
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, 2017	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, 2017	Member Services Manager
D. Design and implement multi-part online courses on three different topics related to staff use of NOBLE services.	May 31, 2017	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, 2017	Management Team
F. Participate in planning, presenting and attending the annual MassLNC conference.	September 30, 2016	NOBLE Evergreen Staff

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. Implement new Evergreen web-based staff client modules as available, providing documentation and support.	June 30, 2017	Member Services Manager, Systems Manager and respective staff
B. Provide training sessions and workshops on Google apps functionality.	June 30, 2017	Systems Manager and Technical Assistant
C. Develop a roadmap for NOBLE priorities in Evergreen development, in consultation with working groups and roundtables.	January 31, 2017	Management Team
D. Conduct a program on understanding library local area networks (LANs) with a particular focus on wireless, and the relationship to Evergreen and other services.	March 30, 2017	Systems Manager and Executive Director
E. Work with Electronic Resources and Database Working Group to define and refine parameters for new activity relevance metric in the catalog.	February 28, 2017	Member Services 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. Review recommendations of MBLC-funded Janus Associates report on use of social logins and networks for patrons; if positive discuss implementation with Executive Board.	September 30, 2016	Executive Director, Member Services Manager and Systems Manager
B. Investigate the MBLC's Janus report results for applicability to streamlining access for library staff for access to Evergreen, WordPress and the Staff Information System.	September 30, 2016	Executive Director, 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. Improve statistics dashboard for library managers, to include important data from NOBLE services with graphical analysis, to include year-end statistics, system setting configurations, additional NOBLE services such as EBSCO.	December 31, 2016	Systems Manager, Member Services Manager and Systems Support Specialist
B. Provide greater integration of statistics dashboard with other related NOBLE-developed front-ends such as the booklist generator.	May 31, 2017	Systems Support Specialist and Systems 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. Implement OverDrive API when available to provide availability information and checkout capability from the NOBLE Evergreen catalog.	May 31, 2017	Member Services Manager and Systems Manager
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, 2017	Member Services Manager
C. Work with the Electronic Resources and Database Working Group to implement any changes resulting from renewal (or not) of EBSCO periodical database contract.	October 31, 2016	Member Services Manager and Executive Director
D. Work with the Electronic Resources and Database Working Group to implement any changes resulting from the renewal (or not) of NoveList Plus service and NoveList Select catalog enhancement service.	October 31, 2016	Member Services Manager and Executive Director
E. Investigate and consider additional formats to recommend for shared downloadable collection, including video, music and periodicals in FY18.	June 30, 2017	Member Services Manager and Executive Director

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. Upgrade/replace Evergreen hardware nearing end of life utilizing MBLC Capital Infrastructure Support funds and NOBLE capital funds.	August 31, 2016	Systems Manager, in consultation with Executive Director
B. Maintain currency of Evergreen software by implementing new features in Release 3.0.	December 31, 2016	Member Services Manager, Systems Manager and Executive Director
C. Investigate and implement Evergreen Release 3.1.	June 30, 2017	Systems Manager, Member Services Manager and Executive Director
D. Work with library staff to improve metadata in NOBLE Digital Heritage.	June 30, 2017	Member Services Manager, Digital and Catalog Librarian
E. Expand features of NOBLE Digital Heritage to include features such as providing for image identification input from the public.	March 31, 2017	Member Services Manager, Catalog and Digital Librarian and Systems Support Specialist
F. Participate in testing of newly released web staff client modules.	June 30, 2017	NOBLE Evergreen Staff

G. Implement full authority control for browse searching in the catalog.	April 20, 2017	Member Services Manager and staff
H. Review NOBLE staffing in light of the evolution of MassLNC to assure sufficient software support and development progress to meet our libraries' needs and report to Executive Board.	May 31, 2017	Executive Director, in consultation with Member Services Manager and Systems Manager

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 and NOBLE roadmap.	June 30, 2017	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, 2017	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, 2017	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, 2017	Executive Director
E. Review and revise NOBLE public website	May 31, 2017	Member Services Manager and Executive Director
F. Increase and strengthen efforts to assure area legislators are aware of impacts of changes in state funding on library services.	June 30, 2017	Executive Board and Executive Director