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, 2018	Member Services Manager
B. Offer two half-days of onsite training/consulting to each member library.	June 30, 2018	Member Services Manager
C. Develop new online training materials for new functionality and services and revise existing for improvements.	June 30, 2018	Member Services Manager
D. Design and implement multi-part online courses on three different topics related to staff use of NOBLE services.	May 31, 2018	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, 2018	Management Team
F. Participate in planning, presenting and attending the annual MassLNC conference.	September 30, 2017	NOBLE Evergreen Staff

G. Conduct a program or series of programs in support of software facilitating the collection and analysis of electronic resources	January 31, 2018	Member Services Manager, Systems Manager and staff
H. Provide training sessions and workshops on new and changed Google apps functionality.	June 30, 2018	Member Services Manager
I. Provide training sessions and documentation on revamped Evergreen course reserves functionality.	June 30, 2018	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. Implement new Evergreen web-based staff client modules as available, providing documentation and support.	June 30, 2018	Member Services Manager, Systems Manager and respective staff
B. Develop and update a roadmap for NOBLE priorities in Evergreen development, in consultation with working groups and roundtables.	June 30, 2018	Management Team
C. Work with Electronic Resources and Database Working Group to implement improved access to multi-format and multi-edition titles in the catalog.	May 31, 2018	Member Services Manager
D. Work with the Mass. Board of Library Commissioners to investigate affordable ways to improve Internet bandwidth to meet standards recommended by the American Library Association.	June 30, 2018	Executive Director
E. Work with MassLNC to integrate and/or revamp course reserves functionality in Evergreen	January 31, 2018	NOBLE Evergreen Team
F. Work with PaILS to develop, test and implement patron batch edit functionality in Evergreen.	June 30, 2018	NOBLE Evergreen Team
G. Investigate methods to streamline patron batch loading	June 30, 2018	NOBLE Evergreen Team

H. Investigate ways to implement citation management functionality in the NOBLE catalog.	June 30,2018	NOBLE Evergreen Team

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 Resource Sharing Working Group to revise and update the Network Transfer guidelines for presentation to Executive Board.	May 31, 2018	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. Include patron authentication and activity statistics in the Statistics Dashboard.	December 31, 2017	Systems Manager, Member Services Manager and Systems Support Specialist
B. Provide catalog usage statistics in the statistics dashboard, including number of searches, most popular searches and no-hits in order to guide development and improve effectiveness of the catalog.	May 31, 2018	Systems Manager, Member Services Manager and Systems Support Specialist
C. Integrate Digital Heritage usage statistics in the Statistics Dashboard.	June 30, 2018	Systems Manager, Member Services Manager and Systems Support Specialist
D. Investigate and implement software to manage electronic resources and compile and analyze usage.	June 30, 2018	Management Team
E. Investigate integrating hourly circulation information into Statistics Dashboard	June 30, 2018	Systems Manager, Member Services Manager and Systems Support Specialist
F. Investigate and integrate acquisitions data into the Statistics Dashboard, including funds data.	June 30, 2018	Systems Manager, Member Services Manager and Systems Support Specialist

G. Integrate NoveList Select statistics into the Statistics Dashboard.	June 30, 2018	Systems Manager, Member Services Manager and Systems Support Specialist
H. Streamline secure access to the Staff Information System via improved authentication methods.	April 30, 2018	Systems Manager
I. Investigate implementation of serials data into Statistics Dashboard	June 30, 2018	Systems Manager, Member Services Manager and Systems Support Specialist

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 to provide availability information and checkout capability, etc., from the NOBLE Evergreen catalog.	May 31, 2018	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, 2018	Member Services Manager
C. Investigate better integration with academic authentication sources to facilitate use of electronic resources.	March 31, 2018	Systems Manager
D. Investigate and implement an enhancement to NoveList Select that would allow passage to a NoveList Plus record for users logged in to their account in the catalog.	December 31, 2017	Member Services Manager and Systems Manager
E. Investigate and implement more control and flexibility in display of NoveList Select information in the NOBLE catalog.	January 31, 2018	NOBLE Evergreen Team
F. Utilize additional budgeted funding to increase OverDrive usage.	June 30, 2018	Member Services 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. Maintain currency of Evergreen software by implementing new features in Release 3.0.	January 30, 2018	Member Services Manager, Systems Manager and Executive Director
B. Investigate and implement Evergreen Release 3.1.	June 30, 2018	Systems Manager, Member Services Manager and Executive Director
C. Integrate audio and video into Digital Heritage website through Internet Archive hosting of media files embedded in Digital Heritage records.	June 30, 2018	Member Services Manager, Digital and Catalog Librarian
D. Implement full authority control for browse searching in the catalog.	June 30, 2018	Member Services Manager and staff
E. 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, 2018	Executive Director, in consultation with Member Services Manager and Systems Manager
F. Review NOBLE funding in light of state, college and municipal library funding trends.	November 30, 2017	Executive Director

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, 2018	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, 2018	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, 2018	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, 2018	Executive Director
E. Increase and strengthen efforts to assure area legislators are aware of impacts of changes in state funding on library services.	June 30, 2018	Executive Board and Executive Director