

Lewis & Clark Library System

Plan of Service Fiscal Year 2008-2009

Lewis & Clark Library System: Possibilities

Mission

We advance libraries in successfully serving the evolving needs of their communities.

Introduction

This Plan of Service acts as an annual to-do list for the System staff and board. The Plan is based on the System's long-range plan, discussion with the Librarians Advisory Council, comments from the membership, trend forecasting by the consultants, and the System's anticipated funding. The Plan of Service is envisioned to serve as a mechanism that enables the membership to grow and to assist libraries in better meeting the needs of their communities.

Unless otherwise noted, the following applies:

- The System's services are available to all eligible system members.
- LCLS libraries must be full members to participate in automation, bibliographic access, interlibrary loan, reciprocal access, and delivery. Full and developmental members participate in consulting, continuous learning, and communication.
- Non-member non-LCLS libraries may participate in continuing education and interlibrary loan.
- Compensation from non-member libraries is being considered during FY2008/2009.
- Libraries in the GateNet consortium (LLSAP) will pay an estimated total of \$615,811.34 in fees.
- The System reserves the right to charge cost-recovery fees.

Trends Expected to Impact Libraries

The following trends are adapted from The Horizon Report, 2007 edition (http://www.nmc.org/pdf/2007_Horizon_Report.pdf):

- The library environment is ever-changing. Costs are rising, budgets are shrinking, and the demand for both traditional and new services is growing. Libraries face competition from the for-profit sector and the Internet. Patrons increasingly demand instant access to information.
- Globalization is changing the way we work, collaborate, and communicate.
- Information literacy should not be considered a given. “Contrary to the conventional wisdom, the information literacy skills of younger people are not improving. At the same time, in a sea of user-created content, collaborative work, and instant access to information of varying quality, the skills of critical thinking, research, and evaluation are increasingly required to make sense of the world.”
- The public’s expectation of library services is being impacted by continually changing technology.

The trends below summarize the Librarians Advisory Council (LAC) and LCLS Board strategic planning sessions on July 17, 2007:

- Politicians will continue to develop new governmental regulations that libraries must meet, often without additional funding.
- The economic divide continues to widen with the “haves” having more, including expectations, and the “have nots” facing multiple challenges to access needed information and services.
- The area is transitioning from mostly agricultural to more suburban. However, a large portion of the LCLS service area remains rural.
- Rapid population fluctuations put stress on many libraries’ resources.
- Demographic diversity impacts collections, services, programs, etc.
- The tension between those who embrace technological change and those who don’t may begin to weaken, but does continue in the short run to remain strong.

Lewis & Clark Library System
Annual Plan
2008 –2009
Strategy Specifics

Plan of Service results will be documented through the consultants' monthly reports.

GOAL A: Support organizational stewardship and sustainability

STRATEGIES:

- Invest in the resources necessary to recruit and retain quality employees; ensure System staff competence as responsibilities evolve
- Evaluate programs and services to increase efficiency and effectiveness
- Assess policies and procedures and revise as appropriate
- Pursue opportunities to adapt and strengthen infrastructure
- Focus on continuous improvement
- Research, identify, and implement supplemental funding sources for LCLS

SPECIFICS:

1. Revise employee handbook
2. Develop an enhanced employee orientation program
3. Develop a technology-related disaster plan which covers backup and recovery issues
4. Review membership standards
5. Market and earn income from training/meeting room usage by others
6. Develop and implement a marketing plan for use with our members and others, including the creation of a System FAQ for staff use
7. Update and implement the System's communications plan based on the Communications Audit results. (Extra, etc)
8. Reconfigure the System's Web site to ensure it meets the needs of the membership
9. Evaluate the workspace reconfiguration for effectiveness
10. Inventory staff computers with TechAtlas to determine current capabilities and future needs
11. Based on the TechAtlas information, ensure the staff and lab computers are scheduled for current updates in a timely manner
12. Report on Plan of Service progress to the Board, LAC and membership
13. Create a Library Learning 2 program for System staff to familiarize them with various aspects of technology (see Missouri River Regional Library's program at <http://mrrllearning.blogspot.com/> and the original at Public Library of Charlotte & Mecklenburg County <http://plcmclearning.blogspot.com/>)

GOAL B: Orient members to new and evolving opportunities and challenges impacting library services

STRATEGIES:

- Provide relevant consulting to share discoveries and assist members in improving the effectiveness of library services
- Support staff development of libraries through professional-development programs and consulting services
- Increase the reach of professional development
- Partner with educational organizations, consortia, and library organizations to enhance professional development opportunities
- Share new information, ideas, and trends obtained via conferences, training, and the reading of professional and trade literature

SPECIFICS:

1. Continue every member visits, visiting a minimum of 1/3 of our membership
2. Implement Continuing Education changes based on the CE audit results
3. Develop a uniform editorial voice when developing CE activities and promotions
4. Increase programming for special interest groups via increased consulting services
5. Actively pursue funding to support state-of-the-art training capabilities to expand delivery of continuing education both in person and remotely
6. Actively pursue funding to develop an Internet safety curriculum
7. Promote individual skills and expertise as a resource among the Member libraries such as using the skills of school staff in programming for Summer School for School Librarians
8. Enhance the public library trustees' knowledge of libraries and library management
9. Create an online member orientation as another method to familiarize new staff and trustees with System services
10. Design formative and summative evaluations to measure effectiveness of CE activities
11. Provide instruction to GateNet members on utilizing Millennium's statistics modes
12. Implement the Acquisitions and Interlibrary loan Millennium modules
13. Implement the Standards for Barcoders Test
14. Host a Vendor Fair
15. Host a Social Services Fair, showcasing local and state organizations such as Illinois Humanities Council
16. Work with members to understand the concepts of long-term fundraising for their libraries
17. Investigate the interest in establishing a Managers Forum for the membership

GOAL C: Strengthen alliances and partnerships

STRATEGIES:

- Seek projects and/or funding with regional and/or statewide library implications
- Pursue appropriate partnerships with nonlibrary organizations to advocate the value of libraries
- Share resources, expertise, and knowledge with other regional multitype Library Systems
- Represent members in regional, state, and national library and policy forums

SPECIFICS:

1. Create an Advocacy Plan for the System
 - a. Make regular contact with the Legislators serving the System's area
 - b. Update the Advocacy section of our Web site
 - c. Keep the members informed about legislative issues
 - d. Keep the Legislators informed about library-related issues
2. Seek projects and/or funding with regional and/or statewide library implications
 - a. CMC
 - b. Digital lab
 - c. WebJunction
 - d. WorldCat Local
 - e. Putting Illinois on the Map
3. Participate in development of the statewide CE calendar for libraries
4. Develop a plan of action to establish a digital lab
5. Determine the feasibility of using a single financial software program used by all Library Systems
6. Work closely with other Library Systems to improve LCLS technology infrastructure and Web site
7. Continue supporting member Plinkit participation with training and technical support
8. Encourage members to offer 24/7 reference access by their participation in Ask?Away Illinois
9. Work with member libraries participating in the WorldCat Local in Illinois pilot project
10. Strengthen ties with other System consultants to increase continuing education opportunities
11. Assist member libraries with TechAtlas for their computer inventory and Technology Plans
12. Encourage continuing and growing use of WebJunction Illinois with libraries across the state
13. Follow through with commitments to institutions of higher education regarding new opportunities as projects are funded
14. Participate in activities of the Chamber and other local organizations

GOAL D: Enhance resource sharing among LCLS members

STRATEGIES:

- Provide courier services to deliver materials
- Act as legal authority for the Local Library System Automation Project (LLSAP), known as GateNet
- Identify and communicate best methods for group discounts
- Investigate larger units of shared resources
- Support effective use of OCLC services
- Encourage member participation in statewide initiatives
- Promote the development of digital repositories and digital archives

SPECIFICS:

1. Host a swap and shop day, encouraging members to share, trade or give away their surplus material, equipment and supplies
2. Grow the LLSAP by seeking new members
3. Evaluate delivery reconfiguration to verify efficiency and effectiveness
4. Create online training (video/wimba) on Interlibrary Loan, Readers Advisory and other Resource Sharing Basics
5. Produce PowerPoint presentations on various aspects of OCLC WorldCat Resource Sharing
6. Promote use of ShareILL through training, Web postings and other communications
7. Promote OCLC's WorldCat.org as a discovery tool
8. Ensure all GateNet bibliographic records are compatible with OCLC's WorldCat Local requirements
9. Continue publicizing the work of the Library Partnership Trust (LPT)
10. Survey members as to products/services desired by the members and their patrons
11. Continue coordinating group/special purchases by the membership

GOAL E: Innovate to proactively manage change

STRATEGIES:

- Investigate the development of a statewide research center
- Identify and implement future services that will transform System and library services
- Promote new pathways of communication

SPECIFICS:

1. Develop a plan of action to build a research center
2. Develop a mentoring program to assist new librarians
3. Investigate the development of a Leadership Academy, based on the North Suburban Library System's
4. Use Web based technologies to encourage the sharing of ideas, issues and advice among members
5. Create an exciting advocacy component on the new Web site to increase member participation in advocacy and legislative issues
6. Investigate and implement new technologies to support the growing needs of LLSAP members
7. Expand the use of assessments and surveys to increase member input into System services
8. Adopt applicable recommendations from member libraries based on input from surveys and other assessment methods
9. Host the Grantsmanship Center's Earned Income Strategies Workshop to expand LCLS capabilities and to reach member libraries as well as a wider audience

Approved by LCLS Board action 4/15/2008