

**NOBLE: NORTH OF BOSTON  
LIBRARY EXCHANGE**

# **ACTION PLAN**

**FY26**





# MISSION STATEMENT

**Empowering libraries  
through  
collaboration & innovation.**

Support

Collaborate

Innovate

Empower





## PRIORITY 1

Fine-tune core services to member libraries, leveraging the power of the collective.

### GOAL 1

Continue to improve the utility, functionality and security of Evergreen and adjacent systems as the cornerstone core service.

**OBJECTIVE 1:** To improve the security of NOBLE systems, implement Multi Factor Authentication (MFA) for all library staff accessing Evergreen and NOBLE's Google Workspace.

Action	End Date	Team
Conduct an analysis of implementing Multi Factor Authentication (MFA) for all library staff accessing Evergreen and NOBLE's Google Workspace. The analysis should explore the feasibility of library staff using different mechanisms for the backup challenge and identify which system should be the first to implement MFA.	December 31	Administration and Systems
Implement MFA on either Evergreen or Google Workspace for up to three pilot libraries.	March 31	Systems
Implement MFA for remaining NOBLE libraries	June 30	Systems

**OBJECTIVE 2:** Improve public access to NOBLE libraries' materials through the implementation of the Aspen discovery service.

Action	End Date	Team
Complete implementation of Aspen for NOBLE public libraries.	September 30	Administration and Member Services
Work with academic libraries on implementation of Aspen on its own or in conjunction with EDS.	March 31	Member Services
Identify development needs to make Aspen work better for NOBLE libraries	June 30	Member Services with ERDWG

**OBJECTIVE 3:** Explore potential services for an enhanced patron mobile app experience.

Action	End Date	Team
Investigate mobile apps and/or potential Hemlock app development that will connect NOBLE patrons to library services beyond the library catalog.	December 31	Member Services
Implement new app or new Hemlock development to enhance NOBLE patrons' mobile app experience.	June 30	Member Services with ERDWG

**OBJECTIVE 4:** Modernize patron notices sent via email by formatting them with HTML.

Action	End Date	Team
Create sample HTML notices for the Resource Sharing Working Group to review.	December 31	Member Services with RSWG
Begin sending email notices in HTML format.	March 31	Member Services

**OBJECTIVE 5:** Explore the possibility of using a standard reporting tool to generate live statistics for the statistics dashboard.

Action	End Date	Team
Investigate a tool such as Metabase to query the Evergreen database for circulation statistics, including by time ranges.	September 30	Systems
Build a test environment using Metabase or a similar tool in order to study the viability for providing live circulation statistics.	November 30	Systems
Design and test a user interface for querying circulation statistics.	January 31	Systems
Migrate data into the chosen tool for querying circulation statistics.	March 31	Systems

## GOAL 2

Expand group purchasing opportunities.

Action	End Date	Team
Develop a process for identifying products and services where there is interest for collaborative purchasing.	September 30	Administration
Implement at least one new group purchase for NOBLE libraries based on the above process	December 31	Administration
Plan NOBLE vendor showcase to highlight products / services that may be of interest to libraries.	March 31	Member Services

## GOAL 3

Build on a tradition of excellence in training member library staff by designing training opportunities in collaboration with both internal member library partners and external partners, such as the Massachusetts Board of Library Commissioners (MBLC) and the Massachusetts Library System (MLS).

Action	End Date	Team
Develop at least one joint training program with staff from MLS.	May 31	Member Services

## GOAL 4

Enhance NOBLE's catalog of training experiences by recommending training tracks that support different types of staff roles common to member libraries.

Action	End Date	Team
Identify tracks of NOBLE workshops for different levels of catalogers in NOBLE libraries, including those workshops that will be required in order to be given specific cataloging permission levels.	October 31	Member Services
Adopt policy to tie workshop requirements to cataloging permissions.	November 30	Administration with Executive Board
Offer cataloging classes that make up this track.	June 30	Member Services

## PRIORITY 2

Deepen NOBLE's connection with its membership community, and the membership community's connections among each other.

### GOAL 1

NOBLE will use meetings, sessions or trainings as opportunities to build relationships, connecting NOBLE staff with member staffs and member staff with one another.

Action	End Date	Team
Modeled on the existing director roundtable, schedule more frequent circulation and reference roundtables to promote more conversations among circ and reference staff.	September 1	Member Services
Investigate and recommend a new event management system to make it easier for library staff to find and register for NOBLE meetings, sessions and training.	August 31	Member Services

### GOAL 2

Introduce new ways for NOBLE staff and member library staff to connect with one another to forge meaningful, authentic relationships.

Action	End Date	Team
Continue NOBLE-wide reading event (community read, booktalk) as an opportunity for library staff to meet together in an informal setting and to strengthen community among NOBLE members.	May 31	Member Services

### GOAL 3

Expand communication across the membership by building upon NOBLE's success in communicating to member libraries.

Action	End Date	Team
Implement a mechanism for NOBLE libraries to share their news.	December 31	Administration

## GOAL 4

Research and explore the viability and capacity to strengthen the collective by expanding NOBLE membership, focusing on academic libraries.

Action	End Date	Team
Conduct an analysis of services and resources to augment the service NOBLE is providing to current academic library members.	June 30	Administration, Member Services & Systems with ad hoc committee.



## PRIORITY 3

Expand the scope and scale of NOBLE-led marketing efforts in coordination with allied agencies, such as the Massachusetts Board of Library Commissioners (MBLC) and the Massachusetts Library System (MLS).

### GOAL 1

Build connections with affiliated groups as a step toward developing a marketing strategy (e.g., MLS, MBLC).

Action	End Date	Team
NOBLE Member Services Manager will join the MBLC Public Relations Advisory Committee to build an awareness of marketing efforts at the statewide level.	July 1	Member Services

### GOAL 2

Create capacity for developing and implementing marketing efforts.

Action	End Date	Team
Create a NOBLE Marketing Working Group to begin discussion of ideas for NOBLE-wide marketing opportunities.	July 1	Administration with Executive Board
Implement at least one NOBLE-wide marketing initiative as decided by the working group.	June 30	Administration and Member Services with Marketing Working Group

### GOAL 3

Develop a model for an annual comprehensive marketing plan that will be implemented.

No actions to support this goal for FY26.



## PRIORITY 4

### Support diversity and inclusion in services & collections.

#### GOAL 1

Conduct diversity audits of physical and electronic collections.

**No actions to support this goal for FY26.**

#### GOAL 2

Enhance language access in services and collections.

Action	End Date	Team
Work with member libraries to find translators for high-use languages spoken in NOBLE communities.	December 31	Administration
Provide information to library staff on how to track a patron's primary language in their record.	January 31	Member Services
Begin sending notices in at least three non-English languages	March 31	Systems

#### GOAL 3

Improve the catalog by reducing cultural bias in subject headings.

Action	End Date	Team
Investigate and recommend a deduplication/standardization process or service for the bibliographic database.	January 31	Member Services