

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
<p>A. Provide continuing, advanced training to NOBLE staff on a new statistical software package. <i>MetaBase is open-source statistical and data analysis software that staff has begun to investigate. The project was put on hold in light of the earlier-than-scheduled migration to Evergreen cloud hosting, a higher priority.</i></p>	June 30, 2022	Overseen by Member Services Manager and Systems Manager
<p>B. Host an Evergreen community event or co-sponsor a New England event. <i>Postponed due to pandemic.</i></p>	June 30, 2022	Management Team
<p>C. Provide training on Matomo to NOBLE staff to better utilize the search statistics available through Evergreen. <i>We have not been able to find other Evergreen systems using Matomo and need to find a better option for improved catalog statistics.</i></p>	June 30, 2022	Overseen by Member Services Manager and Systems Manager
<p>D. Participate in national, regional and local library conferences, and conferences and events related to services provided, utilized or under consideration by NOBLE. <i>Executive Director Ron Gagnon and Member Services Manager Elizabeth Thomsen attended both days of the Mass. Library Association conference in Hyannis in May. Seven NOBLE Evergreen staff members attended the online Evergreen International Conference in June; Member Services Manager Elizabeth Thomsen and Technical Support Analyst Michele Morgan presented at the conference.</i></p>	June 30, 2022	NOBLE Staff, under the direction of the Executive Director

<p>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.</p> <p><i>NOBLE salaries were compared to those of the other Mass. networks and were found to be in the middle of the group for similar job titles. A cost-of-living increase was granted by Executive Board for FY22 to remain competitive and retain our relative position.</i></p>	<p>September 30, 2021</p>	<p>Executive Director</p>
<p>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.</p> <p><i>The office telephone system was replaced in FY21, April 2021, to provide telephone accessibility beyond the office to staff working from home, funded from NOBLE capital funds.</i></p>	<p>January 31, 2022</p>	<p>Administrative Assistant and Executive Director</p>

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
<p>A. Conduct at least seven roundtable or update meetings to serve various constituencies in NOBLE libraries.</p> <p>Roundtables 10/26/2021: Public Library Circulation 10/14/2021: OverDrive Advantage 10/20/2021: Academic Library Circulation 10/27/2021: Tech Services 06/17/2022: Reference Roundtable</p> <p>Update Sessions 01/12/2022: What's New in Evergreen 3.7 02/10/2022: Annual Holds Session</p> <p>Focus Groups 02/09/2022: New Staff Catalog for Cataloging Focus Group 06/02/2022: Public Libraries Evergreen Focus Group 06/09/2022: Academic Libraries Evergreen Focus Group</p>	<p>June 30, 2022</p>	<p>Member Services Manager</p>
<p>B. Conduct circulation and technical services update training sessions in person, and/or online with recording. <i>This was delayed as we were moving our systems to Mobius and working out the schedule for moving to the next release. This training is being scheduled starting in September 2022. We will use our training system, which is on our next release, 3.8, so the training will review the basic workflows, policies and practices, and also prepare the designated contacts for changes in that release, which we expect to load in the winter between academic semesters. In connection with this training (and with the fall Circulation and Tech Services roundtables) we will be</i></p>	<p>June 30, 2022</p>	<p>Member Services Manager</p>

<p><i>showcasing the new Evergreen documentation site, and posting the training material and videos to that site.</i></p>		
<p>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. <i>Four discussion groups were facilitated this fiscal year on a regular basis: Library Programming, Social Media and Marketing, Young Adults (by Member Services Manager Elizabeth Thomsen) and the Directors' Roundtable (by Executive Director Ron Gagnon).</i></p>	<p>June 30, 2022</p>	<p>Member Services Manager</p>
<p>D. Review, test and recommend hardware peripherals for optimal group purchase pricing. <i>Recommended barcode reader and receipt printer information on the Staff Information System was updated in April, including a recommendation for purchasing through MHEC's group purchase pricing.</i></p>	<p>June 30, 2022</p>	<p>Systems Manager and Technical Staff</p>
<p>E. Secure beneficial group purchase pricing on selected peripherals and publicize and coordinate orders. <i>NOBLE secures attractive group purchase discounts on Dell PCs, laptops, monitors and peripherals for NOBLE libraries. The pricing is better than the state contract pricing, due to our projected volume, saving \$144 per unit on the Public PC model and \$127 per unit on the Staff PC model, an average 20% savings. Total dollar volume for the 15 public libraries participating increased by 65% in FY22 which included double the number of desktop PCs and 52% more laptops and chromebooks, and more than double the number of monitors provided compared to FY21.</i></p>	<p>June 30, 2022</p>	<p>Administrative Assistant, in consultation with Executive Director</p>
<p>F. Update the NOBLE Staff Information System with revised documentation. <i>New additions to the SIS included a revised Value of NOBLE with new related infographic, a new 10-page budget background document, and a new 18-page Welcome to NOBLE! packet. Migration of the underpinning to the KnowledgeBase WordPress theme was also begun to improve access to documentation. In addition to adding and revising existing documentation, we set up a new site for NOBLE's Evergreen Documentation on Bluehost, our new web hosting</i></p>	<p>June 30, 2022</p>	<p>Member Services Manager</p>

<p><i>service. Linking from the NOBLE Staff Information System to a separate site using the popular and well-supported KnowAll knowledgebase theme will improve searching and make it possible for us to share our documentation with the rest of the Evergreen community. This transition will be completed and launched with presentations to different groups beginning in September, 2022.</i></p>		
<p>G. Update the “Welcome to NOBLE” packet for new library staff members and promote and conduct welcome sessions at NOBLE as needed. <i>A new, 18-page “Welcome to NOBLE!” packet was issued in May and is available on the Staff Information System at https://tinyurl.com/welcomenoble. The custom Welcome to NOBLE sessions were publicized in the spring and fall. Nine sessions were conducted, five in-person at NOBLE and four via Zoom.</i></p>	<p>January 31, 2022</p>	<p>Executive Director in consultation with the Member Services Manager and Systems Manager</p>
<p>H. Offer two half-days of customized training/consulting to each member library to increase understanding and use of NOBLE services and systems. <i>We had 100 sessions with individual libraries that fall under the definition: 74 via Zoom, 23 library visits, and 3 visits to NOBLE. The majority of the sessions were on Evergreen, mostly cataloging, acquisitions, searching the catalog and the List Maker, with a smaller number on circulation issues, course reserves, and serials. Other topics were OverDrive, EBSCO (Core Collections, EDS setup) and website issues.</i></p>	<p>June 30, 2022</p>	<p>Member Services Manager</p>
<p>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. <i>Our annual Tech Expo was held virtually on June 7th, 10 am to 3 pm, offering eight hour and half-hour sessions, all but one presented by NOBLE staff, one presented by Danvers Head of Tech Services Chris Amorosi. The sessions were recorded and are available online.</i></p>	<p>June 15, 2022</p>	<p>Management Team with appropriate staff specialists</p>
<p>J. Work with appointed working groups to improve, document and streamline use of NOBLE services and promote cooperation among member libraries. <i>Three Working Groups were authorized for FY22: Collection Management, Electronic Resources and Database (ERDWG), and Resource Sharing. The main focus of ERDWG was considering and recommending the renewal of our EBSCO contract, and the trial addition of the Linked Data service.</i></p>	<p>June 30, 2022</p>	<p>Management Team with appropriate staff specialists.</p>

<p><i>Resource Sharing made recommendations on clarifying the Standard Overdue and Billing Policy and the Ecard project.</i></p>		
<p>K. Compile and update NOBLE Policy Manual. <i>On hold due to other projects.</i></p>	<p>June 30, 2022</p>	<p>Executive Director, Member Services Manager and Systems Manager.</p>
<p>L. Conduct an annual review of basic knowledge and NOBLE policies for heads of technical services and circulation supervisors identified annually by library directors. <i>This was delayed as we were moving our systems to Mobius and deferred on loading Release 3.8 until winter, but an annual review process will be conducted for the designated contacts in January to ensure that they understand the responsibilities of these roles and have both the technical knowledge of Evergreen processes and understanding of NOBLE policies necessary to perform them.</i></p>	<p>April 30, 2022</p>	<p>Member Services Manager</p>
<p>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. <i>To facilitate discussion meetings, two Meeting Owl devices were acquired in the spring under non-profit pricing which have been used successfully for Executive Board meetings, roundtable meetings and staff meetings.</i></p>	<p>February 28, 2022</p>	<p>Management Team with Administrative Assistant and staff specialists</p>
<p>N. Facilitate monthly Directors' Roundtable virtual meetings to encourage sharing on issues of mutual concern. <i>Nine Directors' Roundtable Zoom meetings were conducted this fiscal year.</i></p>	<p>June 30, 2022</p>	<p>Management Team</p>
<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. <i>NOBLE's Digital Heritage sites continue to be harvested for the Digital Commonwealth and Digital Public Library of America. During the latter part of FY22, we worked on preparation and migration issues related to moving the cluster of individual Omeka instances hosted on NOBLE's servers to remote hosting on BlueHost. As part of this</i></p>	<p>June 30, 2022</p>	<p>Member Services Manager and Digital and Catalog Librarian</p>

<p><i>project, we decided to move to a single, shared Omeka-S instance. Omeka-S is a newer version of Omeka, built specifically for institutions with multiple sites, which we believe will eliminate some redundancy and make the harvesting process more efficient. The migration was completed in FY22, but some work remains before officially launching this version to the public.</i></p> <p><i>Meanwhile, libraries continue to add new content -- libraries added a total of twelve collections and 648 new items to our sites, providing access to newly-digitized historical material as well as capturing recent history. Reading added a collection called Pandemic Peace and Promise and a collection of Reading High Senior High Photographs; Winthrop added postcards and historical documents; Melrose added collections related to local history including photographs of the library, Main Street, local celebrations and the Curtis Marshmallow Company.</i></p>		
<p>P. Monitor and participate in the MBLC/MLS statewide database acquisition process.</p> <p><i>The statewide database process was followed with interest by NOBLE staff, though we did not have a direct role, and we stand ready to assist our libraries with changes to the package in the new fiscal year.</i></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> <ul style="list-style-type: none"> • <i>Rescinded “Temporary Pandemic Change to the Standard Overdue and Billing Policy” in September.</i> • <i>Continued virtual Zoom meetings until the spring, when we implemented hybrid in-person and Zoom meetings with recordings made available.</i> • <i>Assisted libraries in implementing self-service functionality such as self-check, lockers and self-serve hold shelves.</i> 	<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
<p>A. Implement the new “Bootstrap” Evergreen catalog, in consultation with the Electronic Resources and Database Working Group.</p> <p><i>We set up a Bootstrap catalog instance on the training system, and made some customizations in consultation with ERDWG, and presented it as part of the What's New in Evergreen session at the Tech Expo in June. We now have a Bootstrap catalog instance on the production server which we will be making available to libraries in September. This will give staff the opportunity to use the new version on the live system, and to prepare for the switch, which will need to happen between academic semesters.</i></p>	June 30, 2022	NOBLE Evergreen Team in consultation with ERDWG
<p>B. Streamline access to EBSCO databases and resources to raise public awareness of resources provided and to facilitate and grow usage.</p> <p><i>After much discussion, testing, and consultation with ERDWG, we made the decision to move away from our custom Member Login method of EBSCO authentication, and move to the more standard CPID authentication. This will first check for a known IP address, seamless access for in-library users, and will use barcode pattern matching for remote users, setting a cookie so remote users will only have to enter their barcode once unless they are using a different device or the cookies are cleared. We will use this for both the shared databases (looking for any valid NOBLE barcode pattern) and for the ones licensed by individual libraries (looking for the barcode pattern for the specific library).</i></p> <p><i>All NOBLE links are being updated, and libraries are updating links on their own sites. As part of the authentication change, we are eliminating the separate group profiles we had been maintaining for home and remote users, ensuring that in-library and remote users of a library's database will have the same options, branding, etc.</i></p>	June 30, 2022	Member Services Manager

<p>C. Load major new Evergreen releases in January and June. <i>Release 3.7 was installed on January 10. Release 3.8 was delayed until after the summer of 2022 due to the late release of 3.8.1 in late May which did not provide enough testing time for a June or summer implementation, and did not include some needed bug fixes.</i></p>	<p>June 30, 2022</p>	<p>Systems Manager, in consultation with NOBLE Evergreen staff</p>
<p>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. <i>The meeting with public librarians was held on June 2nd; the meeting with academic libraries was held on June 9th.</i></p>	<p>March 31, 2022</p>	<p>Management Team</p>
<p>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. <i>Four NOBLE staff members participated in the April, 2022, Bug Squashing Week, including providing feedback and testing patches. Three staff contributed to Feedback Fest in March, 2022; five participated in the September, 2021, Bug Squashing week; and three participated in the August Feedback Fest.</i></p>	<p>June 30, 2022</p>	<p>NOBLE Evergreen Team</p>
<p>F. Contribute funds and expertise to the Evergreen Community Development Initiative to foster needed Evergreen development and participate in ranking and selection of projects. <i>NOBLE contributed \$21,013 to help fund ECDI projects in FY22. NOBLE representatives helping to select the funded projects were Christine Morrissey of the Melrose Public Library, Meaghan Kinton of the Beebe Memorial Library and Lyena Chavez of the McQuade Library at Merrimack College. Among the group's funded projects were continued development of "Did You Mean" functionality and modernization of the Acquisitions interface.</i></p>	<p>June 30, 2022</p>	<p>NOBLE Evergreen Team and library representatives</p>
<p>G. Work directly with other Evergreen users to develop new or improved software functionality useful to NOBLE libraries, contributing expertise and funding as needed. <i>NOBLE did not fund projects directly with other Evergreen users this fiscal year, but we did directly fund Evergreen improvements ourselves, including to the Inventory functionality and the Course Materials module.</i></p>	<p>June 30, 2022</p>	<p>NOBLE Evergreen Team</p>
<p>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.</p>	<p>June 30, 2022</p>	<p>Systems Manager and Executive Director</p>

<p><i>New firewall/routers and managed switches were installed in three libraries – Lynn, Peabody and Salem – in February and March, funded by a Gateway cities Digital Divide grant from the Essex County Community Foundation.</i></p> <p><i>For the remaining sites, and NOBLE office, firewall/routers and managed switches were ordered in April from Apogee for expected installation after July 1st when our support organization changes from New Era to Apogee.</i></p>		
<p>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.</p> <p><i>Following a discussion to gauge interest and issues at the November ERDWG meeting, Executive Director Ron Gagnon presented a package of statistics at ERDWG’s January meeting that showed stable use of the EBSCO database resources and that 16 of the top 25 titles accessed in the NOBLE package were exclusive to EBSCO and not available in the state-funded databases. ERDWG recommended continuing with the present service contingent on continued favorable pricing, which has been much lower than the New York state contract pricing.</i></p>	<p>March 31, 2022</p>	<p>Executive Director and Member Services Manager</p>
<p>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.</p> <p><i>At ERDWG’s March meeting Executive Director Ron Gagnon presented EBSCO’s proposed pricing for the next three years, which included a 2% increase in each year, continuing the very favorable base pricing. ERDWG voted unanimously to recommend to Executive Board that we continue with the current EBSCO package of services – the base 11 databases, NoveList Select in the catalog and NoveList K-8 Plus for readers’ advisory, one shared instance of Full Text Finder and a NOBLE instance of NextReads.</i></p> <p><i>Executive Board forwarded a positive recommendation on renewal at their April meeting, which was unanimously approved by Members at the Annual Meeting in May.</i></p>	<p>May 31, 2022</p>	<p>Executive Director and Member Services Manager</p>
<p>K. Investigate implementation of fully functional SMS (text) notifications in Evergreen, including ongoing connectivity costs.</p> <p><i>On hold in light of conversion to cloud hosting with MOBIUS in April. Will be investigated in FY23.</i></p>	<p>March 31, 2022</p>	<p>NOBLE Evergreen Team</p>

<p>L. Investigate implementation of HTML email notices in Evergreen and work with the Evergreen community to forward the objective as needed. <i>On hold in light of conversion to cloud hosting with MOBIUS in April. Will be investigated in FY23.</i></p>	<p>February 28, 2022</p>	<p>NOBLE Evergreen Team</p>
<p>M. Offer and implement Evergreen’s curbside pickup module to interested NOBLE libraries. <i>The new software development was investigated and demonstrated to NOBLE libraries. No libraries implemented the module.</i></p>	<p>December 31, 2021</p>	<p>NOBLE Evergreen Team</p>
<p>N. Implement “Did You Mean…” technology in the Evergreen catalog and lobby the community for improvements as appropriate. <i>Did You Mean functionality was first included in Release 3.7 implemented in January, 2022. This is the first phase, single word, more phases will be forthcoming, funded by ECDI.</i></p>	<p>June 30, 2022</p>	<p>Member Services Manager and NOBLE Evergreen Team</p>
<p>O. Reimplement improved relevancy in the Evergreen catalog, working with the community for improvements. <i>We have made some adjustments to our popularity metrics, taking advantage of some new options. One way of measuring popularity (or importance) is how widely owned a title is in NOBLE -- we were previously doing this using item count, but this was easily thrown off by circumstances where a single library owned a large number of copies because of required reading lists, community reads, etc. We are now using a count of how many libraries own items on a particular bibliographic record, giving a bump to titles owned by all or most NOBLE libraries, which is a much better reflection of "widely owned."</i> <i>We are also experimenting with some different options to favor newer titles over older titles, as well as adjusting the values of the existing badges. For example, we have a badge that gives a bump to titles whose rank in the 95th percentile for circs over the past 3 years. This can be adjusted by raising or lowering the percentile number, or to raising or lowering the time period considered. NOBLE staff have been active in Evergreen community discussion related to the mathematical calculations that produce a single score out of the multiple badges.</i></p>	<p>June 30, 2022</p>	<p>Member Services Manager and NOBLE Evergreen Team</p>

<p>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. <i>Proposals were sought from three concerns active in the Evergreen community and offering remote hosting – Equinox, MOBIUS and Emerald data. Equinox and MOBLE are non-profits; Equinox hosting is on their own servers, MOBIUS on Google Cloud and Emerald on Amazon Web Services. Equinox was very significantly more expensive and did not offer all the redundancy advantages of cloud hosting. Emerald and MOBIUS pricing were relatively close but MOBIUS had greater experience hosting large systems. The move was discussed at our August and September Executive Board meetings, and incorporated into our FY22 and FY23 budgets in the fall. We chose MOBIUS and signed a contract in October, 2021. After a period of data conversion and testing, we went live on MOBIUS’ Google Cloud implantation on April 18, 2022.</i></p>	<p>June 30, 2022</p>	<p>Systems Manager in consultation with Executive Director</p>
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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
<p>A. Add detailed OverDriveAdvantage Plus library usage to the Statistics Dashboard. <i>Statistics showing use of locally-owned Advantage items by that library's cardholders, elsewhere in NOBLE, by RLA partners and by public school connection libraries each month were added to the Statistics Dashboard for each library and NOBLE.</i></p>	December 31, 2021	Member Services Manager, Systems Manager and staff
<p>B. Continue and complete anonymization of Evergreen patron usage data. <i>Anonymization of patron checkout information was completed through Feb 2020. Further anonymization was put on hold while we investigated ways to retain unique user statistics while still anonymizing the historical circs. A database trigger was developed but the implementation was put on hold because of the migration to MOBIUS cloud hosting.</i></p>	October 31, 2021	Systems Manager and staff
<p>C. Investigate analytics services to evaluate the usefulness of electronic resources and services. <i>The demise of RedLink removed the most affordable alternative. Some analytics services are available through EZproxy hosted by OCLC.</i></p>	June 30, 2022	Management Team
<p>D. Provide catalog searching and usage statistics using Matomo web analytics platform. <i>Effort delayed until FY23 due to the move to cloud hosting.</i></p>	June 30, 2022	Systems Manager and NOBLE Evergreen Team
<p>E. Develop and implement a tool to query the Evergreen database for circulation statistics, including by time ranges. <i>Postponed due to early move to remote Evergreen hosting.</i></p>	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
<p>A. Develop an information packet for potential new members to expand membership. <i>Efforts were focused this year on providing more information to retain existing members and inform staff in light of high rates of turnover. Material developed for the Value of NOBLE Infographic, the budget background document and the Welcome to NOBLE! document can easily be repurposed for a potential new member packet.</i></p>	<p>March 31, 2022</p>	<p>Executive Director</p>
<p>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. <i>MLA’s Legislative Day was promoted in a message to directors on March 16th, at the March Members Meeting and on the NOBLE calendar. Executive Director Ron Gagnon participated in the online Legislative Day event, met in-person with the Danvers state representative Kerans and forwarded information to the office of state senator Lovely, which was acknowledged.</i></p>	<p>April 30, 2022</p>	<p>Executive Director</p>
<p>C. Support and facilitate a Social Media and Marketing interest group to aid member libraries in increasing their profile, usage and funding. <i>Quarterly Social Media and Marketing interest group discussions were facilitated by Member Services Manager Elizabeth Thomsen in October, January, April and June. Also facilitated was a Canva session presented by Al Hayden of the Peabody Institute Library of Peabody for the Social Media group in November.</i></p>	<p>June 30, 2022</p>	<p>Member Services Manager</p>
<p>D. Seek out grant opportunities to improve shared collections or infrastructure. <i>NOBLE received a grant from the Essex County Community Foundation to improve the telecom infrastructure at three</i></p>	<p>June 30, 2022</p>	<p>Executive Director</p>

<p><i>gateway cities public libraries – Lynn, Peabody and Salem. The \$23,125 grant provides new firewall/routers and managed switches and upgrades connectivity to one gigabit from Comcast.</i></p> <p><i>NOBLE also was awarded a \$25,000 Cybersecurity Grant from the Mass. Board of Library Commissioners. The grant funds will be used to</i></p> <ul style="list-style-type: none"> <i>• Contract with a cybersecurity expert to examine our new Google Cloud settings for our Evergreen system</i> <i>• Examine the viability of our regular data backups</i> <i>• Examine the security of our Google Workspace settings</i> <i>• Help fund the replacement of routers with firewalls at public libraries with NOBLE connectivity and at the NOBLE office.</i> 		
<p>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.</p> <p><i>Executive Director Ron Gagnon is a member of the Evergreen Outreach Committee and wrote four press releases for professional journals promoting new Evergreen releases and conferences.</i></p> <p><i>Locally, NOBLE staff have consulted with CLAMS staff as they research their options for an ILS upgrade.</i></p>	<p>June 30, 2022</p>	<p>Executive Director and Member Services Manager</p>
<p>F. Investigate moving to cloud-based bookkeeping software for security and access outside of the office.</p> <p><i>NOBLE moved from single-user AccountEdge accounting software to multi-user server-hosted industry-standard Quickbooks on January 1st. Moving to the cloud version will be a later step.</i></p>	<p>January 31, 2022</p>	<p>Administrative Assistant in consultation with Executive Director and Auditor/CPA</p>

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
<p>A. Seek funding to institute, grow and share world language resources in NOBLE libraries.</p> <p><i>We conducted a survey of language collections in NOBLE, and specifically asked what languages libraries would like to see in our OverDrive collection. Libraries would like to see more titles in the three languages for which we currently have ebook and audiobook collections: Portuguese, Spanish and Russian, and would like to add more languages, including French, German, Italian, Chinese, Japanese, Korean, Vietnamese, Tagalog, Hindi, Urdu, Nepali, and Farsi/Persian. We currently have an eclectic assortment of magazine titles in OverDrive, and issues in these languages circulated in FY22: Italian, French, Spanish, Japanese, German, Russian, Portuguese and Korean (in that order.) We have set up the structure and allocated funds to start adding OverDrive titles in more languages, looking for more input from libraries on selection. This is an area of interest to both public libraries to serve their diverse communities, and to academic libraries to provide supplementary reading for language programs and to support international students.</i></p>	June 30, 2022	Executive Director
<p>B. Evaluate the accessibility of the NOBLE catalog with a focus on the developing Evergreen Bootstrap catalog and advocate for accessibility improvements as needed.</p> <p><i>The new Bootstrap-based Evergreen catalog is inherently provides greater accessibility. Any issues identified in the implementation in the summer of 2022 will be more easily remedied.</i></p>	March 30, 2022	Member Services Manager
<p>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.</p> <p><i>WCAG compliance remains a challenge at all levels but the Evergreen community is making progress with both the staff client and the public catalog, and even as problems are resolved, every change to a screen or design customization requires more testing and updates. Both Evergreen and WordPress tend to be better on technical issues ARIA-labels</i></p>	September 30, 2021	Member Services Manager and Systems Manager

<p><i>which are invisible on the page but provide information to screenreaders than on the color contrast and font size issues important to visually-impaired users and also help in situations like dim lighting. We will continue working within the community to help identify and resolve Evergreen WCAG compliance issues.</i></p> <p><i>NOBLE Web (our public site) and the Staff Information System will soon be moved to Bluehost, and when that is complete we will do more WCAG testing, and consider moving to newer themes with better accessibility support. Two new NOBLE sites (Evergreen documentation and an idea-tracking site, both of which will launch in September) are already on Bluehost, and have themes with better support, and we are working to test and resolve the WCAG compliance issues on those.</i></p>		
<p>D. Advocate with OverDrive to improve multi-lingual access in OverDrive, including linkage between item and interface language. <i>Multi-lingual access is available in OverDrive’s Libby app, with the ability to set a variety of languages as one’s default.</i></p>	December 31, 2021	Member Services Manager
<p>E. Work with Inclusive Libraries group to facilitate sharing of materials in world languages among libraries. <i>Efforts to establish a floating collection of non-English titles were not successful.</i></p>	June 30, 2022	Member Services Manager