
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)
<p>A. Conduct at least six roundtable meetings. <i>Seven roundtable meetings were conducted in FY17: circulation, cataloging, holds, academic circulation, public circulation, technical services and WordPress. In addition, three presentation/discussion sessions were held, on NoveList, Evergreen data and the Statistics Dashboard. Two collection management sessions were also held, on the List Maker and electronic resources.</i></p>	June 30, 2017	Member Services Manager
<p>B. Offer two half-days of onsite training/consulting to each member library. <i>The Member Services Manager performed 11 sessions of onsite training and/or consulting at 11 different NOBLE libraries.</i></p>	June 30, 2017	Member Services Manager
<p>C. Develop new online training materials for new functionality and services and revise existing for improvements. <i>Shared lists and updated documentation for enhancements in Release 2.11 and 2.12 as well as other changes to indexing, options and screens in the Evergreen system were added to the Staff Information System throughout the year. Added new documentation and substantially revised existing documentation particularly for the catalog and List Maker, moving to Google Docs as a platform to improve printing and make it easy for library staff to copy and customize. Also created manual for OverDrive selectors in Google Docs.</i></p>	June 30, 2017	Member Services Manager
<p>D. Design and implement multi-part online courses on three different topics related to staff use of NOBLE services. <i>No activity.</i></p>	May 31, 2017	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>NOBLE's Tech Expo was held on June 6, from 9:30 am to 3 pm. Attendance was higher than in recent years and the new Evergreen web staff client was a focus of the day.</i></p>	<p>June 30, 2017</p>	<p>Management Team</p>
<p>F. Participate in planning, presenting and attending the annual MassLNC conference.</p> <p><i>No MassLNC Conference was held in FY17 due to the group's evolution with the departure of MVLC and the addition of development partners. The annual sessions are set to resume in the fall of 2017.</i></p>	<p>September 30, 2016</p>	<p>NOBLE Evergreen Staff</p>

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)
<p>A. Implement new Evergreen web-based staff client modules as available, providing documentation and support. <i>Implementation of the web staff client was delayed due to delays in the software going into general release. Implementation will now phase-in during FY18. Testing continued in the meantime. In April of 2017 dev2.noblenet.org was built with Evergreen 2.12.0 and websockets in order to use and test the web client. This server was loaded with a recent backup of production data. The dev2 server was upgraded in May 2017 with 2.12.1 and then 2.12.2 in order to keep up with web client updates. In addition, both the production system and training system include web client software (websockets) for running the web client on those systems. The new client was introduced as a focus of our June, 2017, Tech Expo.</i></p>	June 30, 2017	Member Services Manager, Systems Manager and respective staff
<p>B. Provide training sessions and workshops on Google apps functionality. <i>No activity.</i></p>	June 30, 2017	Member Services Manager
<p>C. Develop a roadmap for NOBLE priorities in Evergreen development, in consultation with working groups and roundtables. <i>Not accomplished, rescheduled.</i></p>	January 31, 2017	Management Team
<p>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. <i>A program on local LANs was originally planned for the Tech Expo but was pulled in favor of sessions of more general interest and the focus on the web client and librarian-conducted sessions.</i></p>	March 30, 2017	Systems Manager and Executive Director

<p>E. Work with Electronic Resources and Database Working Group to define and refine parameters for new activity relevance metric in the catalog.</p> <p><i>After configuration and testing various activity parameters, the decision was made to delay implementation pending a new option in Release 3.0 which will allow us to include the number of libraries that own a title as a factor. Release 3.0 is planned for January, 2018.</i></p>	<p>February 28, 2017</p>	<p>Member Services Manager</p>

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)
<p>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.</p> <p><i>NOBLE’s Management Team worked with Paul Kissman of the MBLC and the consultants of Janus Associates in the winter and spring of 2016 to explore the feasibility of using social media logins to gain access to library resources. In the end, it was not something we could recommend: the overhead costs and data and privacy risks outweighed the gains. To do so required contracting with third-parties whose business model is to collect and sell data, while ours is to safeguard the privacy and data of library users.</i></p>	September 30, 2016	Executive Director, Member Services Manager and Systems Manager
<p>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.</p> <p><i>Social media logins were not found to be a viable and safe way to streamline access to NOBLE resources and services.</i></p>	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)
<p>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. <i>Year-end statistics were added in July, 2016; Top 100 checkouts added; system settings, including circulation settings, closed days, permission groups, staff users were added; collection status and lists of prefixes and suffixes were also added. Many patron analysis statistics, including circulations and count by patron year of birth and annual unique patrons by city of residence to facilitate analysis of users were added.</i></p> <p><i>A meeting was held in May to showcase the data available on the dashboard, upcoming improvements and to solicit improvement suggestions from attendees.</i></p>	December 31, 2016	Systems Manager, Member Services Manager and Systems Support Specialist
<p>B. Provide greater integration of statistics dashboard with other related NOBLE-developed front-ends such as the booklist generator.</p> <p><i>Activity refocused to creating a new and improved List Maker to replace booklist generator, which was rolled out this year, with continuing enhancements based on a road map of desired improvements..</i></p>	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. <i>Release 2.12, loaded on June 15, included the capability for availability of OverDrive items to appear instantly in the catalog, and has been a successful addition after a few tweaks. The ability to check out the items from the catalog will come in the next release, likely loaded in January, 2018.</i>	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. <i>Due to a lack of funding, and the delay of the statewide initiative, the discovery service was not pursued.</i>	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. <i>There were no changes to the contract that required discussion or decisions by ERDWG.</i>	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. <i>There were no changes to the contract that required discussion or decisions by ERDWG.</i>	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. <i>Due to the lack of adequate funding to fully support the existing shared ebook and audiobook services in OverDrive, growth to additional formats was not pursued.</i>	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)
<p>A. Upgrade/replace Evergreen hardware nearing end of life utilizing MBLC Capital Infrastructure Support funds and NOBLE capital funds.</p> <p><i>Four new application servers and two new database servers were brought online January 9, 2017, after considerable testing. Servers are much faster, with double the memory and CPU power, plus solid state drives. Underlying software also updated, the operating system from Debian 6 to Debian 8 and the Postgresql database software from 9.1 to 9.4. Benchmark testing showed searches completed in half the time.</i></p>	August 31, 2016	Systems Manager, in consultation with Executive Director
<p>B. Maintain currency of Evergreen software by implementing new features in Release 3.0.</p> <p><i>Release numbering was extended by the community with additional releases in the 2.x series. Release 2.11 was installed with server upgrade on January 9.</i></p>	December 31, 2016	Member Services Manager, Systems Manager and Executive Director
<p>C. Investigate and implement Evergreen Release 3.1.</p> <p><i>The next Evergreen release, 2.12, was installed overnight June 14 onto June 15, 2017 with most system functionality available by 5 am. The release was loaded by NOBLE staff with no assistance from Equinox.</i></p>	June 30, 2017	Systems Manager, Member Services Manager and Executive Director
<p>D. Work with library staff to improve metadata in NOBLE Digital Heritage.</p> <p><i>The Catalog and Digital Librarian made site visits to five libraries and consulted with two others to add new collections with complete and consistent metadata and to enhance and standardize existing metadata. These edits included making name entries consistent, adding and editing subject headings, and reformatting date fields to make them work properly as limiters.</i></p>	June 30, 2017	Member Services Manager, Digital and Catalog Librarian

<p>E. Expand features of NOBLE Digital Heritage to include features such as providing for image identification input from the public. <i>Each image now has a button reading “Feedback for this item”, which produces a form with the title and link already filled in, and the heading, “Please let us know if you have any corrections, additional information or questions about this item.” The information is sent directly to the owning library for action.</i></p>	<p>March 31, 2017</p>	<p>Member Services Manager, Catalog and Digital Librarian and Systems Support Specialist</p>
<p>F. Participate in testing of newly released web staff client modules. <i>NOBLE’s Evergreen staff were very active in the testing of the web staff client, participating in testing each functional area as released. As part of MassLNC, we had the first opportunity to provide input, as MassLNC was a funder of the web conversion. Numerous bugs and improvements were identified and reported. NOBLE staff participated in two Evergreen community bug-squashing days: Michele Morgan and Christine Morgan on September 29 and Martha Driscoll, Christine Morgan, Michele Morgan and Beth Willis on February 2. The focus of these days was the web staff client.</i></p>	<p>June 30, 2017</p>	<p>NOBLE Evergreen Staff</p>
<p>G. Implement full authority control for browse searching in the catalog. <i>On hold awaiting improvements to cross reference processing that are coming in Release 3.0.</i></p>	<p>April 20, 2017</p>	<p>Member Services Manager and staff</p>
<p>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. <i>NOBLE staffing and support were reviewed both in light of MassLNC and more importantly the loss of two member libraries in FY19. In light of MassLNC and staff abilities and value, it was decided to significantly reduce our annual support contract with Equinox for FY18 to save money and keep the level of service our libraries expect.</i></p>	<p>May 31, 2017</p>	<p>Executive Director, in consultation with Member Services Manager and Systems Manager</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 and NOBLE roadmap.</p> <p><i>The Member Services Manager serves as a member of the MassLNC Development Committee (which now includes the new MassLNC development partners as well as NOBLE and CW MARS) and a moderator of the MassNC Ideas site, participating in the process of selecting ideas, agreeing on specifications, selecting developers and reviewing and testing the enhancements. Potential development ideas have come from ERDWG and other NOBLE groups, and NOBLE staff have been able to make some enhancements and contribute code to the community. NOBLE staff have also participated directly in the Evergreen community and development process, at the annual Evergreen Conference and through the community Launchpad, IRC and e-mail channels.</i></p>	June 30, 2017	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 this year.</i></p>	June 30, 2017	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>The Member Services Manager continued active involvement in the Digital Commonwealth, serving on the Executive Board as Past President, managing the Digital Commonwealth's social media presence, and doing a presentation at the Digital Commonwealth conference. The Digital Commonwealth continues to serve as a DPLA Service Hub. The Catalog and Digital Librarian worked on metadata and harvesting issues to make sure that NOBLE collections are represented well and are fully searchable on the Digital Commonwealth and DPLA sites.</i></p>	June 30, 2017	Member Services Manager, Catalog and Digital Librarian

<p>D. Represent NOBLE to potential member libraries to enhance the cooperation and resource sharing potential of NOBLE. <i>Efforts focused on Lasell College, which though voted as member never actually joined NOBLE.</i> <i>Responded to a request for information from the Cambridge Historical Commission.</i></p>	<p>June 30, 2017</p>	<p>Executive Director</p>
<p>E. Review and revise NOBLE public website <i>The NOBLE public website redesign was delayed; the new target date is in the second half of FY18.</i></p>	<p>May 31, 2017</p>	<p>Member Services Manager and Executive Director</p>
<p>F. Increase and strengthen efforts to assure area legislators are aware of impacts of changes in state funding on library services. <i>A Library Legislative Breakfast was held at the Peabody Institute Library in Peabody on December 16. Executive Director Ron Gagnon presented on the role of networks. Gagnon also participated in Library Legislative Day at the State House on March 7.</i></p>	<p>June 30, 2017</p>	<p>Executive Board and Executive Director</p>