

**North Of Boston Library Exchange, Inc. (NOBLE)****FY2024****FY2024 Action Plan****Ronald A. Gagnon, Executive Director, [gagnon@noblenet.org](mailto: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. Participate in national, regional and local library conferences, and conferences and events related to services provided, utilized or under consideration by NOBLE.	June 30, 2024	NOBLE Staff, under the direction of the Executive Director
B. 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 and report to Executive Board budget meeting.	September 30, 2023	Executive Director
C. Investigate and recommend Customer Relationship Management (CRM) software to track information on member libraries and their staff.	March 30, 2024	Systems Manager, Member Services Manager and Office Administrator
D. Revise and update staff job descriptions to reflect move to remote hosting and new office location, as well as normal evolution of services.	February 28, 2024	Executive Director with input from Member Services Manager and Systems Manager
E. Investigate and compile a report on the cost and benefits of implementing a ticketing system to track issues and requests from libraries.	April 30, 2024	Systems Manager in cooperation with the Member Services Manager and the 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, 2024	Member Services Manager
B. Conduct circulation, technical services, and Google Workspace update training sessions in person, and/or online with recording.	June 30, 2024	Member Services Manager
C. Conduct an annual review of basic knowledge and NOBLE policies for heads of technical services, circulation supervisors and Google Workspace contacts identified annually by library directors.	May 31, 2024	Member Services Manager
D. Present a robust schedule of at least five training and update sessions, including an annual Holds meeting, new release presentations and appropriate discussion presentations on specific topics, open to all.	June 30, 2024	Member Services Manager
E. Support and facilitate scheduling of discussion groups conducted by NOBLE librarians by creating meeting registrations and posting them on the NOBLE calendar, maintaining an email group and online space for sharing resources, hosting online or hybrid meeting access as needed, and participating in meetings.	June 30, 2024	Member Services Manager
F. Review, test and recommend hardware peripherals for optimal group purchase pricing.	June 30, 2024	Systems Manager and Technical Staff

G. Secure beneficial group purchase pricing on PCs, laptops and selected peripherals and publicize and coordinate orders.	June 30, 2024	Office Administrator, in consultation with Executive Director and Systems Manager
H. Update the NOBLE Staff Information System, NOBLE Evergreen Documentation site with revised documentation, screencasts and training material.	June 30, 2024	Member Services Manager
I. Update the “Welcome to NOBLE” packet for new library staff members and promote and conduct welcome sessions at NOBLE as needed.	January 31, 2024	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, 2024	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, 2024	Management Team with appropriate staff specialists
L. Work with appointed working groups to improve, document and streamline use of NOBLE services and promote cooperation among member libraries.	June 30, 2024	Management Team with appropriate staff specialists.
M. Compile and update NOBLE Policy Manual.	June 30, 2024	Executive Director, Member Services Manager and Systems Manager.
N. 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, 2024	Member Services Manager and Digital and Catalog Librarian

O. Host an Evergreen community event or co-sponsor a New England event.	June 30, 2024	Management Team
P. Investigate, report and recommend implementation of a commercial registration system to replace home-grown system for NOBLE meetings and training sessions.	June 30, 2024	Member Services Manager, in consultation with Systems Manager
Q. Investigate report and recommend implementation of a courseware system to support NOBLE training efforts.	March 31, 2024	Member Services Manager
R. Conduct a review session covering patron authentication using EZproxy and SIP2 for libraries, which facilitates home access to contracted electronic services.	April 30, 2024	Systems 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. Implement the new Bootstrap Evergreen catalog, in consultation with the Electronic Resources and Database Working Group. (Bootstrap is a framework for responsive front-end web development.)	June 30, 2024	NOBLE Evergreen Team in consultation with ERDWG
B. Load major new Evergreen releases in January and June, coordinating with our remote hosting service, MOBIUS.	June 30, 2024	Systems Manager, in consultation with NOBLE Evergreen staff
C. Conduct meetings with NOBLE academic members and public members to gather input for Evergreen development resulting in an updated listing of NOBLE library needs for discussion and prioritization.	March 31, 2024	Management Team
D. 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, 2024	NOBLE Evergreen Team
E. 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, 2024	NOBLE Evergreen Team and library representatives
F. 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, 2024	NOBLE Evergreen Team
G. Investigate implementation of fully functional SMS (text) notifications in Evergreen, including ongoing connectivity costs.	March 31, 2024	NOBLE Evergreen Team

H. Investigate implementation of HTML email notices in Evergreen and work with the Evergreen community to forward the objective as needed.	February 28, 2024	NOBLE Evergreen Team
I. Review and work to improve online library card registration and verification on NOBLE and library websites to make library cards more quickly and securely available to potential users. in cooperation with other networks.	September 30, 2023	Executive Director and Systems Manager
J. Strengthen system security by developing/updating a robust security plan that addresses resiliency of services to cyber and climate threats, incident detection and response, and incident remediation.	January 31, 2024	Systems Manager
K. Conduct a cybersecurity session for NOBLE library staff to ensure security of central systems and local data.	May 31, 2024	Systems Manager, Executive Director and Technical Team
L. Conduct an update session on the Commonwealth Catalog to cover enhancements and to insure smooth operations with our Evergreen system.	February 28, 2024	Member Services Manager and Systems Manager
M. Investigate open-source discovery services for the catalog such as Aspen and VuFind and compile a report.	May 31, 2024	Member Services Manager
N. Investigate and recommend a deduplication/standardization process or service for the bibliographic database.	January 31, 2024	Member Services Manager

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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.

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Actions	Timeframe for Activity	By Whom
A. Provide catalog searching and usage statistics using a web analytics platform to libraries via the NOBLE Statistics Dashboard.	June 30, 2024	Systems Manager and NOBLE Evergreen Team
B. Investigate a tool such as Metabase to query the Evergreen database for circulation statistics, including by time ranges.	September 30, 2023	Systems Manager and System Support Specialist with the Evergreen Team
C. Build a test environment using Metabase or a similar tool in order to study the viability for providing live circulation statistics.	October 31, 2023	Systems Manager and System Support Specialist with the Evergreen Team
D. Design and test a user interface for querying circulation statistics.	November 30, 2023	Systems Manager and System Support Specialist with the Evergreen Team
E. Migrate data into chosen tool for querying circulation statistics.	January 31, 2024	Systems Manager and System Support Specialist with the Evergreen Team

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**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.

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<b>Actions</b>	<b>Timeframe for Activity</b>	<b>By Whom</b>
A. Develop an information packet for potential new members to expand membership.	March 31, 2024	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, 2024	Executive Director
C. Seek out grant opportunities to improve shared collections or infrastructure.	June 30, 2024	Executive Director
D. 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, 2024	Executive Director and Member Services Manager
E. Migrate QuickBooks bookkeeping system to the cloud for greater security and access.	March 31, 2024	Office Administrator
F. In light of office relocation, and change to remote server hosting, develop/update a capital and financial plan for FY24 and beyond.	June 30, 2024	Executive Director



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**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.

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Actions	Timeframe for Activity	By Whom
A. Seek funding and other opportunities to institute, grow and share world language resources in NOBLE libraries.	June 30, 2024	Executive Director
B. Work with the Evergreen community to evaluate the accessibility of the Evergreen catalog and advocate for accessibility improvements as needed.	March 30, 2024	Member Services Manager
C. Test and report on compliance with Web Content Accessibility Guidelines (WCAG) 2.0 in the NOBLE public website and the Staff Information System.	September 30, 2024	Member Services Manager and Systems Manager
D. Complete implementation of Quipu online registration and renewal services in eight languages in addition to English to facilitate wider access to electronic resources and use of NOBLE libraries.	January 31, 2024	Management Team
E. Investigate and test methodology for a collection diversity audit on the bibliographic database and report to membership.	June 30, 2024	Member Services Manager