

North Of Boston Library Exchange, Inc. (NOBLE)**FY2022****FY2022 Action Plan****Ronald A. Gagnon, Executive Director, gagnon@noblenet.org**

The Action Plan assumes a return to some semblance of post-pandemic normal, or at least a new normal, in FY2022. Though not explicitly stated each time, meetings, training, and conferences can be adapted for in-person, remote or hybrid.

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 continuing, advanced training to NOBLE staff on a new statistical software package.	June 30, 2022	Overseen by Member Services Manager and Systems Manager
B. Host an Evergreen community event or co-sponsor a New England event.	June 30, 2022	Management Team
C. Provide training on Matomo to NOBLE staff to better utilize the search statistics available through Evergreen.	June 30, 2022	Overseen by Member Services Manager and Systems Manager
D. Participate in national, regional and local library conferences, and conferences and events related to services provided, utilized or under consideration by NOBLE.	June 30, 2022	NOBLE Staff, under the direction of the Executive Director
E. 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 institutions and report to Executive Board budget meeting.	September 30, 2021	Executive Director
F. Replace/upgrade 2016 office telephone system to provide connectivity and answering ability to staff working remotely, capital funding to be approved by Executive Board.	January 31, 2022	Administrative Assistant and 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, 2022	Member Services Manager
B. Conduct circulation and technical services update training sessions in person, and/or online with recording.	June 30, 2022	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, providing Zoom capability and participating in meetings.	June 30, 2022	Member Services Manager
D. Review, test and recommend hardware peripherals for optimal group purchase pricing.	June 30, 2022	Systems Manager and Technical Staff
E. Secure beneficial group purchase pricing on selected peripherals and publicize and coordinate orders.	June 30, 2022	Administrative Assistant, in consultation with Executive Director
F. Update the NOBLE Staff Information System with revised documentation.	June 30, 2022	Member Services Manager

G. Update the “Welcome to NOBLE” packet for new library staff members and promote and conduct welcome sessions at NOBLE as needed.	January 31, 2022	Executive Director in consultation with the Member Services Manager and Systems Manager
H. Offer two half-days of customized training/consulting to each member library to increase understanding and use of NOBLE services and systems.	June 30, 2022	Member Services Manager
I. 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, 2022	Management Team with appropriate staff specialists
J. Work with appointed working groups to improve, document and streamline use of NOBLE services and promote cooperation among member libraries.	June 30, 2022	Management Team with appropriate staff specialists.
K. Compile and update NOBLE Policy Manual.	June 30, 2022	Executive Director, Member Services Manager and Systems Manager.
L. 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, 2022	Member Services Manager
M. Investigate and acquire improved audiovisual equipment for meeting room and conference room that would provide for hybrid training and meeting sessions with live and remote attendees able to fully participate, capital funding to be approved by Executive Board.	February 28, 2022	Management Team with Administrative Assistant and staff specialists
N. Facilitate monthly Directors’ Roundtable virtual meetings to encourage sharing on issues of mutual concern.	June 30, 2022	Management Team

<p>O. 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.</p>	<p>June 30, 2022</p>	<p>Member Services Manager and Digital and Catalog Librarian</p>
<p>P. Monitor and participate in the MBLC/MLS statewide database acquisition process.</p>	<p>June 30, 2022</p>	<p>Member Services Manager and Executive Director</p>
<p>Q. Assist libraries in transitioning to a “new normal” of library service by helping them to adapt processes and procedures as conditions warrant, consulting with the working groups to recommend amended policies as needed.</p>	<p>June 30, 2022</p>	<p>NOBLE Staff</p>

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. Implement the new “Bootstrap” Evergreen catalog, in consultation with the Electronic Resources and Database Working Group.	June 30, 2022	NOBLE Evergreen Team in consultation with ERDWG
B. Streamline access to EBSCO databases and resources to raise public awareness of resources provided and to facilitate and grow usage.	June 30, 2022	Member Services Manager
C. Load major new Evergreen releases in January and June.	June 30, 2022	Systems Manager, in consultation with NOBLE Evergreen staff
D. Conduct 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, 2022	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, 2022	NOBLE Evergreen Team
F. Contribute funds and expertise to the Evergreen Community Development Initiative to foster needed Evergreen development and participate in ranking and selection of projects.	June 30, 2022	NOBLE Evergreen Team and library representatives
G. Work directly with other Evergreen users to develop new or improved software functionality useful to NOBLE libraries, contributing expertise and funding as needed.	June 30, 2022	NOBLE Evergreen Team

H. Investigate, acquire and install new routers in libraries using NOBLE connectivity to replace end-of-life models no longer eligible for maintenance and security upgrades and to improve throughput, with funding from MBLC Infrastructure and NOBLE Capital account.	June 30, 2022	Systems Manager and Executive Director
I. Work with the Electronic Resources and Database Working Group (ERDWG) to evaluate the continuing need of the EBSCO online periodicals package and solicit recommendations for changes.	March 31, 2022	Executive Director and Member Services Manager
J. Work with EBSCO to get optimal pricing for a renewal package of EBSCO databases, catalog enhancement services and readers advisory database as recommended by ERDWG and make recommendation to Executive Board.	May 31, 2022	Executive Director and Member Services Manager
K. Investigate implementation of fully functional SMS (text) notifications in Evergreen, including ongoing connectivity costs.	March 31, 2022	NOBLE Evergreen Team
L. Investigate implementation of HTML email notices in Evergreen and work with the Evergreen community to forward the objective as needed.	February 28, 2022	NOBLE Evergreen Team
M. Offer and implement Evergreen's curbside pickup module to interested NOBLE libraries.	December 31, 2021	NOBLE Evergreen Team
N. Implement "Did You Mean..." technology in the Evergreen catalog and lobby the community for improvements as appropriate.	June 30, 2022	Member Services Manager and NOBLE Evergreen Team
O. Reimplement improved relevancy in the Evergreen catalog, working with the community for improvements.	June 30, 2022	Member Services Manager and NOBLE Evergreen Team
P. Investigate remote or cloud hosting alternatives for Evergreen servers and compile a comparison report of options in light of 2023 lease renewal and age of servers.	June 30, 2022	Systems Manager in consultation with 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 OverDriveAdvantage Plus library usage to the Statistics Dashboard.	December 31, 2021	Member Services Manager, Systems Manager and staff
B. Continue and complete anonymization of Evergreen patron usage data.	October 31, 2021	Systems Manager and staff
C. Investigate analytics services to evaluate the usefulness of electronic resources and services.	June 30, 2022	Management Team
D. Provide catalog searching and usage statistics using Matomo web analytics platform.	June 30, 2022	Systems Manager and NOBLE Evergreen Team
E. Develop and implement a tool to query the Evergreen database for circulation statistics, including by time ranges.	June 30, 2022	Systems Manager and System Support Specialist with the Evergreen Team

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, 2022	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, 2022	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, 2022	Member Services Manager
D. Seek out grant opportunities to improve shared collections or infrastructure.	June 30, 2022	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, 2022	Executive Director and Member Services Manager
F. Investigate moving to cloud-based bookkeeping software for security and access outside of the office.	January 31, 2022	Administrative Assistant in consultation with Executive Director and Auditor/CPA

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, 2022	Executive Director
B. Evaluate the accessibility of the NOBLE catalog with a focus on the developing Evergreen Bootstrap catalog and advocate for accessibility improvements as needed.	March 30, 2022	Member Services Manager
C. Document compliance with Web Content Accessibility Guidelines (WCAG) 2.0 in the public catalog, staff catalog, the NOBLE public website and the Staff Information System.	September 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.	December 31, 2021	Member Services Manager
E. Work with Inclusive Libraries group to facilitate sharing of materials in world languages among libraries.	June 30, 2022	Member Services Manager