of NOBLE staff. Three NOBLE catalog improvements were identified for local funding:</i></p> <ul style="list-style-type: none"> <li><i>* In the item lists, make copy location clickable to a designated URL (which could be a map, a page describing a copy location, etc.)</i></li> <li><i>* Add scoping by copy location to call number browse</i></li> <li><i>* Set maximum number of words/characters to display for any field in catalog displays (both on search results and on the record display) and add a "More..." link to see the whole field.</i></li> </ul> <p><i>Unfortunately we were unable to find any developers interested in taking on these improvements. They remain a priority going forward.</i></p>	June 30, 2016	Member Services Manager and NOBLE Evergreen Staff
<p>B. Present to local civic groups on the new and improved services provided by NOBLE and our libraries.</p> <p><i>No presentations were done in FY2016.</i></p>	June 30, 2016	Executive Director, Member Services Manager
<p>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.</p> <p><i>Member Services Manager Elizabeth Thomsen was President of the Digital Commonwealth Board in FY2016, which saw a formalization of Digital Commonwealth operations. NOBLE also worked with Boston Public Library staff to assure harvesting capability in planning our new Omeka layout.</i></p>	June 30, 2016	Member Services Manager, Digital and Catalog Librarian

<p>D. Represent NOBLE to potential member libraries to enhance the cooperation and resource sharing potential of NOBLE.</p> <p><i>In November, we were contacted by the new director of Brennan Library at Lasell College about NOBLE membership. Lasell is presently a member of the Minuteman Library Network, but had heard very favorable things about NOBLE in meetings with librarians from similar NOBLE academic libraries. After proposals and interest, Lasell was voted by Members Meeting as a member of NOBLE in March, 2016. Unfortunately Lasell had failed to give the required notice to Minuteman in time for FY2017 membership in NOBLE, and due to budget shortfalls the college did not approve a budget for the library that would allow membership in FY2018.</i></p> <p><i>In December we were contacted by the new director of the Nahant Public Library about membership costs. Given that a full membership cost was unaffordable due to the small size and budget of the community, we crafted a new small library membership which would allow Nahant and similar communities to join NOBLE at about half the average cost, which was passed by Members Meeting in March. Unfortunately this too was deemed beyond their budget by Nahant.</i></p>	<p>June 30, 2016</p>	<p>Executive Director</p>
<p>E. Develop new print promotional piece for NOBLE services.</p> <p><i>Though some time was spent on investigating options, the project was deferred to FY17 and has been completed with the distribution of "Your Library is a Member of NOBLE" rack cards in January, 2017.</i></p>	<p>June 30, 2016</p>	<p>Executive Director</p>