

North Of Boston Library Exchange, Inc. (NOBLE)**FY2021****FY2021 Action Plan****Ronald A. Gagnon, Executive Director, gagnon@noblenet.org****1. Provide high-quality services to our member libraries, staff and users.**

Responsiveness, quality of service, support, continuing education and technology leadership will be maintained through a staff of adequate size that is well-trained, equipped with current tools, facilities, learning opportunities and knowledge, and competitive compensation.

Actions	Timeframe for Activity	By Whom
A. Provide Angular training to NOBLE staff to better understand the new Evergreen user interface software to enhance diagnostics and customization.	March 31, 2021	Overseen by Member Services Manager and Systems Manager
B. Provide training and support to NOBLE staff for GIT version control system used in Evergreen and other software projects to facilitate software improvements.	June 30, 2021	Overseen by Member Services Manager and Systems Manager
C. Investigate, select and provide training to NOBLE staff on a new statistical software package.	June 30, 2021	Overseen by Member Services Manager and Systems Manager
D. Investigate hosting an Evergreen community event or co-sponsoring a New England event.	June 30, 2021	Management Team
E. Meet with C/W MARS staff semiannually to discuss and exchange information on Evergreen.	June 30, 2021	Management Team
F. Participate in national, regional and local library conferences, and conferences and events related to services provided, utilized or under consideration by NOBLE.	June 30, 2021	NOBLE Staff, under the direction of the Executive Director
G. Compare staff salary and benefits to those of other Mass. consortia to ensure competitive compensation that will retain quality staff while being fair to staff and member insitutions.	September 30, 2020	Executive Director

2. Sustain strong member relations and community among participating libraries.

Work with member libraries through committees, working groups, roundtables and discussion groups and virtual and in-person formats to achieve mutual goals and shared objectives. Advocate with vendors, user groups and the open source community to further NOBLE goals and explore business opportunities and models. Collaborate with the networks, the Mass. Library System, the Mass. Board of Library Commissioners, library associations, Digital Commonwealth, Digital Public Library of America, Internet Archive, news media and members to advance the future of libraries in our area. Work with the Membership and Executive Board to guide NOBLE's future directions and keep libraries informed of current and planned initiatives.

Actions	Timeframe for Activity	By Whom
A. Conduct at least seven roundtable or update meetings to serve various constituencies in NOBLE libraries.	June 30, 2021	Member Services Manager
B. Conduct circulation and technical services update training sessions in person, online with recording.	June 30, 2021	Member Services Manager
C. Support and facilitate scheduling of discussion groups conducted by NOBLE librarians by publicizing, creating meeting registrations on the SIS calendar, creating an email list and participating in meetings.	June 30, 2021	Member Services Manager
D. Review, test and recommend hardware peripherals for optimal group purchase pricing.	June 30, 2021	Systems Manager and Technical Staff
E. Secure beneficial group purchase pricing on selected peripherals and publicize and coordinate orders.	June 30, 2021	Administrative Assistant, in consultation with Executive Director
F. Collaborate with the Mass. Library System to offer NOBLE as a regular site for MLS training.	June 30, 2021	Member Services Manager

G. Revamp the NOBLE Staff Information System with improved indexing and display to facilitate usage.	December 31, 2020	Member Services Manager
H. Document planned and in-process development on Evergreen and NOBLE projects via a new tab on the Staff Information System.	December 31, 2020	Member Services Manager
I. Develop a “Welcome to NOBLE” packet for new library staff members and promote and conduct welcome sessions at NOBLE as needed.	June 30, 2021	Executive Director in consultation with the Member Services Manager and Systems Manager
J. Offer two half-days of customized training/consulting to each member library to increase understanding and use of NOBLE services and systems.	June 30, 2021	Member Services Manager
K. Conduct a Tech Expo in the spring to highlight recent and forthcoming changes in NOBLE and general library technology, including presentations by NOBLE staff and library staff.	June 15, 2021	Management Team
L. Work with appointed working groups to improve, document and streamline use of NOBLE services and promote cooperation among member libraries.	June 30, 2021	Management Team with appropriate staff specialists.
M. Work with EBSCO to assure beneficial pricing and information on existing and new services.	June 30, 2021	Executive Director, Member Services Manager and Administrative Assistant
N. Conduct an annual review of basic knowledge and NOBLE policies for heads of technical services and circulation supervisors identified annually by library directors.	April 30, 2021	Member Services Manager

3. Enhance the library management system and related technology.

Maintain and improve core NOBLE services, including the library management system and related technology, electronic resources, Digital Heritage, web and social media services to assist our member libraries to serve their users. Investigate, test and highlight new technologies through demonstrations, meetings and trials. Information and input will be exchanged with staff through a variety of formats and channels.

Actions	Timeframe for Activity	By Whom
A. Evaluate FOLIO and Koha in comparison to Evergreen for long-term sustainability, functionality, ease-of-use and ease-of-support.	December 31, 2020	Management Team
B. Streamline access to EBSCO databases and resources to raise public awareness of resources provided and to facilitate and grow usage.	June 30, 2021	Member Services Manager
C. Load major new Evergreen releases in January and June.	June 30, 2021	Systems Manager, in consultation with NOBLE Evergreen staff
D. Schedule meetings with NOBLE academic members and public members to gather input for Evergreen development resulting in a listing of NOBLE library needs and priorities.	March 31, 2021	Management Team
E. Participate in Evergreen community software development and improvement efforts including bug-squashing events, filing and updating bug reports, testing submitted fixes and submitting software patches and enhancements.	June 30, 2021	NOBLE Evergreen Team
F. Begin planning for library router replacement in FY2022 by gathering information on options and budgetary pricing, including maintenance pricing.	June 30, 2021	Systems Manager and Executive Director

4. Enhance access to management data.

Improve access to management statistics through automated reports, an improved custom reports interface and automated ongoing accessibility of current data. Advocate for improved data reporting from partner vendors and privacy of user data.

Actions	Timeframe for Activity	By Whom
A. Add detailed EBSCO library usage data to the Statistics Dashboard.	January 31, 2021	Systems Manager and staff
B. Add detailed OverDriveAdvantage Plus library usage to the Statistics Dashboard.	April 30, 2021	Member Services Manager, Systems Manager and staff
C. Implement SIP2 over SSL to provide encryption to improve security and privacy of intersystem connections.	October 31, 2020	Systems Manager
D. Complete anonymization of Evergreen patron usage data.	February 28, 2021	Systems Manager and staff
E. Investigate providing access to local statistics uploaded by member libraries for inclusion in the Statistics Dashboard.	March 30, 2021	Member Services Manager and Systems Manager

5. Provide strong fiscal stewardship.

Being mindful of the declining demographics faced by our academic members and aware of the fiscal constraints experienced by our municipalities, NOBLE will seek to contain costs and seek additional funding beyond our membership or from within our membership via a la carte options. Advocate to retain and increase federal and state funding and partake of grant opportunities that may be available. Have information available for any potential members and support existing members in reaching out to their colleague libraries. Work with vendors for creative pricing options and group pricing.

Actions	Timeframe for Activity	By Whom
A. Develop an information packet for potential new members to expand membership.	March 31, 2021	Executive Director
B. Participate and encourage participation in the Mass. Library Association's Library Legislative Day to improve and maintain state funding for the Mass. Board of Library Commissioners' budget, and support and encourage related efforts.	April 30, 2021	Executive Director
C. Support and facilitate a Social Media and Marketing interest group to aid member libraries in increasing their profile, usage and funding.	June 30, 2021	Member Services Manager
D. Seek out grant opportunities to improve shared collections or infrastructure.	June 30, 2021	Executive Director
E. Work with the Evergreen community to expand the number of libraries using Evergreen to increase the support and development pool to improve the software through ongoing outreach efforts such as press releases, social media and other community efforts.	June 30, 2021	Executive Director and Member Services Manager
F. Participate in state 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, 2021	Management Team

6. Improve accessibility and inclusivity in NOBLE services and assist libraries in improving accessibility and inclusivity.

Seek to assure that NOBLE services are accessible to all. Facilitate discussions, cooperative ventures and information and resource sharing. Work with the Evergreen community and vendor partners.

Actions	Timeframe for Activity	By Whom
A. Seek funding to institute, grow and share world language resources in NOBLE libraries.	June 30, 2021	Executive Director
B. Evaluate the accessibility of the NOBLE catalog with a focus on the developing Evergreen Angular catalog and advocate for accessibility improvements as needed.	March 30, 2021	Member Services Manager
C. Create <i>Skip Navigation</i> link for screen readers in catalog, staff catalog, the NOBLE public website and the Staff Information System.	April 30, 2021	Member Services Manager and Systems Manager
D. Advocate with OverDrive to improve multi-lingual access in OverDrive, including linkage between item and interface language.	June 30, 2021	Member Services Manager
E. Work with Inclusive Libraries group to facilitate sharing of materials in world languages among libraries.	June 30, 2021	Member Services Manager