
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, 2020	Member Services Manager
B. Offer two half-days of onsite training/consulting to each member library.	June 30, 2020	Member Services Manager
C. Develop new online training materials for new functionality and services in Evergreen and other NOBLE services and revise existing for improvements.	June 30, 2020	Member Services Manager
D. Develop and present training on Evergreen, Google apps and other topics to include both hands-on at NOBLE and remote online training options.	June 30, 2020	Member Services Manager with the Executive Director and Systems Manager
E. Hold a Tech Expo in the spring to highlight recent and forthcoming changes in library technology.	June 30, 2020	Management Team with NOBLE Staff
F. Develop and present two large-group presentations on new or updated services supported by NOBLE.	May 31, 2020	Member Services Manager, Systems Manager and staff

G. Promote and conduct “Welcome to NOBLE” sessions for new key staff members at NOBLE libraries as requested.	June 30, 2020	Management Team
H. Conduct an annual review of basic knowledge and NOBLE policies for heads of technical services, circulation supervisors and G Suite trainers identified annually by library directors.	June 30, 2020	Member Services Manager
I. Work with Member Services staff at CW MARS to develop at least one co-training program to be conducted in each network in lieu of MassLNC conference.	May 31, 2020	Member Services Manager
J. Conduct an Awareness Session on security best practices, continuity and privacy.	May 31, 2020	Management Team

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. Investigate options for Booking functionality in Evergreen, Google or local development to meet member library needs.	March 31, 2020	Member Services Manager, Systems Manager and respective staff
B. Update a roadmap for NOBLE priorities in Evergreen development, in consultation with working groups and roundtables.	June 30, 2020	Management Team
C. Work with the Mass. Board of Library Commissioners and telecomm vendors to investigate affordable ways to improve Internet bandwidth to meet standards recommended by the American Library Association.	June 30, 2020	Executive Director
D. Investigate and test methods to streamline patron batch loading	June 30, 2020	NOBLE Evergreen Team
E. Investigate and test methods to streamline batch loading of MARC bibliographic records.	June 30, 2020	NOBLE Evergreen Team
F. Test and provide input on the first stages of “Did You Mean” functionality being developed for MassLNC.	April 30, 2020	Member Services Manager with Evergreen Team
G. Participate in Evergreen community software development and improvement efforts including bug-squashing events by filing bug reports, testing submitted fixes and submitting software patches.	June 30, 2020	NOBLE Evergreen Team

H. Seek and examine alternatives to improve course reserves functionality and seek better integration with Evergreen.	June 30, 2020	NOBLE Evergreen staff
I. Advocate with vendors for beneficial pricing for member libraries for a variety of services of interest to our libraries through group purchase contracts.	June 30, 2020	Executive Director and Administrative Assistant
J. Participate in efforts to develop and further refine relevance metrics in the catalog, including activity metrics.	June 30, 2020	Member Services Manager with NOBLE Evergreen Staff
K. Create a framework for customization and branding of member libraries' catalog pages for local header links to dynamic lists (such as new titles and top holds), logos and colors.	June 30, 2020	NOBLE Evergreen Staff

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. Combine and integrate existing NOBLE policies into a more cohesive policy manual and propose language to fill gaps and resolve discrepancies, consulting with working groups as appropriate.	May 31, 2020	Executive Director, Member Services Manager and Systems Manager with Executive Board
B. Work with member libraries to create “How to get a library card” documentation in line with MBLC requirements for NOBLE and library websites.	April 30, 2020	Management Team and Resource Sharing Working Group

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. Update roadmap of development priorities for the Statistics Dashboard.	May 31, 2020	Systems Manager, Member Services Manager and Systems Support Specialist
B. Further develop 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, 2020	Systems Manager, Member Services Manager and Systems Support Specialist
C. Enhance Digital Heritage usage statistics in the Statistics Dashboard.	June 30, 2020	Systems Manager, Member Services Manager and Systems Support Specialist
D. Work with member libraries seeking to implement software to manage electronic resources and compile and analyze usage.	June 30, 2020	Management Team
E. Meet with academic library members to determine needs for additional statistics.	June 30, 2020	Systems Manager, Member Services Manager and Systems Support Specialist
F. Determine the need for acquisitions data in the Statistics Dashboard.	June 30, 2020	Member Services Manager, Systems Manager, and Systems Support Specialist

G. Provide and improve secure access to the NOBLE Staff Information System.	April 30, 2020	Systems Manager and Staff
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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.

Actions	Timeframe for Activity	By Whom (optional)
A. Continue work with interested libraries seeking better integration with academic authentication sources to streamline use of electronic resources.	March 31, 2020	Systems Manager
B. Evaluate impact of OverDrive Reciprocal Lending Agreement with other Mass. networks on OverDrive usage and work with Executive Board to make a budget recommendation for FY2020.	September 30, 2019	Executive Director and Member Services Manager
C. Evaluate efficacy of first year of OverDrive Magazines collection; report to membership and factor into FY2021 NOBLE OverDrive budget.	September 30, 2019	Executive Director and Member Services Manager with ERDWG
D. Work with member libraries to grow and promote the NOBLE Digital Heritage collection.	June 30, 2020	Member Services Manager and Digital and Catalog Librarian

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 loading and implementing new features in Release 3.2.	January 30, 2020	Member Services Manager, Systems Manager and Executive Director
B. Investigate, load and implement new features in Evergreen Release 3.3.	June 30, 2020	Systems Manager, Member Services Manager and Executive Director
C. Investigate and test cloud-hosting of Evergreen servers and compare against other hosted options and local hosting.	February 28, 2020	Systems Manager and staff
D. Investigate and test cloud-hosting of websites and other services to reduce costs and improve reliability.	March 30, 2020	Member Services Manager and Systems Manager
E. Investigate and implement more flexible methods for managing catalog access to electronic resources, providing libraries with more control over which electronic resources are included in their library's scopes.	June 30, 2020	Member Services Manager and System Manager
F. Complete cleanup of 16,000 record catalog backlog and detail results.	June 30, 2020	Member Services Manager and Staff

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, 2020	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, 2020	Executive Director, Member Services Manager
C. Work with the Evergreen community to expand the number of libraries using Evergreen in order to increase the support and development pool to improve the software through ongoing outreach efforts such as press releases, social media and representation at conferences.	June 30, 2020	Executive Director, Member Services Manager
D. Work with MassLNC to expand the number of libraries participating in MassLNC in order to increase the support and development pool to improve the software through ongoing outreach efforts.	June 30, 2020	Executive Director, Member Services Manager
E. 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, 2020	Member Services Manager, Digital and Catalog Librarian
F. Seek out and represent NOBLE to potential member libraries to enhance the cooperation and resource sharing potential of NOBLE.	June 30, 2020	Executive Director

G. Participate in efforts to assure that area legislators are aware of impacts of changes in state funding on library services.	June 30, 2020	Executive Board and Executive Director
H. Work with other Mass. library networks and others to develop a model and process for sharing of MARC records and other cooperative cataloging services.	March 30, 2020	Member Services Manager
I. Work with CW MARS and MassLNC Development Initiative Partners to complete transition to revamped MassLNC in light of staffing reduction to part-time to best maintain a robust development pool to further Evergreen development.	June 30, 2020	Executive Director